



WHITE PAPER

Technical Differences between RightFax® 9.3 and RightFax 9.0

TABLE OF CONTENTS

CHANGES TO THE USER GUIDES.....	4
ONLINE HELP.....	5
RIGHTFAX WEB ACCESS USER DOCUMENTATION.....	5
COMPREHENSIVE README FILE.....	7
INSTALLING THE SERVER.....	8
INSTALLING THE CLIENT.....	8
SUPPORTED VERSIONS OF MICROSOFT SQL SERVER.....	9
UPGRADING FROM PREVIOUS VERSIONS OF THE RIGHTFAX SERVER.....	9
UPGRADING FROM PREVIOUS VERSIONS OF THE RIGHTFAX CLIENT APPLICATIONS.....	9
WHAT IS NOT INCLUDED?.....	10
PRINT FROM A LOCAL OR NETWORK PRINTER.....	16
SIMPLIFIED LOG IN PAGE.....	16
ADMINISTRATOR VIEW.....	16
ENHANCEMENTS IN THE MAIN VIEW.....	17
AGING AND PURGING.....	18
ORPHAN SCANNING.....	18
RECOVERY.....	19
CONFIGURATION OF THE MAINTENANCE PROCESSES.....	19
NEW MAINTENANCE LOGS.....	19
DEFECTS FIXED IN RIGHTFAX 9.3.....	19
ABOUT CAPTARIS, INC.....	21

Introduction

Captaris® has created this document to list features that are new or have changed since RightFax 9.0 and are now released in RightFax 9.3.

For details on using the features described here, refer to the user documentation on the product CD and the Captaris product support Web site at <http://www.Captaris.com/Support/Index.html>. Documentation includes:

- Readme document
- Online user guides in PDF
- Online help within the product applications
- Captaris KnowledgeBase articles

This document is intended for Captaris partners and Captaris associates.

User Documentation

CHANGES TO THE USER GUIDES

TITLE	CHANGE
<i>Activating and Using the OCR Converter Guide</i>	No longer a separate book, this is described in a new chapter in the <i>Administrator's Guide</i> .
<i>Activating and Using the OCR Router Guide</i>	No longer a separate book, this is described in a new chapter in the <i>Administrator's Guide</i> .
<i>Administrator's Guide</i>	<p>The chapters have been renumbered due to the following additions and deletions.</p> <p>Added database backup and restore instructions to the chapter "Working with the RightFax Database and Administrative Utilities."</p> <p>The following information on the Administrative Utilities has been removed and placed in a document that is available at http://www.captaris.com/support/downloads/rightfax/93/.</p> <ul style="list-style-type: none"> • Instructions for the administrative utilities from the chapter "Working with the RightFax Database and Administrative Utilities." • The chapter "Generating Reports of Fax Activity" and the appendix "Fax Reporter Data." • The Appendix "FaxDump.exe Data Fields." • Added a new chapter on SNMP alerting feature. • Added a new chapter on OCR router and converter feature. • Added a new chapter on Oracle CRM connector. • Added a new chapter on TeleConnect feature. • Added a new chapter on the new Captaris Sync Module.
<i>API Reference Guide</i>	<p>No longer available on the product suite CD.</p> <p>Contact the Captaris Developer Program.</p> <p>http://www.Captaris.com/support/services/developer_program.html</p>
<i>COM Reference Guide</i>	<p>No longer available on the product suite CD.</p> <p>Contact the Captaris Developer Program.</p> <p>http://www.Captaris.com/support/services/developer_program.html</p>
<i>Connector for Oracle CRM Guide</i>	No longer a separate book, this is described in a new chapter in the <i>Administrator's Guide</i> .
<i>Oracle Purchasing 11i Connector Guide</i>	Renamed. Previously, the name of this guide was <i>Connector for Oracle e-Business Suite</i> .
<i>SNMP Alerting Module Guide</i>	No longer a separate book, this is described in a new chapter in the <i>Administrator's Guide</i> .
<i>TeleConnect Guide</i>	No longer a separate book, this is described in a new chapter in the <i>Administrator's Guide</i> .

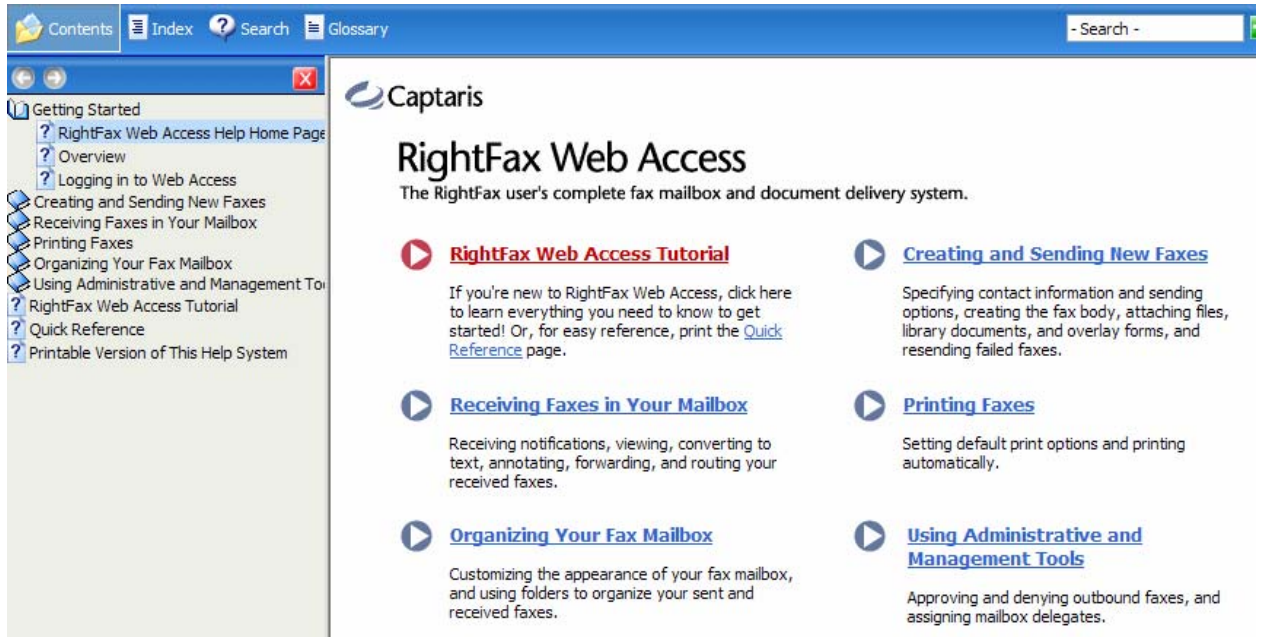
ONLINE HELP

Online help for the Captaris Sync service is not available in this release.

RIGHTFAX WEB ACCESS USER DOCUMENTATION

Complete documentation for users of RightFax Web access is available online in the application.

Comprehensive help topics have been added for each dialog box. To read a help topic for a window, click the **Help** button.

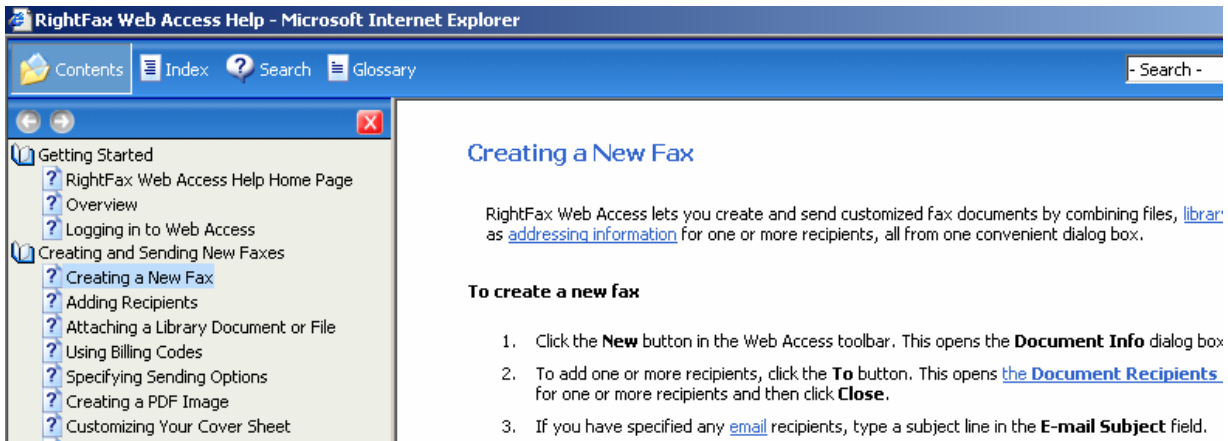
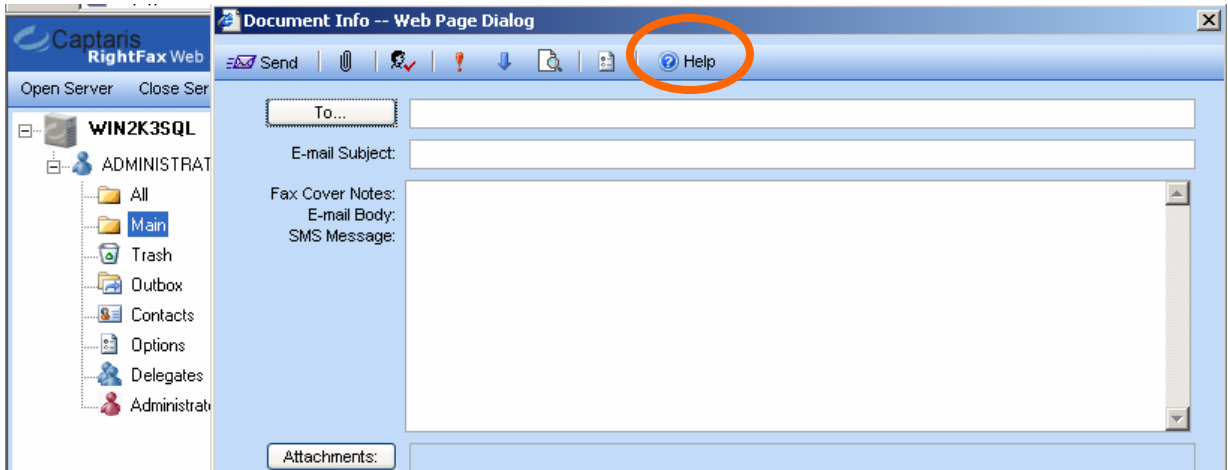


The screenshot shows a web browser window displaying the RightFax Web Access help documentation. The browser's address bar shows the URL <http://www.captaris.com/RightFaxWebAccessHelp/Default.aspx>. The page features a blue header with navigation links for Contents, Index, Search, and Glossary, along with a search box. A left-hand navigation pane lists various help topics, including Getting Started, Overview, Logging in to Web Access, Creating and Sending New Faxes, Receiving Faxes in Your Mailbox, Printing Faxes, Organizing Your Fax Mailbox, Using Administrative and Management Tools, RightFax Web Access Tutorial, Quick Reference, and a Printable Version of This Help System. The main content area, titled "RightFax Web Access" under the Captaris logo, describes the system as "The RightFax user's complete fax mailbox and document delivery system." It provides six key topics, each with a play button icon and a brief description: 1. **RightFax Web Access Tutorial**: A red play button icon followed by the text "If you're new to RightFax Web Access, click here to learn everything you need to know to get started! Or, for easy reference, print the [Quick Reference](#) page." 2. **Creating and Sending New Faxes**: A blue play button icon followed by the text "Specifying contact information and sending options, creating the fax body, attaching files, library documents, and overlay forms, and resending failed faxes." 3. **Receiving Faxes in Your Mailbox**: A blue play button icon followed by the text "Receiving notifications, viewing, converting to text, annotating, forwarding, and routing your received faxes." 4. **Printing Faxes**: A blue play button icon followed by the text "Setting default print options and printing automatically." 5. **Organizing Your Fax Mailbox**: A blue play button icon followed by the text "Customizing the appearance of your fax mailbox, and using folders to organize your sent and received faxes." 6. **Using Administrative and Management Tools**: A blue play button icon followed by the text "Approving and denying outbound faxes, and assigning mailbox delegates."

New tutorial and quick-reference pages

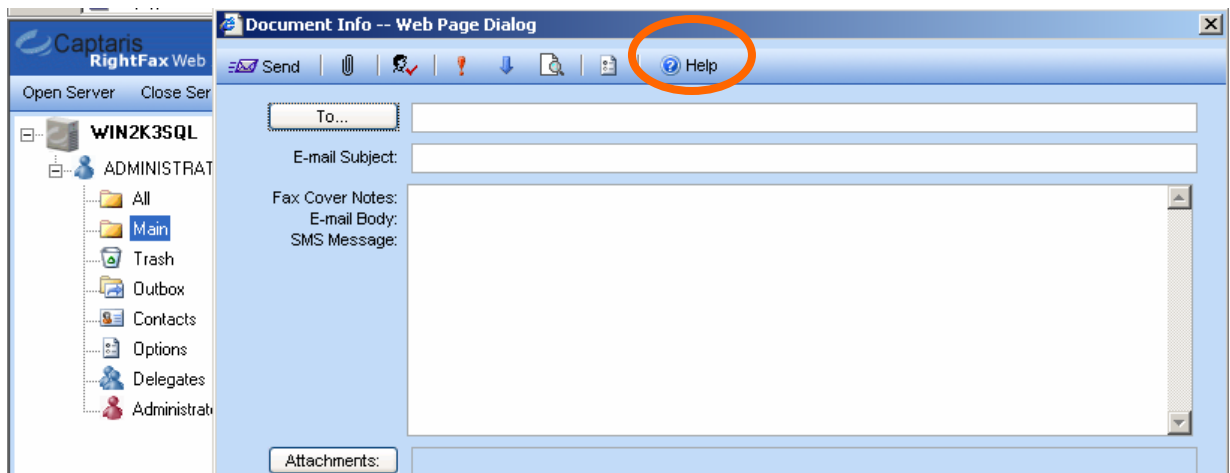
A 13-page online tutorial has been added for new users.

An online quick-reference page can be printed. It includes about 20 how-to items.



Print the help system

The complete online help system can be printed like a book. The document is launched from the table of contents and is provided in Microsoft Word format.



The RightFax Web Access online help is available in French, French Canadian, German, Italian, Spanish and Portuguese on the international product suite CD.

It is available in English and French Canadian on the North America product suite CD.

What is not included?

Online help is not available in Arabic.

COMPREHENSIVE README FILE

A comprehensive Readme file is available with other downloads at <http://www.Captaris.com/Support/Downloads/RightFax/Index.html>

The Readme describes:

- Late-breaking product changes
- Late-breaking user-documentation changes

Installation changes

INSTALLING THE SERVER

Installing the RightFax Server now consists of two stages:

Stage 1: Install the requirements to prepare the system for installation. In this step, the “Prerequisites” installation program detects components that are needed to set up the system for the application you are installing.

Stage 2: Install the RightFax Server.

The following table lists the RightFax components and the requirements that are provided on the Prerequisites CD.

Microsoft SQL Server Express is included in the table because it has several of its own requirements.

RIGHTFAX COMPONENT	REQUIREMENTS						
	Windows	.NET	Microsoft Data Access Components (MDAC) 2.8	Microsoft Message Queue	IIS	Exchange 2000 or 2003	Windows Installer 3.0
RightFax Server	2000 Server* 2003 Server*	1.1	✓	✓			
RightFax Client Applications	2000 Workstation XP Professional						
Remote Services	2000 Server* 2003 Server*	1.1		✓			
IIS Web Applications	2000 Server* 2003 Server*	1.1	✓		✓		
Exchange Connector	2000 Server* 2003 Server*					✓	
SQL Server Express	2000 SP4 2003 SP1 XP SP2	2.0					✓

* The requirement for a server edition of Windows (as compared to a workstation edition) is not fully enforced; the user can choose to proceed despite the warning that is displayed. This meets a long-standing request by Captaris sales and marketing to install demo versions on laptops or other computers.

INSTALLING THE CLIENT

The RightFax client applications can be installed from a “stand-alone” installation program, which is independent of the server installation program.

For this release, the “stand-alone” installation program for the client applications does not upgrade existing client installs. It will upgrade RightFax 9.3 installs in future releases. To upgrade use the Product Suite installation program.

The installation program for the client applications includes the following applications:

- Enterprise Fax Manager
- RightFax Print Driver
- FaxUtil
- Outlook Advanced Fax Extensions
- MAPI Print Driver
- VIM Print Driver
- AutoReply Client

Client installs include the following languages:

- For North American customers, the CD includes English and French Canadian.
- For international customers, the CD includes English, French, French Canadian, German, Italian, Spanish and Portuguese.

SUPPORTED VERSIONS OF MICROSOFT SQL SERVER

- SQL Server 2005 Express Edition (included on the RightFax product CDs)
- SQL Server 2000, Standard and Enterprise Editions
- SQL Server 2005, Standard and Enterprise Editions

What is not included?

Microsoft SQL Server Database Engine (MSDE) is not supported in RightFax 9.3.

UPGRADING FROM PREVIOUS VERSIONS OF THE RIGHTFAX SERVER

RightFax 9.3 supports upgrading from the following earlier releases of the server:

- RightFax 9.0 service pack 2, hot fix 3
- RightFax 8.7 service pack 3

UPGRADING FROM PREVIOUS VERSIONS OF THE RIGHTFAX CLIENT APPLICATIONS

RightFax 9.3 supports upgrading from the following earlier releases of the client applications:

- Client components installed from the Product Suite will upgrade RightFax 8.7 and 9.0 client applications.
- The stand-alone client installation program will not upgrade earlier releases of the client applications.

Server Side Application conversion

For Server Side Application (SSA) conversion, a new conversion engine converts documents to faxes on the RightFax Server from the native applications Microsoft Word, Excel and PowerPoint.

The Microsoft applications must be installed on the RightFax Server. They should not be run on the server by end-users; they must be dedicated for use by the RightFax system.

The native application conversion process is now isolated from the Workserver and is known as Captaris Isolation Conversion Engine (ICE). It is one of several document conversion processes that are used by RightFax to convert documents to Tagged Image File (TIF).

Multiple RightFax Servers can share a single database

The capacity of the RightFax Server can now be multiplied by combining two or more servers that share a common SQL database. This feature, the RightFax Shared Services Module, is available on RightFax 9.3 Enterprise Servers and must be purchased separately.

- Throughput for sending faxes increases because internal loads are shared among some of the fax server services. (Future releases will expand to more shared services.)
- Multiple RightFax Servers share all of the data in the SQL database—users, delegates, phonebook entries, distribution lists and document data such as fax status. The data is available to all the administrators and clients in the network.
- Fax records are stored on the SQL Server and are available to all clients in the network.
- A common database helps maintain integrity of RightFax data.
- Redundant data is eliminated, saving storage space.

- Scalability is ensured; the RightFax software does not limit the number of RightFax Servers that can share a common SQL database.
- Loads are balanced within the network. RightFax services are shared by multiple machines to balance the workload from many RightFax clients.
- Servers can be geographically dispersed.

Captaris Sync Module

The Captaris Sync Module is a new service that synchronizes RightFax data to Microsoft Active Directory and Lightweight Directory Access Protocol (LDAP) servers. The module does not require updates to existing schemas.

The Captaris Sync Module allows RightFax administrators to create and synchronize users from Active Directory domains, groups or organizational units. This service is installed and runs independently on the RightFax Server.

- Synchronization data is no longer stored in Active Directory, and, therefore, schema changes are not required.
- XML-based transform files replace the previous “profile” architecture and are stored locally.
- Multiple domains are supported.
- Robust and convenient real-time logging and diagnostics are available.
- Nested groups are not automatically included when synchronizing from parent groups.
- Visual Basic (VB) script is no longer used.
- Security has been improved.
- Synchronization is managed as a stand-alone service.

WHAT IS NOT INCLUDED?

Workserver Active Directory synchronization is not supported in RightFax 9.3.

Online help for the Captaris Sync Module is not available in this release.

Support for international character sets

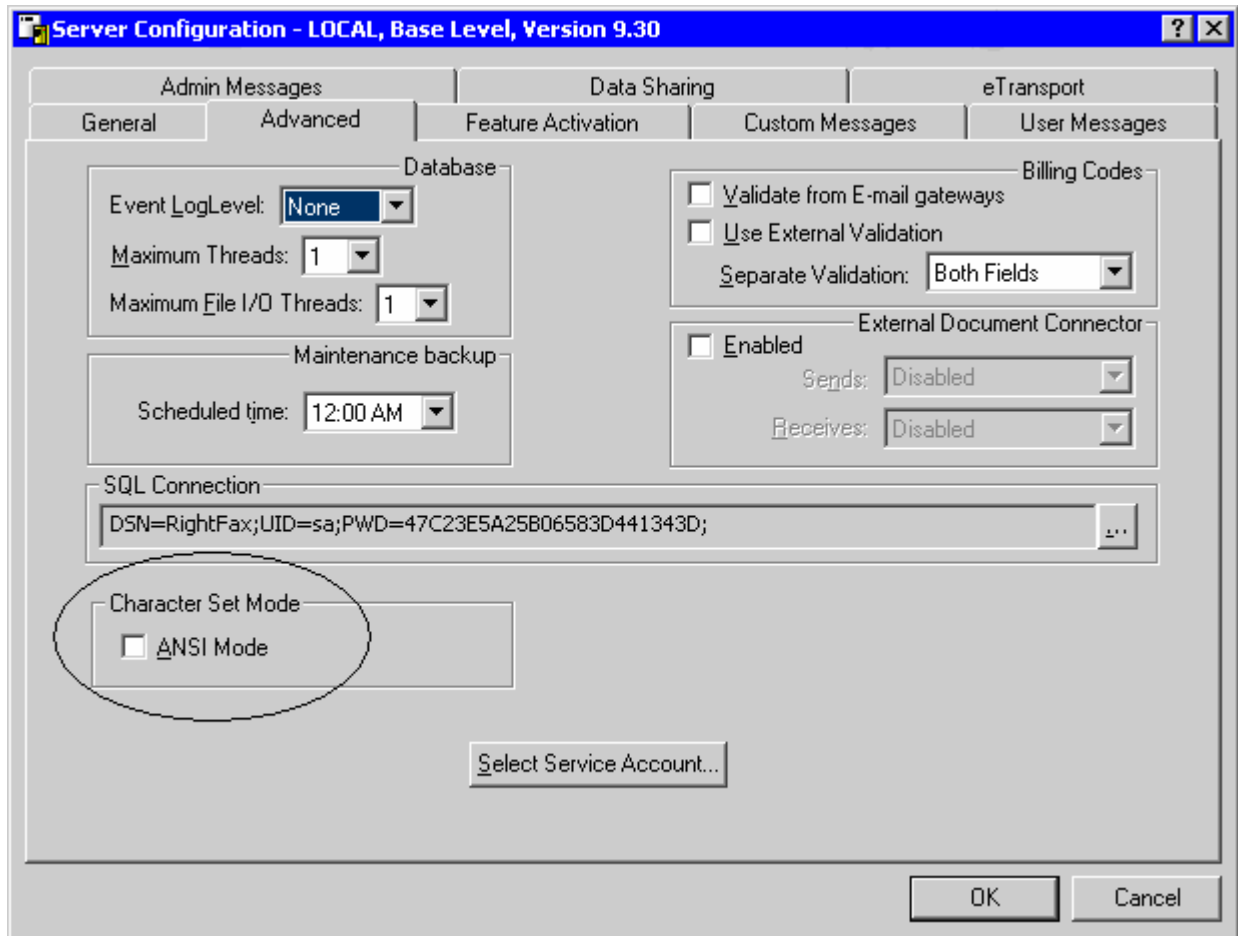
The correct appearance of language characters in fax documents and in the RightFax clients is determined by the language character set on the RightFax Server.

RightFax supports OEM code pages and ANSI code pages, each of which support a variety of character sets.

By default, the RightFax Server uses OEM code pages, or you can specify that the server use ANSI code pages.

The Server Configuration dialog box now provides a check box that can be used to specify the code page. Select **ANSI Mode** to specify ANSI code pages.

Prior to RightFax 9.3, this option was available through the Rescue Administrative Utility.



New Data Views in the Database

Five new data views are available in the database, providing access to the data displayed by the Administrative Utilities phnprint.exe, chguser.exe, and faxdump.exe.

The views include:

- RFView_UserPhoneEntries displays phone book entries for a user (phnprint).
- RFView_UserPhoneGroups displays phone book groups for a user (phnprint).
- RFView_UserSettings displays user settings (chguser).
- RFView_Documents displays information about documents (faxdump).
- RFView_DocTransactions displays transaction information related to documents.

DocTransport Changes

Dialing prefixes (dialing settings), TTI lines and call grouping are now configured in the BoardServer module. These were moved from the DocTransport Global Board Settings. (Call grouping is not supported in Eicon fax boards.)

Each board transport can be defined with dialing prefixes and TTI line settings.

A new transport method simulates sending faxes. The RightFax Simulation Transport is a new transport type in the DocTransport module. The Simulation Transport allows you to send faxes on simulated channels.

Letter and legal printing from one fax

When printed from the RightFax fax viewer, a fax that includes letter- and legal-size pages will print the required page size.

Control for routing incomplete received faxes

The RightFax administrator can specify whether partially received faxes will be fully routed. Routing can be disabled in order to prevent faxes with transmission errors from spawning multiple faxes in the system.

Routing can be disabled in the RightFax Server Configuration dialog box, **General** tab.

The screenshot shows the 'Server Configuration - 172.17.18.17, Base Level, Version 9.30' dialog box. The 'General' tab is selected. The 'Disable routing of faxes with errors' checkbox is checked and circled in red. Other settings include 'Enable CSID Routing' (unchecked), 'Enable Quick Headers' (unchecked), 'Create new user when printing to the fax queue' (checked), 'Event LogLevel' set to 'Terse', 'Delay all Faxes Until' set to 'None Set', and 'Auto Delete Failed Gateway Faxes' (unchecked). The 'Notification' section has 'Allow Notification' (checked) and 'Admin ONCE Only' (unchecked). The 'User Notify Time' is set to 60 minutes. The 'Retry Settings' section has 'Count' and 'SMS Count' both set to 5, and 'Interval' and 'SMS Interval' both set to 5. The 'Record DNIS information' is set to 'Fax DID number'.

Multiple SMTP Gateways

Separate gateways can be dedicated for sending or receiving faxes, one for received faxes (Simple Mail Transfer Protocol (SMTP)) and one for sent faxes (POP3 server).

Inbound faxes can be routed to specified SMTP servers.

Servers can be configured to send, receive or both.

SMTP gateways are configured in the RightFax Email Configuration dialog box, **General** tab.

The screenshot shows the "E-mail Configuration" dialog box with the "General" tab selected. The "Gateway 1 - SMTP" is listed on the left. The configuration fields are as follows:

- Server address: SERVER.DOMAIN.COM
- FROM message: RightFax E-mail Gateway
- Default username: DEFAULT
- POP3 mailbox name: RFAX
- Mailbox password: *****

Options and settings:

- Remote E-mail gateway service
- Use PCL converter for text files
- Remove mail headers
- Force use of APOP
- Use IETF fax addressing
- Send through DEFAULT user when e-mail sender is unknown
- Use FaxUtil User Information
- Event Loglevel: Terse
- Frequency: 45
- Maximum number of messages to retrieve: 50
- E-mail delivery direction: Both

Buttons at the bottom: Add Gateway..., Delete Gateway, Select Service Account..., OK, Cancel.

Integration with Xerox devices via the Workserver

Integrations with Xerox devices are no longer available via the Workserver. When you install the RightFax Server, these integrations will be inactivated.

You must install the MFP Module to enable these integrations. MFP Module is available on a trial basis from http://www.Captaris.com/rightfax_products/integrations/mfp_module/MFPLegacyInfo.html.

Integration with HP devices via the Workserver

Integrations with Hewlett-Packard (HP) devices are no longer available via the Workserver. When you install the RightFax Server, these integrations will be inactivated.

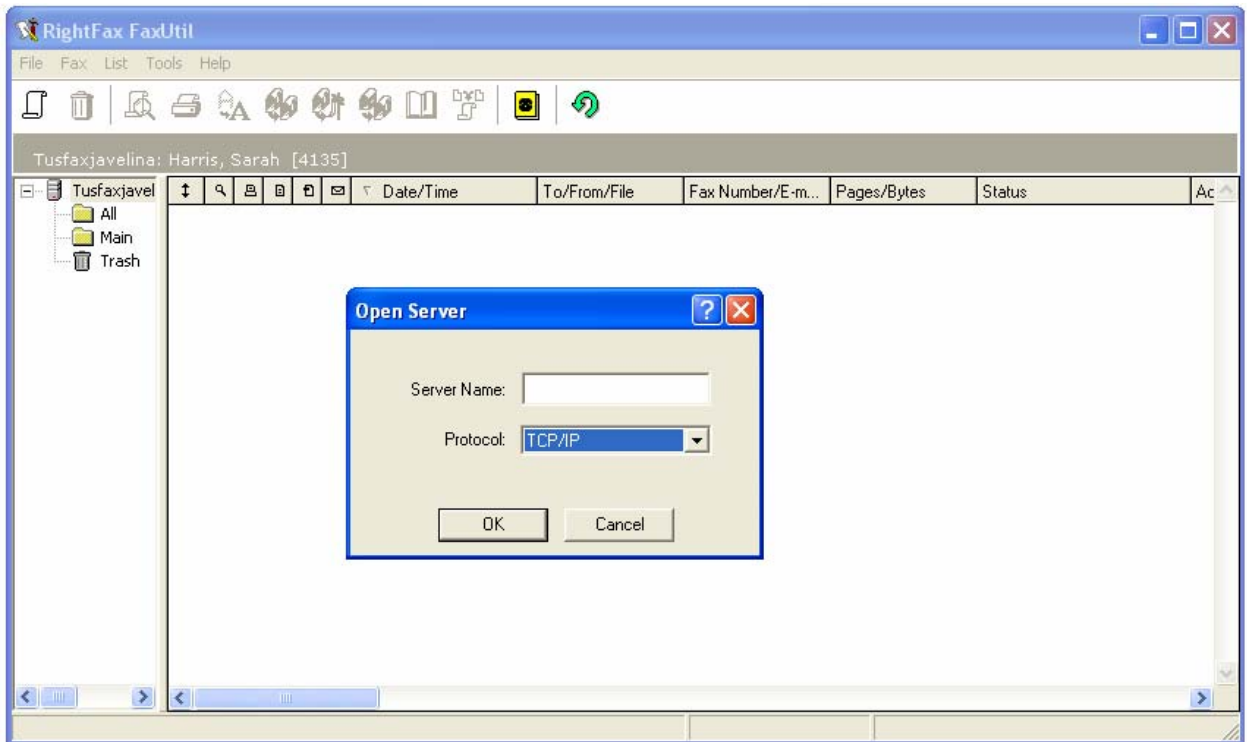
You must install the MFP Module to enable these integrations. MFP Module is available on a trial basis from http://www.Captaris.com/rightfax_products/integrations/mfp_module/MFPLegacyInfo.html.

Network protocols in client applications

As in previous versions of RightFax, the network communication protocol must be specified in FaxUtil and the RightFax Print Driver (faxctrl) when opening a new server. The protocol can be set to TCP/IP or Secure TCP/IP.

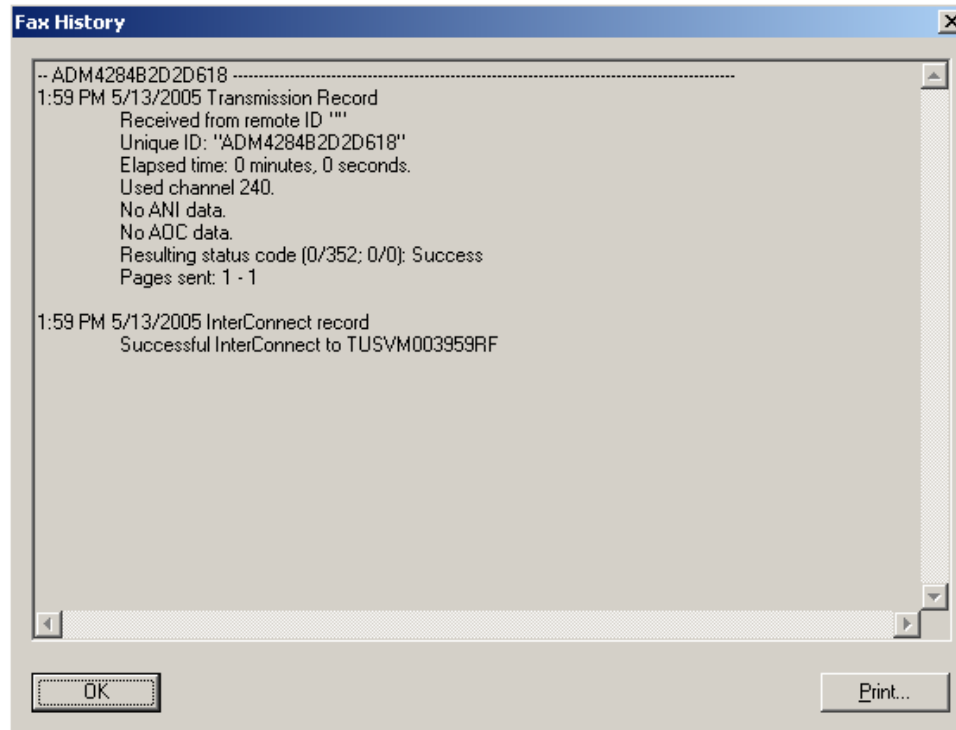
What is not included?

Named pipe calls are no longer an option.



History record enhancements

History records are now provided for faxes routed with RightFax InterConnect. Also, outbound faxes that fail to convert now have history records.



RightFax Web Access

PRINT FROM A LOCAL OR NETWORK PRINTER

Faxes can be printed directly from a network printer or downloaded as PDF documents for local printing or storage on the local computer (requires Adobe Acrobat Web browser plug-in or Acrobat reader).

SIMPLIFIED LOG IN PAGE

To log in the user enters the server name, user ID and password. Delegate names are not required to log in as a delegate of another user.

Delegates appear in the user's fax mailbox. Select the delegate in order to manage the delegate's faxes.

ADMINISTRATOR VIEW

The user who logs in as an administrator is provided an administrative view, providing the status of services on the RightFax Server, links to RightFax support services, notification of the availability of software updates and links to software updates.

Links to support services can be customized.

ENHANCEMENTS IN THE MAIN VIEW

RightFax Web Access has more features that are consistent with FaxUtil.

- The user can add or remove columns of data in the mailbox view.
- When viewing a sent fax, the user can add sender information to the fax.
- Faxes can be routed or forwarded from the fax viewer.
- Billing information fields can be defined by the administrator.
- The administrator can specify required fields for sending and receiving faxes.
- “Find Contacts” is now “Phonebook Lookup.” The Phonebook Lookup feature has been enhanced.

Eicon fax boards

Diva Server SDK 3.5 is supported. The following features are supported:

- Secure Caller Service Identification (CSID).
- Call blocking
- Received faxes can be routed by the Dialed Number Identification Service (DNIS) method.

These features are configured in Eicon’s board configuration application. For information about them, refer to the Eicon user documentation.

Brooktrout TruFax 250 and 450 Boards Appear in the Board Configuration Dialog Box

Brooktrout TruFax 250 and 450 BRI boards now appear in the RightFax Board Configuration dialog box. Prior to RightFax 9.3, these boards were configured by selecting Brooktrout TruFax 200 or 400 in the dialog box.

RightFax product modules no longer sold separately

The following modules are no longer sold separately but are now included as features of a server or suite.

FEATURE	INCLUDED WITH
SecureDocs Module	Enterprise Suite Enterprise Integration Module
SNMP Module	Enterprise Suite Enterprise Integration Module
Alerting and Monitoring Module	Enterprise Suite Enterprise Integration Module
TeleConnect Module	Enterprise Server
Docs on Demand Module	Enterprise Server
OCR Conversion and Routing Modules	Enterprise Server
Oracle CRM Connector	Integration Module

RightFax Microsoft Exchange Module

The RightFax standard client forms for Microsoft Outlook are not available in RightFax 9.3.

RightFax Lotus Notes Module

For customers who have purchased the RightFax Gateway for Lotus Notes, RightFax 9.3 includes 9.0 and a 9.0.3 patch. The following versions are supported:

- Lotus Notes R5.0.11
- Lotus Notes R6.0.2
- Lotus Notes R6.5.1

Administrative Utilities

The RightFax Administrative Utilities and associated documentation are now available at www.Captaris.com. They have been removed from the product CD.

Daily maintenance processes

In RightFax 9.3, maintenance is a collection of tasks that occurs once a day to clean up the SQL database. It is similar to the maintenance tasks in previous RightFax versions.

These tasks include:

- Aging and purging
- Orphan scanning
- Recovery

AGING AND PURGING

The aging process evaluates the age of each document on the RightFax Server.

When a document exceeds the age limit, it is marked for deletion. The marked documents will later be deleted by the purge process. Documents that are marked for deletion can be recovered until they are purged.

The age limit for documents is defined for each RightFax user group.

Documents that are marked for deletion can be queried for reports.

The purging process removes from the SQL database documents marked for deletion that are older than the configured limit. When it deletes these records from the database, the purging process also deletes the corresponding image files that are stored in the Image directory on the RightFax Server.

One event triggers the aging and purging process.

ORPHAN SCANNING

The orphan process scans the RightFax\Image directory on the RightFax Server for fax image files that are not referenced by any document or library document in the SQL database. The image files are called “orphans” because RightFax has no record of their existence and cannot access them.

One event triggers the orphan scanning process.

To delete orphan image files from the RightFax Server use the Orphan.exe utility.

RECOVERY

Before RightFax 9.3, the RightFax Server module stored fax events in memory. When the server module stopped, events were lost, and the event queue was rebuilt when the server module started again.

The RightFax event queue is now stored in the SQL database on the SQL Server. The queue is persistent; that is, it retains its objects and values if the RightFax Server module stops. It is not necessary to rebuild the queue.

The recovery process is still performed daily on the RightFax Server as a fail safe. One event triggers the recovery process.

CONFIGURATION OF THE MAINTENANCE PROCESSES

In RightFax 9.3, each maintenance process is an event that is stored in the event queue on the SQL Server. The RightFax Server will perform maintenance when a maintenance event is queued, on a first-come, first-served basis.

Aging is performed before purging.

As in previous releases, the default time for maintenance to begin is 2 a.m. The time is set in the RightFax Server Configuration dialog box, **Advanced** tab.

NEW MAINTENANCE LOGS

Logs of the maintenance process are stored in the RightFax\Database folder on the server that performed the process. The logs include:

- MaintAgingAndPurging.log
- MaintOrphanScan.log
- MaintDocRecovery.log

Support for RightFax 9.0 hot fixes

RightFax 9.3 includes all of the corrections that were included in the RightFax 9.0 service packs and hot fixes, up to and including RightFax 9.0 Service Pack 2 Hot Fix 1. Hot fixes released after Hot Fix 1 will be included in future hot fixes for RightFax 9.3. Please check the Captaris software downloads page to obtain hot fixes for RightFax 9.3.

For a complete list of the fixes in RightFax 9.0 Service Pack 2 Hot Fix 1, refer to the Readme file for the hot fix. You can download the Readme from <http://www.Captaris.com/Support/Downloads/RightFax/Index.html>.

DEFECTS FIXED IN RIGHTFAX 9.3

RightFax 9.3 includes all of the software fixes that were included in RightFax 9.0 Service Pack 2 Hot Fix 1. It also includes the following software fixes that were reported since Hot Fix 1.

CAPTARIS TRACKING NUMBER	MODULE	PROBLEM	SOLUTION
41528	OCR	Czech characters are not recognized at all by the OCR module.	Due to the low resolution inherent to fax images, languages that contain small accent marks or multiple similar accent marks may fail to convert properly. For these languages, Captaris recommends increasing the font size to improve the accuracy of conversion.
43266	Exchange Connector	Unable to install the Exchange Connector to an administrative group that does not include a "servers" container.	Corrected. The Exchange Connector can be installed to an administrative group that does not include a "servers" container.
44857	DocTransport	BoardServer reporting number of licensed channels when in simulation mode.	Corrected. The number of channels is 1.

CAPTARIS TRACKING NUMBER	MODULE	PROBLEM	SOLUTION
45830	WebUtil	No way to open a delegated user mailbox without logging into that account.	Corrected. All of the delegates for a user now appear in the RightFax Web Access main view for that user.
45879	Notes Client	Some of the RightFax faxing buttons are not localized in the Notes client application.	Corrected. Localizations have been updated.
45982	Notes Client	Fax User Options not localized in the Notes client application.	Corrected. Localizations have been updated.
45992	Notes Client	Successful user addition dialog box does not appear in Italian in the Notes client application.	Corrected. Localizations have been updated.
46177	Notes Client	Error messages are not localized in the Notes client application.	Corrected. Localizations have been updated.
47464	Install	RightFax Administrator password is reset to blank after 8.7 to 9.0 upgrade.	Corrected. After an upgrade, the RightFax Administrator password is preserved.
47973	Install	Cannot install RightFax 9.0 on existing MSDE 2000 release. An installation if MSDE is not installed on the OS drive.	In RightFax 9.3, Microsoft SQL Express or Microsoft SQL Server is required.
48574	Install	Changing default install directory of Administrative Utilities causes a Windows registry change, and the RightFax services are not started.	Corrected. After the Administrative Utilities are installed, the Windows registry is not changed.
49595	Install	RightFax 9.0 silent install automatically reboots workstation even if reboot=reallysuppress.	Corrected. The silent install will not reboot the workstation if rebooting is suppressed.
50184	Install	Hebrew characters do not show up properly after an 8.7 to 9.0 upgrade.	This works for old faxes but not for new ones.
51573	Java/XML	The RightFax installation does not grant permission to the Production directory for the Network Service account with Windows 2003 and Internet Information Server 6.	Corrected. Permission is now granted by the installation.
52389	Install	The RightFax Service Pack 2 upgrade changes the password for the SQL connection DEFCON5.	Corrected. After an upgrade, the SQL connection password is preserved.
52503	BoardServer	Cannot receive faxes when calls are routed through CallXpress with a TR1034+P4-4L.	The BoardServer module now includes the Dial w/Ring Detect check box. Select this box to route faxes through CallXpress with a TR1034+P4-4L fax board.
52870	DocTransport	Dialing Rules fail if local machine time is used; must use Greenwich Mean Time.	Corrected. Greenwich Mean Time is not required.
53061	Captaris Sync	Selecting multiple organization units with the same name when creating source filters in the Captaris Sync module causes applet to crash.	Corrected. Multiple organizational units can be selected.
53337	Documentation	The <i>RightFax Connector for Oracle CRM Guide</i> incorrectly instructs customers to install the RightFax API for Java on the Oracle server.	Corrected. Only the CLASS files need to be installed on the Oracle server.
53770	Brooktrout Adapters	With a Brooktrout TR1034 fax board, Voice.exe will not dial the number specified.	Corrected. The number will be dialed.

ABOUT CAPTARIS, INC.

Captaris, Inc. is a leading provider of software products that automate business processes, manage documents electronically and provide efficient information delivery. Our product suite of Captaris RightFax, Captaris Workflow and Captaris Alchemy Document Management is distributed through a global network of leading technology partners. We have customers in financial services, healthcare, government and many other industries, and our products are installed in all of the Fortune 100 and many Global 2000 companies. Headquartered in Bellevue, Washington, Captaris was founded in 1982 and is publicly traded on the Nasdaq National Market under the symbol CAPA. For more information, please visit www.Captaris.com.

©2006 All rights reserved. No part of this publication may be reproduced, transmitted, transcribed, stored in a retrieval system, or translated into any language in any form by any means without the written permission of Captaris. The following are registered trademarks and trademarks of Captaris: Captaris, Alchemy, RightFax, Captaris Document Management, Captaris Interchange and Captaris Workflow. All other brand names and trademarks are the property of their respective owners. MC0010341