OpenText Fax add-on modules

Increase the power of your OpenText™ Fax (RightFax™) system

⊘ Included   ⊕ Available add-on   ⊖ Not available

OpenText Fax add-on modules					
	Branch Office Server	**Business Server**	**Enterprise Server**	**Enterprise Suite**	**Enterprise Integration**
Maximum user accounts	100	Unlimited	Unlimited	Unlimited	Unlimited
Number of channels	2 to 4	1 included, expandable to 30	Unlimited expansion capability	Unlimited expansion capability	Unlimited expansion capability
FoIP-enabled channels	2 to 4	0 included, expandable to 30	Unlimited expansion capability	Unlimited expansion capability	Unlimited expansion capability
Secure FoIP channels	0 to 4	0 included, expandable to 30	Unlimited expansion capability	Unlimited expansion capability	Unlimited expansion capability
OpenText Fax Cloud Connect	⊕	⊕	⊕	⊕	⊕
OpenText Fax SMS Service	⊕	⊕	⊕	⊕	⊕
OpenText Fax Capture	⊘	⊘	⊘	⊘	⊘
OpenText Fax eBusiness	⊖	⊖	⊕	⊕	⊕
OpenText Fax Archive	⊖	⊖	⊕	⊕	⊕
OpenText Fax Analytics	⊕	⊕	⊕	⊕	⊕
PDF Module	⊕	⊕	⊕	⊘	⊘
Searchable PDF Module	⊖	⊕	⊕	⊕	⊕
Bar Code Routing Module	⊖	⊕	⊕	⊘	⊘
SecureDocs Module	⊖	⊖	⊕	⊕	⊕
Shared Services Module	⊖	⊖	⊕	⊕	⊕
XML Generator Module	⊖	⊖	⊕	⊕	⊕

OpenText Fax add-on modules	Branch Office Server	Business Server	Enterprise Server	Enterprise Suite	Enterprise Integration
Integration Module	−	−	+	+	✓
Business Integration Module	−	+	+	+	+
OpenText Fax Intelligent Workflows	+	+	+	+	+
OpenText Fax Encryption Module	+	+	+	+	+
OpenText Fax Vault	+	+	+	+	+
OpenText Fax Image High Availability	+	+	+	+	+
OpenText Fax Remote DocTransport Server	+	−	+	+	+
Connector for Microsoft® Exchange	+	+	+	✓	✓
Connector for IBM® Notes®	+	+	+	✓	✓
Connector for SAP® ERP	−	−	+	+	✓
Connector for IBM® FileNet®	−	−	+	+	+
Connector for OpenText™ eDOCS	−	−	+	+	+
Connector for Microsoft® SharePoint®	−	+	+	+	+
SMTP Connector for MFPs	−	+	+	+	+
XML Connector for MFPs	−	+	+	+	+
Connector for Ricoh® ESA®	−	+	+	+	+
Connector for Xerox® EIP® MFPs	−	+	+	+	+
Connector for Xerox MFPs	−	+	+	+	+
Connector for Konica Minolta® MFPs	−	+	+	+	+
Connector for HP® DSS® MFPs	−	+	+	+	+
Connector for HP® OXP/d® MFPs	−	+	+	+	+

OpenText Fax additional functionality	Branch Office Server	Business Server	Enterprise Server	Enterprise Suite	Enterprise Integration
Least-cost routing	✓	⊖	✓	✓	✓
Notifications, filter, and internet link	⊖	⊕	⊕	⊕	✓
SNMP alerting	⊖	⊖	⊖	✓	✓
Alerting and monitoring	⊖	⊖	✓	✓	✓
Teleconnect	⊖	⊖	✓	✓	✓
Docs-on-Demand	⊖	⊖	✓	✓	✓
OCR conversion and routing	⊖	⊖	✓	✓	✓
Automatic aging and purging	⊖	⊖	✓	✓	✓
Enterprise fax reporter	⊖	⊖	✓	✓	✓
WorkServers	2	⊖	Unlimited	Unlimited	Unlimited

OpenText Fax functionality

EMR Connectors

Certified connectors provide clinicians and staff the ability to send protected health information from Veradigm and Epic® electronic medical record systems.

OpenText Fax Intelligent Workflows

OpenText™ Fax Intelligent Workflows leverage the OpenText™ Intelligent Capture engine to automate data extraction from fax image files to drive fax-based workflows and business processes.

Secure FoIP channels

OpenText Fax Secure FoIP channels secure and encrypt fax traffic within the firewall. This channel option introduces support for TLS over SIP, where TLS provides endpoint authentication by using mutual or two-way authentication on a hop-by-hop basis.

OpenText Fax Connect

OpenText™ Fax Cloud Connect provides cloud-based fax transmission, eliminating all on-site telephony, channels, and/or gateways in a deployment. OpenText Fax Cloud Connect is the only cloud-based fax service built specifically for OpenText Fax.

OpenText Fax SMS Service

OpenText™ Fax SMS Service allows users to send SMS messages as part of a workflow or business process, leveraging existing integrations with EMR, ERP, or CRM systems to send notifications as needed. Whether sending a shipping change notice, order confirmation, or patient appointment reminder, this add-on simplifies integrated SMS messaging. Administrators can also set up administrative alerts for event notifications regarding their OpenText Fax system.

OpenText Fax Capture Service

OpenText™ Fax Capture provides a pre-built integration with OpenText™ Cloud Capture service to receive inbound faxes and apply optical character recognition (OCR) to the fax's content to extract data or route based on bar code data. OpenText Fax Capture requires separate subscriptions to OpenText Fax Cloud Connect and Cloud Capture.

OpenText Fax eBusiness

Organizations can privately share their server capacity with other business entities and affiliates through Exclusive Groups available with the OpenText Fax eBusiness license. The eBusiness license is sold in blocks of 10. Each eBusiness license allows users to create 10 private Exclusive Groups and provides the OpenText Fax server with multi-tenancy functionality.

OpenText Fax Archive

OpenText™ Fax Archive provides an integrated archiving tool that allows administrators to maintain their fax content within the OpenText Fax system without degrading OpenText Fax performance or requiring the use of third-party or separate archiving tools.

OpenText Fax Analytics

OpenText™ Fax Analytics provides a comprehensive view of OpenText Fax transmissions, including traffic with OpenText Fax Connect, which enables companies to easily access, analyze, and identify system performance, volume statistics, and delivery information.

OpenText Fax PDF Module

The OpenText™ Fax PDF Module allows you to easily send PDF and Postscript files as faxes. PDF is native to many of the most widely used back-office and desktop applications.

OpenText Fax Searchable PDF Module

The OpenText™ Fax Searchable PDF Module uses optical character recognition (OCR) to convert sent and received fax images to searchable text. Instantly identify and retrieve the fax(es) you need by searching for keywords instead of reading through hundreds or thousands of pages.

OpenText Fax Bar Code Routing Module

The OpenText™ Fax Bar Code Routing Module automatically routes inbound faxes by reading a bar code on the cover sheet or first page of a document. By minimizing user intervention, businesses will see increased productivity.

OpenText Fax SecureDocs Module

SecureDocs certified delivery uploads your files to a secure web server in your own data center and emails a link to the recipient. With password protection and secure web access, your files are safe. To aid in security and compliance, OpenText™ Fax SecureDocs also provides confirmation of receipt and an audit trail. PDF file encryption enables certified and encrypted delivery.

OpenText Fax Shared Services Module

The OpenText™ Fax Shared Services Module enables two to 12 OpenText Fax servers to operate as a single unit by sharing a single database. It increases performance and capacity by distributing workloads across servers. The module adds high availability through duplication of critical system functions, so it can keep running even if sites or servers go offline.

OpenText Fax XML Generator Module

The OpenText™ Fax XML Generator Module allows integration with XML-based systems and applications for both sent and received faxes.

OpenText Fax Integration Module

The OpenText™ Fax Integration Module ties back-end systems into OpenText Fax to automatically deliver documents by fax, email, print, SMS, certified email, or certified and encrypted email. Delivery from Oracle, SAP, ERP, and CRM systems is easily customizable with OpenText Fax facsimile command language (FCL), XML, Java, and more. Delivery confirmation and audit trail data can be inserted into ERP and other back-office applications.

OpenText Fax Business Integration Module

The OpenText™ Fax Business Integration Module empowers your small business or department to automatically deliver documents. It contains similar capabilities to the OpenText Fax Integration Module but is limited to two inputs and only fax or print output.

OpenText Fax Encryption Module

A licensed module that encrypts all fax images in the OpenText Fax image directory, encrypted with AES 256-bit security, helping organizations achieve compliance with regulations such as PCI-DSS and HIPAA.

OpenText Fax Vault

When combined with OpenText™ Alchemy, it provides scalable, efficient fax archiving in OpenText Fax. This allows customers to address compliance and security requirements with the ability to easily and securely search and retrieve sent and received faxes.

OpenText™ Fax Image High Availability

This add-on module provides high availability for fax images stored in a SQL server to reduce the complexity and cost of a OpenText Fax environment.

OpenText™ Fax Remote DocTransport Server

This simple hardware solution connects to your existing OpenText Fax (RightFax) infrastructure to extend fax capabilities and telephony presence to remote offices, which is perfect for companies with expensive overseas IT costs.

OpenText Fax Connector for Microsoft® Exchange

The OpenText™ Fax Connector for Microsoft Exchange enables users of Exchange to conveniently receive faxes into Microsoft® Outlook® and fax from Outlook. A fax button makes sending easy. Users can organize documents in Outlook, and companies can optionally archive them via Exchange.

OpenText™ Fax Connector for IBM HCL Notes®

OpenText Fax fully integrates with HCL Notes/Domino (previously owned by IBM) email systems. Businesses can choose from a variety of integration levels to leave the Notes clients untouched or incorporate faxing features directly into the clients.

OpenText Fax Connector for SAP® ERP

Use the OpenText™ Fax Connector for SAP ERP to seamlessly integrate inbound and outbound fax with your SAP systems. You can optionally integrate OpenText Fax faxing directly into SAP Office.

OpenText Fax Connector for IBM FileNet® Content Manager

The OpenText™ Fax Connector for FileNet integrates OpenText Fax with IBM FileNet. This allows companies to store faxes in FileNet for archival, indexing, search and workflow processes. It also allows you to send FileNet documents as faxes.

OpenText Fax Connector for eDOCS

The OpenText™ Fax Connector for eDOCS allows users to securely deliver documents from OpenText™ eDOCS, and import received documents into eDOCS. Companies benefit from the synergy between powerful document management and market-leading fax and document distribution.

OpenText Fax Connector for Microsoft® SharePoint®

The OpenText™ Fax Connector for Microsoft SharePoint allows users to send and receive faxes from SharePoint. The connector adds "fax" as an option on the drop-down document menu, fax-enabling entire document libraries. It can also receive faxes directly into SharePoint document libraries for archival, workflow, index and search.

OpenText™ Fax Connectors for MFPs

OpenText offers general-purpose SMTP and XML connectors for MFPs, as well as purpose-built, integrated OpenText Fax connectors for the leading MFP manufacturers. The connectors make faxing easy and record fax usage from MFPs with user-specific audit trails. These connectors eliminate the need for dedicated analog phone lines and expensive fax kits.

OpenText Fax additional functionality

Least-cost routing

Leverage least-cost routing to route outbound faxes between OpenText Fax servers on a LAN or WAN to minimize or eliminate long distance and other telephony charges.

Notifications, Filter, and InternetLink

The Integration Module and Business Integration Module enable these three features when active on a OpenText Fax server. Notifications allows the OpenText Fax server to generate and send back messages to the sender of the document. Filter allows the creation of filter templates that add FCL commands to document data after it is sent to the server as an alternative to adding the FCL commands inside the native document. InternetLink enables the Integration Module to build documents and send them via SMTP through the internet.

Simple Network Management Protocol (SNMP) alerting

SNMP alerting collects status data from the OpenText Fax server and returns it to a monitoring application for processing and reporting in real time.

Alerting and monitoring

Alerting and monitoring allows the administrator to monitor a set of server statistics defined in Enterprise Fax Manager and to receive alerts relating to those statistics.

TeleConnect

TeleConnect provides OpenText Fax users access to their fax mailboxes via a touchtone telephone. OpenText Fax users can call the server and use OpenText Fax's automatic forwarding, printing and notification features to manage faxes with a single telephone call.

Docs-on-Demand

OpenText Fax Docs-on-Demand is a document retrieval system that allows anyone to call an OpenText Fax server server and request library documents via a telephone or a webpage. Administrators can configure exactly which documents are available via Docs-on-Demand.

Optical Character Recognition (OCR) conversion and routing

OCR conversion converts any sent or received fax from a TIFF image to a text version of the image. OCR routing scans the first page of a received fax and routes the entire fax based on configurable criteria such as a person's name, an account number, or department. This feature is required to enable full fax body search in the OpenText Fax 16 Enhancement Pack 4 and higher.

Automatic fax aging and purging

This allows users to configure OpenText Fax to automatically delete a group's or individual's faxes after a prescribed time period. This feature is required to enable OpenText Fax Archive in the OpenText Fax 16 Enhancement Pack 4 and higher.

Enterprise fax reporter

With OpenText Fax Administrative Utilities installed, users can generate a variety of reports based on the information stored within the OpenText Fax database manually or from a command line from the server or a client workstation. In OpenText Fax 16 EP2 and higher, the fax report functionality is also available directly from Enterprise Fax Manager.

WorkServers

Each OpenText Fax WorkServer module performs one or more processor-intensive function on behalf of the Server module. They regularly query the database module for jobs to be performed, executes those jobs and notifies the database when finished. With the default configuration of the WorkServer modules, users can send and receive fax documents and customize the WorkServer modules to meet their enterprise's needs.