Scan to RightFax

Administrator's Guide

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Overview

Scan to RightFax lets you easily scan a document and then send it to Web sites housed on RightFax servers using a fax number.

This application enables users to do the following tasks:

- Create Scan to RightFax destinations.
- Select fax job parameters.
- Send fax destinations manually.
- Send a fax job directly to the RightFax server.
- Receive an e-mail or print notification when a job completes.

Configuring Scan to RightFax

For the Scan to RightFax integration to work properly, make sure that the following are set up, licensed, and configured properly:

- OpenText RightFax

  For more information, see the standard OpenText RightFax documentations or contact the OpenText technical support at support@opentext.com.

  Note: Make sure you are using the OpenText RightFax versions 9.4, 10.0, and 10.5 to run the application properly.

- OpenText RightFax Advanced Web Services

  For more information, see the OpenText installation and administration documentations.

  Notes:

  - For consultation services on certain deployment scenarios, contact the OpenText RightFax Professional Services.
  - For information on ordering and pricing, contact the OpenText Information Exchange Professional Services at ix-ps@opentext.com

Configuring RightFax settings

1. From the Embedded Web Server, access the configuration page for the application.
2. In the RightFax Server Information section, type the IP address of the RightFax server.
3. If necessary, modify the settings for sending the fax manually.
4. Save your settings.

Adding or editing a profile

1. From the Embedded Web Server, access the configuration page for the application.
2. From the Configure, Profile, or Profiles page, add or edit a profile.
3. In the RightFax Settings section, assign a fax name and fax number.
4. Configure the user authentication settings and scan settings.
5. Save your changes.

Customizing the application icon

1. From the Embedded Web Server, access the configuration page for the application.
2. Specify the text and image that you want to appear on your home screen.

   Note: Some applications require you to change the settings from the profile page.

3. Save your changes.

Using Scan to RightFax

After the application is installed, RightFax users can use additional scan features on the printer when scanning to a RightFax server. Within each profile, the prompts that users will see are determined by settings configured by the administrator. Therefore, users may not see all of the prompts described here.

Sending a document automatically

1. Load an original document into the ADF tray or on the scanner glass.

   Note: For information on the proper loading of documents, see the printer *User's Guide*.

2. Touch the application icon.
3. Select a profile, and then touch **Fax**.
4. If necessary, adjust the settings, and then send the document.

Sending a document manually

1. Load an original document into the ADF tray or on the scanner glass.

   Note: For information on the proper loading of documents, see the printer *User's Guide*.

2. Touch the application icon.
3. Touch **Manual**.
4. Enter the recipient fax number, and then send the document.

Troubleshooting

An application error has occurred

Try one or more of the following:

Check the system log

1 Open a Web browser, and then type the printer IP address.

Note: View the IP address in the TCP/IP section of the Network/Ports menu.

2 Click **Settings** or **Configuration**.

3 Depending on your printer model, do one of the following:
- Click **Apps** > **Apps Management**.
- Click **Device Solutions** > **Solutions (eSF)**.
- Click **Embedded Solutions**.

4 Click **System** > **Log**.

5 Generate the log entries of the application.

Adjust the scan settings

1 From the Embedded Web Server, access the configuration page for the application.

2 From the scanning options, select a lower scan resolution.

3 Save your changes.

Contact your solutions provider

If you still cannot isolate the problem, then contact your solutions provider.

Application cannot authenticate user

Try one or more of the following.

Check the application settings

Make sure that the application settings match the settings for the RightFax server. For more information, see "Configuring Scan to RightFax" on page 4.

Make sure to specify the correct user name and password

If the application is configured to use RightFax credentials to authenticate users, then make sure to type the correct user name and password combination from the configuration page for your application.

Contact your solutions provider

If you still cannot isolate the problem, then contact your solutions provider.

Application cannot connect to RightFax server

Try one or more of the following:

Check the application settings

Make sure that the application settings match the settings for the RightFax server. For more information, see "Configuring RightFax settings" on page 4.

Make sure that the printer is connected to the network

Make sure that all appropriate network cables are securely connected and the network settings of the printer are correctly configured. For information on networking the printer, see the printer *User's Guide*.

Check the system log

1. Open a Web browser, and then type the printer IP address.

   Note: View the IP address in the TCP/IP section of the Network/Ports menu.

2. Click **Settings** or **Configuration**.
3. Depending on your printer model, do one of the following:
   - Click **Apps** > **Apps Management**.
   - Click **Device Solutions** > **Solutions (eSF)**.
   - Click **Embedded Solutions**.
4. Click **System** > **Log**.
5. Generate the log entries of the application.

An error appears when sending a fax with large attachments

Try one or more of the following:

Increase the buffer size on the RightFax Web service settings

1. Open the RightFax configuration file.

   Note: The configuration file can be found in the folder where the RightFax Web service is installed.

2. From the `basicHTTPBinding` section of the script, increase the buffer sizes.
3. Save the configuration file.
4. Restart the RightFax Web service.

For more information on configuring the RightFax Web service settings, contact the RightFax representative.

Delete the image files associated with the faxes from the Windows temp folder where the RightFax server is installed and running.

Make sure to have at least 10GB of free space in the drive where the RightFax server is installed so that the server does not run out of space when storing the images.

License error

Try one or more of the following:

Make sure that the application is licensed

For more information on purchasing a license, contact your Lexmark representative.

Make sure that the license is up-to-date

1. Open a Web browser, and then type the printer IP address.

   Note: View the printer IP address in the TCP/IP section of the Network/Ports menu.

2. Click **Settings** or **Configuration**.
3. Depending on your printer model, do one of the following:
   - Click **Apps** > **Apps Management**.
   - Click **Device Solutions** > **Solutions (eSF)**.
   - Click **Embedded Solutions**.
4. Click the license status of the application from the list.
5. Update the license.

Appendix

Accessing the configuration page for the application using the Embedded Web Server

1 Open a Web browser, and then type the printer IP address.

Note: View the IP address in the TCP/IP section of the Network/Ports menu.

2 Click **Settings** or **Configuration**.

3 Depending on your printer model, do one of the following:

- Click **Apps** > **Apps Management**.
- Click **Device Solutions** > **Solutions (eSF)**.
- Click **Embedded Solutions**.

4 Select the application from the list, and then click **Configure**.

Licensing applications

Applications require a valid electronic license to run on select printers.

For more information on purchasing a license for an application, or for any other licensing information, contact your Lexmark representative.

Checking the version of the Embedded Solutions Framework

1 From the Embedded Web Server, click **Reports** > **Device Settings**.

2 In the Embedded Solutions section, note the value associated with “Framework =.”

Note: To view the complete list of supported printers for each version of the Embedded Solutions Framework, see the *Readme* file.

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