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**RightFAX Server Configure**

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## **Delay all Faxes Until**

Description:

Specifies whether or not all faxes for non-administrative users will be delayed. If NO DELAY is set, then there will be NO delay for any users. If a time is selected then, all non-administrative RightFAX users will have their faxes delayed until the specified time. Values for the delay range from 12:00A.M. through 12:00 P.M.

## LogLevel

### Description:

Specifies the level of information logged in the file APPLICATION EventLog. A value of TERSE will cause the **RightFAX Server Module Service** to record only critical errors, while the VERBOSE setting will record significant amounts of information which may help track down problems.

### Notes:

Information written to the APPLICATION EventLog is invaluable in tracking down problems. If you have a problem which you can duplicate, you should set the **LOGLEVEL** for all server programs to VERBOSE, and then go through the steps to duplicate the problem again. The data stored in the various logs may help you solve the problem yourself, but if the answer is not obvious, it will greatly speed up the process of locating a problem if you can provide us with the log file information.

**Do NOT leave this value set to VERBOSE for any length of time, as the APPLICATION EventLog can grow quite large.**

## Event Frequencies

### Size

Description:

Specify the number of entries allocated for the internal event queue. This can be any value between 200 and 4000. When the event queue is full, new faxes and new outgoing faxes are not permitted to continue processing until some of the events in the queue have been processed. This value does not affect the maximum amount of work that can be done by the fax server, nor the maximum amount of users that can be handled.

**Do not change this value from the default of 400 unless instructed to do so by RightFAX technical support personnel.**

See Also [Event Frequencies](#).

## Dialing

### Prefix

Description:

The dial **PREFIX** allows dialing digits and control characters to be placed at the beginning of a fax phone number. For example, the dial prefix can be used to add a '9' to the beginning of every number dialed to gain access to an outside line through a PBX. Control characters such as 'W' and ',' allow you to insert pauses and waits during dialing. It is almost always necessary to have a 'W' or ',' at the start of the dial prefix so that the fax board(s) will not misdial the first digit of a phone number, i.e. it takes a second or two for the CO or PBX to get ready to receive digits.

The following characters can be dialed:

- 0...9, \*, # - Like on a phone
- , - Pause for 1 second
- T - Dial with Touch-Tones (default)
- I - Pause for 5 seconds
- P - Dial with Pulses
- W - Wait for a tone
- ! - Flash hook

**The maximum length of a number is 35 characters, and each character included in the PREFIX counts toward that limit.**

Notes:

One of the most common errors in sending faxes is an incorrect Dial **PREFIX**. For example, if you include a '9' in your Dial **PREFIX**, and then try to send a fax to an internal extension (4 or 5 digits), your fax will probably end up with a "Phone Line Problems" error. To verify the number being dialed, you can look in the APPLICATION EventLog where it will show all digits dialed, including pauses and the dial prefix.

See also [Dialing Postfix](#) and [RollDown](#).

## Dialing

### Postfix

Description:

The dial **POSTFIX** allows dialing digits and control characters to be placed at the end of a fax phone number. For example, the dial postfix can be used to add billing dial codes to the end of every number dialed to allow long distance calling through a PBX. Control characters such as 'W' and ';' allow you to insert pauses and waits during dialing.

The following characters can be dialed:

- 0...9, \*, # - Like on a phone
- , - Pause for 1 second
- T - Dial with Touch-Tones (default)
- I - Pause for 5 seconds
- P - Dial with Pulses
- W - Wait for a tone
- ! - Flash hook

**The maximum length of a number is 35 characters, and each character included in the POSTFIX counts toward that limit.**

See also [Dialing Prefix](#) and [RollDown](#).

## Queue Settings

### Type

Description:

The **TYPE** parameter specifies what data format this print queue will accept, LaserJet III or PostScript, ie PCL, or PostScript.

See Also [QueueName](#) and [ServerName](#).

## Queue Settings

### ServerName

Description:

The **SERVERNAME** parameter specifies the names of the file server where the print queue is located.

See also [QueueName](#) and [QueueType](#)..



## Queue Settings

### QueueName

Description:

The **QUEUENAME** parameter specifies the name of the print queue on the file server named above.

Notes for Microsoft Networks:

In order for RightFAX and RightFAX client programs to use the print queue, you will need to create a queue in the Print Manager (NT). The queue you create should be assigned to a HP LaserJet III or 4 printer driver, and to *Print to*: "\\.\pipe\rightfax". You will also need to share the queue on the network so that users can print to it when they want to send a fax.

See also [QueueType](#) and [ServerName](#).

## Fax Retry

### Count

Description:

The **COUNT** option specifies the number of times an outgoing fax transmission will be retried when it encounters a non-fatal error (e.g. a busy signal).

Notes:

**The default values for retrying an unsuccessful fax are 5 times at intervals of 5 minutes.** If the fax is still unsuccessful after this number of retries, then it will end up in the sender's fax mailbox with a status similar to "ED:Fax Number Busy", where "ED" stands for **ERROR TRANSMISSION DROPPED** (This is assuming that the user does not have auto-delete-after-send enabled). In this case, the user can force RightFAX to try sending the fax one more time by highlighting the fax, and pressing the "K" key (DOS and OS/2), or choosing "Fax/Kick Fax" option (WINDOWS). Alternatively, the user can send the fax again as if it were newly created by executing a "Fax/Forward to Fax Machine" command, which will create a new fax record for the same fax, into which you may re-enter the fax number.

See Also [Fax Retry Interval](#).

## Fax Retry

### Interval

Description:

The **INTERVAL** option gives the minimum time delay (in minutes) before a failed fax transmission will be rescheduled.

Notes:

**The default values for retrying an unsuccessful fax are 5 times at intervals of 5 minutes.** If the fax is still unsuccessful after this number of retries, then it will end up in the sender's fax mailbox with a status similar to "ED:Fax Number Busy", where "ED" stands for **ERROR TRANSMISSION DROPPED** (This is assuming that the user does not have auto-delete-after-send enabled). In this case, the user can force RightFAX to try sending the fax one more time by highlighting the fax, and pressing the "K" key (DOS and OS/2), or choosing "Fax/Kick Fax" option (WINDOWS). Alternatively, the user can send the fax again as if it were newly created by executing a "Fax/Forward to Fax Machine" command, which will create a new fax record for the same fax, into which you may re-enter the fax number.

See also [Fax Retry Count](#).

## Notification

### Admin ONCE Only

Description:

A user can elect to be notified only once about a newly received fax (instead of repeatedly). The **ADMIN ONCE ONLY** option indicates whether an administrator should be notified of an unviewed fax in this situation.

See also [Allow Notification](#), [Admin Notify Time](#), [User Notify Time](#) and [Send To All Connections](#).

## Notification

### User Notify Time

Description:

The notification intervals specify the time periods during which RightFAX will attempt to send a message about a newly received fax which has not been viewed or printed.

**The default value for the USER NOTIFY TIME is 60** which means the server will attempt to notify the user of a new fax for one hour in this situation.

See also [Allow Notification](#), [Admin Notify Time](#), [Admin ONCE Only](#) and [Send To All Connections](#).

## Notification

### Admin Notify Time

Description:

The notification intervals specify the time periods during which RightFAX will attempt to send a message about a newly received fax which has not been viewed or printed.

**The default value for the ADMIN NOTIFY TIME is 60** which means the server will attempt to notify that user's group administrator for an hour and then group's alternate administrator for another hour. After this point the fax is left in the user's fax mailbox, but the server gives up trying to tell anyone.

See also [Allow Notification](#), [User Notify Time](#), [Admin ONCE Only](#) and [Send To All Connections](#).

## Event Frequencies

**Queue**

**Mail**

**Status**

**ShrinkLog**

**Sched**

Description:

These are the default values. All times are expressed in seconds.

|                        |        |  |
|------------------------|--------|--|
| EventFreq_ChkQueue     | : 5    | ;how often to check the print queues           |
| EventFreq_ChkMail      | : 10   | ;how often to check for client requests        |
| EventFreq_ChkActLog    | : 45   | ;how often to check for new incoming faxes     |
| EventFreq_ShowStatus   | : 5    | ;how often to update the hardware status       |
| EventFreq_ShrinkActLog | : 1800 | ;how often to purge the activity log           |
| EventFreq_ChkSched     | : 300  | ;how often to check the queue of delayed faxes |

System events are actions taken by the fax server which occur at regular intervals. This includes checking the print queues for outbound faxes, checking for newly received faxes, and updating the status display.

See Also [EventQueue Size](#).

## Notification

### Allow Notification

Description:

The **ALLOW NOTIFICATION** toggles notification for the client software. If this is checked ON, then RightFAX clients will receive notification based on their individual setups. If this box is NOT checked, no one will be notified.

See also [Admin ONCE Only](#), [User Notify Time](#), [Admin Notify Time](#) and [Send To All Connections](#).



## Notification

### SendToAllConnections

Description:

For Novell NetWare networks only; use this if you have users connected to more than one file server and you wish them to be notified on all file servers rather than just the first that RightFAX finds. Checking this box activates this function , while unchecking it deactivates it.

See also [Allow Notification](#), [Admin ONCE Only](#), [User Notify Time](#) and [Admin Notify Time](#).

## Dialing

### Rolldown

Description:

Multiple fax lines can be directed into a single mailbox. If you give USERX a routing code of 0 and no other users have routing code 1, then faxes received on line #1 will fall into the user with routing code 0 (USERX). This behavior occurs with all routing codes between 0 and 31 (for the 32 possible fax lines), i.e. if a fax is received on lines 1 through 31, they will roll down to lower routing codes (5 to 4 to 3, etc). This is **ROLLDOWN: ADVANCED**.

The roll-down behavior can be modified in one of two ways. First, it can be disabled all together, so a fax received on line #1 would be routed to the "Admin" account if the routing code '1' was not assigned. This is **ROLLDOWN : ADMIN**.

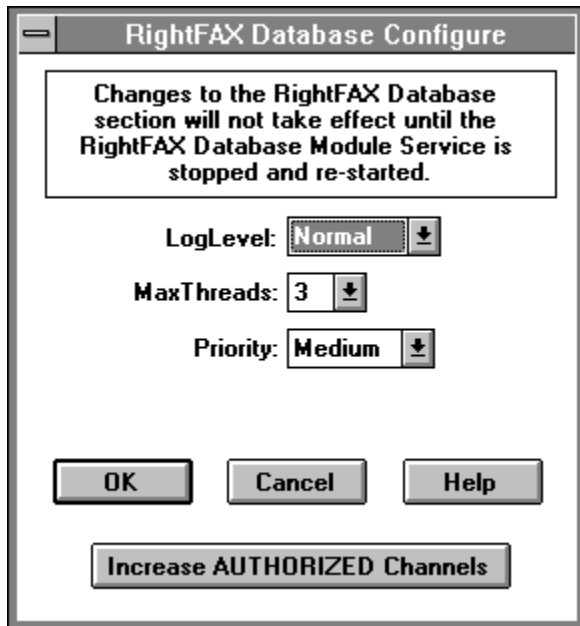
By default, roll-down only occurs with routing codes 1 through 31. Some customers may like this behavior to occur with faxes received on DID and DTMF routing codes. DID and DTMF routing codes are always 100 or greater. To enable roll-down for routing code greater than 31, include the following: **ROLLDOWN : DEFAULT**.

See also [Dialing Prefix](#) and [Dialing Postfix](#).

## Database Module

Description:

Selecting this button allows you to configure the **RightFAX Database Module Service**, the configuration dialog is shown below. It also gives you access to the Channel AUTHORIZATION Dialog where you can increase the number of fax channels that RightFAX will operate with or reinitiate an expired RightFAX.



## LogLevel

### Description:

Specifies the level of information logged in the Application EventLog. A value of TERSE will cause the **RightFAX Database Module Service** to record only critical errors, while the VERBOSE setting will record significant amounts of information which may help track down problems.

### Notes:

Information written to the Application EventLog is invaluable in tracking down problems. If you have a problem which you can duplicate, you should set the **LOGLEVEL** for all server programs to VERBOSE, and then go through the steps to duplicate the problem again. The data stored in the various logs may help you solve the problem yourself, but if the answer is not obvious, it will greatly speed up the process of locating a problem if you can provide us with the log file information.

**Do NOT leave this value set to VERBOSE for any length of time, as the APPLICATION EventLog can grow quite large. Even with light usage, the log data may amount to 10MB or more per day.**

## MaxThreads

Description:

The **RightFAX Database Module Service** can respond to database requests from multiple clients and multiple protocols at the same time. The degree to which this can be accomplished depends on the number of database I/O threads devoted to servicing these client requests. Because each thread uses resources (file handles, CPU time and memory) you should never increase the number of threads to more than 10. If a database request occurs when all the threads are busy, that request will wait in line to be serviced, incurring a slight delay which should not be noticeable to the client. If a client has to wait too long for a response, it may timeout and return an error to the user.

## Priority

Description:

RightFAX is a combination of processes that work together. Because Windows NT is a multitasking operating system, the various processes all run simultaneously. Windows NT uses a pre-emptive timeslicing scheme to give all processes a chance to execute. However, it is necessary to have some processes get more CPU time than others. For example, a process that services network requests for file I/O should be of a higher priority than a process which sends print jobs to a printer. Further, a process which must accept characters from a serial port must be of the highest priority so that incoming data is not dropped.

Windows NT has the following priorities, in order from lowest to highest:

### *Priority Class Value*

|                         |   |
|-------------------------|---|
| IDLE Priority Class     | 1 |
| NORMAL Priority Class   | 2 |
| HIGH Priority Class     | 3 |
| REALTIME Priority Class | 4 |

RightFAX only allows for the **RightFAX Database Module Service** to change the priority to IDLE, NORMAL, or HIGH. Setting it to REALTIME, would affect the system in adverse ways, such as 'hanging' the mouse or possibly not allowing disk caches to flush.

***WARNING: never set a process to a time-critical priority as you can adversely affect the operation of the system! Make adjustments by lowering priorities of CPU-intensive processes.***

This is your company's designation, in terms of the software, at RightFAX. Available options, ENDUSER and DEALER.

This is the data at which your version of RightFAX will EXPIRE. Generally, this is NEVER.



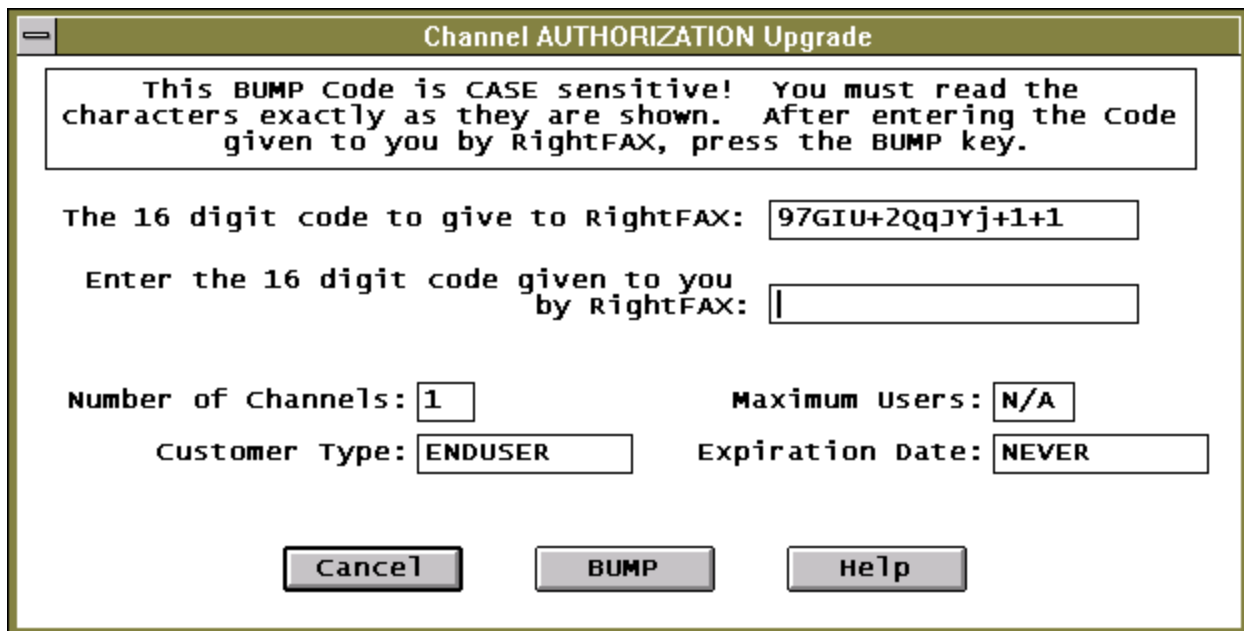
This is the number of users which can access RightFAX simultaneously. Generally, this is N/A.

This is the number of fax channels, or phone lines, which this fax server is available, e.g. ALLOWED, to access.

## Increase AUTHORIZED Channels

Description:

This button is used to show and/or change the number of channels for which your copy of RightFAX is licensed. It can also be used to reactivate a copy of RightFAX who's usage timer has expired. When this button is pressed, a second dialog appears.



The dialog box is titled "Channel AUTHORIZATION Upgrade". It contains a message box with the text: "This BUMP Code is CASE sensitive! You must read the characters exactly as they are shown. After entering the Code given to you by RightFAX, press the BUMP key." Below this, there are two input fields for a 16-digit code. The first field is labeled "The 16 digit code to give to RightFAX:" and contains the text "97GIU+2QqJYj+1+1". The second field is labeled "Enter the 16 digit code given to you by RightFAX:" and is empty. Below these fields, there are four input fields for configuration: "Number of Channels:" with the value "1", "Maximum Users:" with the value "N/A", "Customer Type:" with the value "ENDUSER", and "Expiration Date:" with the value "NEVER". At the bottom of the dialog are three buttons: "Cancel", "BUMP", and "Help".

**Channel AUTHORIZATION Upgrade**

This BUMP Code is CASE sensitive! You must read the characters exactly as they are shown. After entering the Code given to you by RightFAX, press the BUMP key.

The 16 digit code to give to RightFAX: 97GIU+2QqJYj+1+1

Enter the 16 digit code given to you by RightFAX: |

Number of Channels: 1      Maximum Users: N/A

Customer Type: ENDUSER      Expiration Date: NEVER

Cancel      BUMP      Help

Here you will enter the code given to you by RightFAX Technical Support. After pressing the "BUMP" button, your [Number of Channels](#), [Maximum Users](#), [Customer Type](#) and [Expiration Date](#) should update to your licensed values.

How often the Fax Server checks the queue of delayed faxes

How often the Fax Server purges the activity log

How often the Fax Server updates the hardware status

How often the Fax Server checks for new incoming faxes

How often the Fax Server checks for client requests



How often the Fax Server checks the print queues

Specify the number of entries allocated for the internal event queue.

Adjusts the resolution of automatically printed faxes. (300, 200/150, or 100 DPI).

Specifies whether or not all faxes for non-administrative users will be delayed.

Specifies the level of information logged in the file APPLICATION EventLog.

## **AutoPrintRes**

### Description:

Sets the **AUTOMATIC PRINTER RESOLUTION** to High (300 DPI), Medium (200 or 150 DPI) or Low (100 DPI). Without this parameter, all received faxes which are automatically printed are done so at High resolution. Choosing Medium resolution speeds up fax printing greatly.

