

FAX

To: test

Company:

Fax: 9725329272

Phone:

From:

Fax:

Phone:

E-mail:

NOTES:

test

test

OPENTEXT[™]

OpenText RightFax 10.6 Feature Pack 3 Connector for Konica Minolta MFPs

Administrator Guide

Edition

OpenText RightFax 10.6 Feature Pack 3 Connector for Konica Minolta MFPs

Friday, June 10, 2016

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Contents

Chapter 1: Configuring the Connector for Konica Minolta MFPs	4
RightFax support and requirements	4
Konica Minolta MFP compatibility with RightFax	5
Configuring a Walkup account for guest users	5
Chapter 2: Configuring connector settings in RightFax	6

Chapter 1: Configuring the Connector for Konica Minolta MFPs

With the Connector for Konica Minolta MFPs, you can link one or more of several supported Konica Minolta Multifunction Products (MFPs) on your network to a RightFax server. Users can scan documents on the Konica Minolta MFP and transmit them as fax or email messages through the RightFax server.

If you are using the optional SecureDocs Module, scanned documents can be sent via Certified Delivery or encrypted for security. For more information, see the *SecureDocs Module Administrator Guide*.

The Connector for Konica Minolta MFPs connects the RightFax server and Konica Minolta MFPs by using a software module called the External Document Connector (EDC). The EDC monitors folders on your network called "repositories" for Konica Minolta documents to process and transmit. All Konica Minolta MFPs that will submit fax jobs to the RightFax server must be configured to store scanned documents in the same network folder that EDC will use as a repository. See your Konica Minolta documentation for instructions on setting this folder location.

To create an interface for users on the Konica Minolta device, you must create a Metadata dialog on the device by using software provided by Konica Minolta. This Metadata dialog includes data entry fields such as destination fax number and user ID, and each of these fields is identified using specific keywords that the RightFax server can process. When users enter transmission information in these fields, the data is packaged along with the scanned image in a way that the RightFax server can interpret and use.

Basic process for scanning and transmitting faxes

1. Using either the Konica Minolta MFP fax functionality or one of the RightFax-specific templates, the user enters fax transmission information on the Konica Minolta MFP and scans the document.
2. The Konica Minolta MFP saves the document as an image file and stores the file in the repository folder on the network.
3. EDC picks up the image file from the repository, converts it to a file format appropriate for use by the RightFax server, and places it in the RightFax send queue for transmission.
4. The RightFax server transmits the file as a fax or email message to the destination specified by the user on the Konica Minolta MFP.

RightFax support and requirements

The Connector for Konica Minolta MFPs is installed as part of RightFax but must be purchased separately and activated through the Product Licensing Utility. Refer to the *RightFax Installation Guide* for specific information on server requirements and instructions for installing and activating optional modules.

Note If you have upgraded a system that did not previously include EDC, add EDC separately. Run the RightFax Product Suite installer from Windows Control Panel (Programs and Features or Add/Remove Programs). On the Select Features page of the installation wizard, select External Document Connector and follow the on-screen prompts.

Also required:

- IIS 7.0 or later with File Transfer Protocol (FTP) Services enabled
- ASP.net

The Repository Folder

The repository folder where outbound faxes originating from the Konica Minolta device will be placed must be configured as an FTP site on an IIS server on your network. Verify that the FTP component is installed on the IIS server you want to use, and verify that Read/Write options are enabled for your intended repository folder.

Konica Minolta MFP compatibility with RightFax

To determine the compatibility of your Konica Minolta MFP device with RightFax

1. From the Web browser of a local PC workstation, enter the IP address of the Konica Minolta MFP device to access the MFP's **PageScope Web Connection**.
2. Log on as Administrator, using the Administrator password provided in the Konica Minolta manual you received with your MFP device.
3. If your MFP device is RightFax compatible, **Application Registration** will be available on the **SCAN** tab.

Important If **Application Registration** does not appear on the **SCAN** tab, please contact your Authorized Konica Minolta Service Provider.

For a list of supported Konica Minolta MFP devices, see [faxesolutions.open-text.com/konica-minolta-integration.aspx](https://www.open-text.com/konica-minolta-integration.aspx) on the OpenText Web site.

Configuring a Walkup account for guest users

Users with RightFax accounts can sign in at the Konica Minolta MFP device using their RightFax User ID and password. User defaults are used when sending documents from the Konica Minolta MFP device.

When RightFax is installed, a user called Walkup is automatically created. RightFax uses the Walkup account so guest users can create and send faxes from the Konica Minolta MFP device even if they do not have a RightFax User ID.

Guest user settings depend upon how the Walkup user is configured.

Configure your RightFax users, including the Walkup user, by following these recommendations:

- Configure the account to send email. Users with email addresses have the option to address their transmissions with either email or fax addresses.
- Set up a default cover page for the account.

See the *RightFax Administrator Guide* for information about creating and editing user accounts.

Chapter 2: Configuring connector settings in RightFax

To configure RightFax to work with the Connector for Konica Minolta MFPs, use the EDC Configuration Wizard.

To run the EDC Configuration Wizard

1. On the **Start** menu of the RightFax server, click **All Programs** and click **OpenText**. Click **RightFax EDC Monitor**.
 - If you are running EDC Monitor for the first time, you are prompted to initialize EDC. Click **Yes**. The EDC Configuration Wizard appears.
 - If EDC has already been initialized, EDC Monitor opens in its default Activity view. On the **Tools** menu, click **EDC Configuration**.
2. On the first page of the configuration wizard:
 - If you are installing the connector for the first time, click **Add/Remove modules** and click **Next**.
 - If you want to make changes to an existing connector, click **Modify a module** and click **Next**.
3. On the **Add/Remove Modules** page, select the **Konica Minolta MFP** check box. If a **Module Dependencies** dialog box appears, click **OK** to continue; the additional modules will be installed automatically. Click **Next**.
4. On the **Wizard Summary** page, verify that the information is

correct and click **Next** to configure the connector.

5. On the **Select Module** page, click **Konica Minolta MFP** in the list of modules and click **Next**.

To specify the device repository

1. On the **Device Repository** page, click **Browse**. Browse to a folder where the MFP saves files for RightFax to pick up and click **OK**. Both the MFP and the EDC Manager Service running on the RightFax server must have sufficient user rights to read, write, modify, and delete files in this directory.
2. Click **Add** to add the Repository Path.
3. Repeat steps 1 and 2 for any additional repository directories you want to add.
4. Click **Next**.

Caution If the MFP uses an FTP site as its repository that is remote from the RightFax server, change the RightFax EDC Manager service to log in from an account with FTP access instead of the local system account.

To configure RightFax EDC Manager to pick up faxes from a remote FTP site, open **Services** on the RightFax server, right-click **RightFax EDC Manager Module** and then click **Properties**. Click the **Log On** tab, select **This Account**, and enter the domain and user name of an account that has administrative access to the computer where the FTP site is located.

To set up server defaults

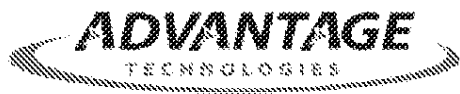
1. The **RightFax Server Name** defaults to the local RightFax server. If you want the connector to send faxes using a different RightFax server on your network, enter the name of the other server here.
2. Faxes sent from the MFP that do not have a RightFax server user ID specified will be sent from the account of the **Default User Name** specified here. By default this is the Walkup user. For information about setting up the Walkup user, see *Configuring a Walkup account for guest users* on page 6. If you want to use another default user account for faxes sent from the MFP, enter it here.
3. In the **Default To Name** box, enter a default fax recipient name that will be used when the sender does not specify a recipient name when sending a fax.
4. In the **Default From Name** box, enter a default sender name that will be used when the sender does not specify their RightFax server User ID or other sender name when sending a fax.
5. Click **Next**

To specify notification options

1. Select the **Print Notification** check box to print success or failure notification messages on the originating MFP after sending a fax. Click **Next**
2. On the **Email Notifications?** page, click **Email Notifications** if you want a transmission status message to be automatically emailed to the sender for each fax sent. If you click this option, specify an SMTP server name, the email address from which notification emails are sent, and a name that will appear as the sender of email notifications. Click **Next**.
3. Review the Wizard Summary page to ensure that the changes made in the previous pages are correct. Click **Back** to make corrections, or click **Finish** if everything is correct.

To start the services if they are not running

1. On the **Start** menu of the RightFax server, click **All Programs** and click **OpenText**. Click **RightFax EDC Monitor**.
2. On the EDC Monitor **Tools** menu, click **Services**.
3. Click **Start All Services**, and then click **Close**.



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RightFax 16.2 – System Requirements

RightFax Application Servers

Hardware Requirements

Processor	3.6 GHz or higher Pentium IV-compatible CPU. 2 CPU Recommended. Both x86 and x64 architectures supported.
Memory	4 GB RAM or greater
Hard disk	10 GB free space. Installed programs require 1.2 GB*

*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.

Additional Requirements for Physical Servers

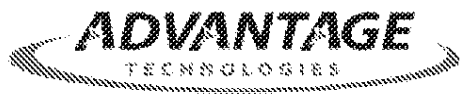
- 2x 146 GB Hard Drives, Raid 1 (for better performance 3x 146GB, Raid 5) or greater.
- Server chassis must be able to accommodate a full-length, full-height PCI fax board unless otherwise noted.
- PCI, PCI-X, and PCI-Express expansion slots*

*Expansion slots are only required if your RightFax configuration will include Brooktrout TR1034 or TruFax fax boards. Additionally, RightFax 10.6 does not support the older Brooktrout TR114 Series fax boards.) Please provide your Advantage representative with your server's PCI slot/riser card configuration to make sure the correct board is shipped.

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) 7.5 or later
- Microsoft .NET 4.6 Framework*
- Microsoft Data Access Components*
- Microsoft Internet Explorer 11 or Microsoft Edge
- 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



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Operating Systems

RightFax 16 Enhancement Pack 2 supports the following Microsoft Windows operating systems:

- 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
- Windows Server 2016 Standard x64
- Windows Server 2016 Datacenter x64

Virtualization Environments

RightFax 16 Enhancement Pack 2 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

Windows Server Failover Clustering Services

- Microsoft Windows Server 2008 R2 Failover Clustering services are supported.
- Microsoft Windows Server 2012 and Windows Server 2012 R2 Failover Clustering services are supported.
- Microsoft Windows Server 2016 Failover Clustering

Fax Transmission

RightFax 16 Enhancement Pack 2 supports only the following technologies for transmitting and receiving faxes. Other board types or third-party board or SR140 emulation technologies are not supported.

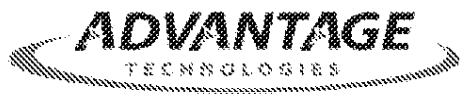
- Dialogic Embedded SR140
- Dialogic Brooktrout TR 1034 series fax boards
- Dialogic Brooktrout TruFax (RoHS compliant) series fax boards
- RightFax Connect hybrid faxing with the cloud

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 16 Enhancement Pack 2. If the customer adds any additional fax over IP channels to their RightFax 16 Enhancement Pack 2 system, OpenText will upgrade the legacy SR140 licenses to Embedded SR140 licenses at no charge.

Microsoft Office Document Conversion

RightFax 16 Enhancement Pack 2 server-side application requires Microsoft Office 2010 or 2013 and converts the following file formats:



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

Terminal Services

For remote access or terminal services, RightFax 16 Enhancement Pack 2 supports the following products:

- Windows 2016
- Windows 2012 R2
- Windows 2012
- Windows 2008 R2
- Citrix XenApp Client

RightFax Database Requirements

Microsoft SQL Server

RightFax 16 Enhancement Pack 2 supports the following Microsoft SQL Server products:

- Microsoft SQL Server 2016 Standard and Enterprise Editions
- Microsoft SQL Server 2014 Express, Standard and Enterprise Editions
- Microsoft SQL Server 2012 R2 Standard and Enterprise Editions
- 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

Note: 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.

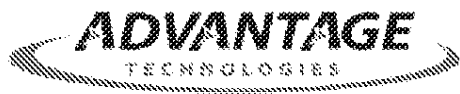
RightFax Email Support

Microsoft Exchange

The RightFax Connector for Microsoft Exchange supports:

- Exchange Server 2016
- Exchange Server 2013
- Exchange Server 2010

RightFax 16 Enhancement Pack 2 also supports processing of inbound fax calls detected and routed from an Exchange Server 2010 Unified Messaging server.



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IBM Domino / Lotus Notes

RightFax 16 Enhancement Pack 2 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

IBM Lotus Domino Web Access (iNotes)

- Lotus Domino Web Access 9

Other Server Components

Microsoft Internet Information Services (IIS)

The following RightFax Web applications support Microsoft Internet Information Services (IIS) version 7.5 or later

- RightFax Certified Delivery (requires the RightFax SecureDocs Module)
- RightFax Web Admin
- RightFax Analytics
- RightFax Web Client
- RightFax SharePoint Web Service (requires SharePoint)
- RightFax Web Reporter
- RightFax Server Status Dashboard, a browser-based tool for viewing server statistic

Microsoft SharePoint Server

The RightFax Connector for Microsoft SharePoint supports:

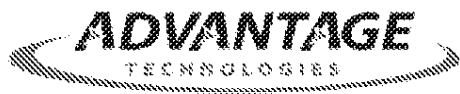
- SharePoint 2016
- SharePoint 2013
- SharePoint 2010

RightFax Client Requirements

Client Operating Systems

RightFax 16 Enhancement Pack 2 client applications are supported on the following operating systems:

- Windows 10 x86 and x64
- 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



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Internet Browser Requirement

Internet Explorer 11 or Microsoft Edge 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.

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Microsoft Outlook

RightFax 16 Enhancement Pack 2 supports the following versions of Microsoft Outlook:

- Outlook 2016
- Outlook 2013
- Outlook 2010

RightFax and non-OpenText Cloud Services

OpenText does not recommend installations of non-OpenText cloud services with RightFax. OpenText cannot support third party cloud extensions to RightFax, or any issues arising from the use of such services. Further, the installation of third party components may interfere with the ability for OpenText to properly investigate and diagnose whether technical issues are with RightFax or other cloud service provider(s). Ultimately, your RightFax performance and reliability is at risk with third party add-ons. Customers who require secure, scalable and supported hybrid faxing solutions are encouraged to evaluate OpenText RightFax Connect, a proven, effective and fully supported cloud-based communication for RightFax servers.

About Advantage Technologies Inc.

Advantage Technologies Inc. has been providing on-premise and cloud-based enterprise fax solutions as well as automated electronic document delivery solutions for close to 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 Gateways, and cloud-based fax solutions. Advantage Technologies is a leading OpenText Platinum Partner and Authorized Support Provider (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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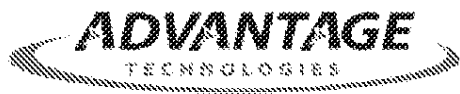
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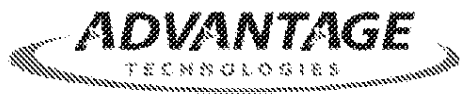
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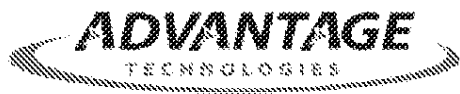
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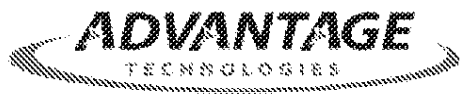
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OpenText does not recommend installations of non-OpenText cloud services with RightFax. OpenText cannot support third party cloud extensions to RightFax, or any issues arising from the use of such services. Further, the installation of third party components may interfere with the ability for OpenText to properly investigate and diagnose whether technical issues are with RightFax or other cloud service provider(s). Ultimately, your RightFax performance and reliability is at risk with third party add-ons. Customers who require secure, scalable and supported hybrid faxing solutions are encouraged to evaluate OpenText RightFax Connect, a proven, effective and fully supported cloud-based communication for RightFax servers.

About Advantage Technologies Inc.

Advantage Technologies Inc. has been providing on-premise and cloud-based enterprise fax solutions as well as automated electronic document delivery solutions for close to 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 Gateways, and cloud-based fax solutions. Advantage Technologies is a leading OpenText Platinum Partner and Authorized Support Provider (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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