



## RightFax Client Software Deployment Supplemental Guide

This document *does not* provide detailed instructions on how to install the RightFax client side applications. There are other resources on detailed client installation process and requirements, including the OpenText Knowledge Center and RightFax documentation. This document is specifically intended as a reference to help RightFax customers understand:

- what client options are available
- the basic concepts of installing the RightFax client software
- what is provided under standard, professional services engagements and support contracts

Providing all client installation options is outside the scope of this document. Therefore, this document is simply intended to act as a guide for providing general information on client installations, installation options, and finding other resources to help customers with their RightFax client deployment efforts.

### RightFax Client Components Options:

All RightFax Editions include the following client applications that let RightFax users send and receive faxes via the RightFax server and also let administrators manage RightFax servers from remote computers. The user's requirements will determine which components will best meet their needs. Therefore, administrators should take the time to identify which client applications are appropriate for each user and then install only those applications components that are needed. The client software and drivers can be installed a number of different ways. Most RightFax client applications come in 32-bit and 64-bit versions. Please be sure to install the correct version for each client.

- RightFax FaxUtil (PC client)
- RightFax Fax Printer (Fax Printer Driver)
- SOAP Client
- MAPI Printer Driver
- Outlook Advanced Fax Extensions
- VIM Print Driver
- Enterprise Fax Manager

*The above client types are described in detail in the RightFax Installation Guide.*

### Types of RightFax Client Installations:

- **Manual Install** - The RightFax client executable is available for install from the RightFax client folders typically located under Program Files on the RightFax server. Updated client programs may also be available for download from the OpenText Knowledge Center from time-to-time. This option is typically used when only a few users need the full PC client installed on the local machine. In many cases customer opt for using the web-based client, RightFax WebUtil and RightFax SOAP client.
- **Silent Install** - If your network is equipped with Microsoft Systems Management Server (SMS), LanDesk, or a similar network management system, customers can automate the installation of RightFax client software using an SMS script or equivalent command. The RightFax client installation program uses Microsoft Windows Installer (Msiexec.exe) which, when run at a command prompt, can include switches to force a quiet install. Refer to Microsoft documentation on the Msiexec.exe for detailed information on running it with a command.

**ATTENTION:** Because the enterprise requisite process vary for each program, each client OS, and each computer; support contracts, work orders, and/or statements of work do not include professional services or technical assistance with developing installation scripts and client installation packages.

All client install packaging services require separate professional services engagements specifically for this work to be done.

Please contact your Advantage Technologies representative for additional information and pricing for certified consulting services.

### Other Resources:

- OpenText Knowledge Center
- RightFax Installation Guide
- RightFax Administrator Guide
- RightFax Connector for Exchange Guide
- RightFax Lotus Notes Module
- RightFax Web Access Module Guide

*The RightFax documentation and guides can be typically found on the RightFax server under C:\Program Files\RightFax\Docs. They can also be found on the OpenText Knowledge Center under the documentation section of the KC.*

### Simple Glossary:

- **Silent installation**  
Installation that does not display messages or windows during its progress. "Silent installation" is not the same as "unattended installation", though it is often improperly termed as such.
- **Unattended installation**  
Installation that is performed without user interaction during its progress or, in a stricter sense, with no user present at all, except eventually for the initial launch of the process. An installation process usually requires a user who "attends" it to make choices at request: accepting an EULA, specifying preferences and passwords, etc. In graphical environments, installers that offer a wizard-based interface are common. However these installers may also provide command line switches that allow performing unattended installations.



## Common Installer Tools for Windows:

Installer tools are specialized software programs which automate most of the work required for installing software on a computer. These tools reduce the time it takes to install software, drivers and applications on many computers across an enterprise; these computers are most often clients.

Cross platform installer builders that produce installers for Windows, Mac OS X and Linux include InstallAnywhere (Flexera Software), JExpress (DeNova), and InstallBuilder (BitRock Inc.).

Installers for Microsoft Windows include Windows Installer, a software installation component from Microsoft. Additional third party commercial tools for creating installers for Windows include:

- InstallShield (Flexera Software)
- InstallAware (InstallAware Software)
- Wise Installation Studio (Wise Solutions, Inc.)
- SetupBuilder (Lindersoft, Inc.)
- Installer VISE (MindVision Software)
- MSI Studio (ScriptLogic Corporation)
- Actual Installer (Softeza Development)
- Smart Install Maker (InstallBuilders Company)
- MSI Factory and Setup Factory (Indigo Rose Software)
- Centurion Setup (Gammadyne Corporation)

Free installer-authoring tools include:

- NSIS
- IzPack
- Clickteam
- InnoSetup
- InstallSimple
- WiX

*This is not a statement of support for the above products, this is simply a general list of tools that can possibly be used to deploy the RightFax client software in an enterprise deployment.*

## Sample Scripts:

These sample scripts are excerpts from the RightFax 10 Installation Guide.

Advantage Technologies, Inc. will use the following sample scripts to show customers the basic command concepts that can use to build their own install packages and develop their own client deployment plan. Again, Client Deployment Services are available for purchase. These services typically take place under separate professional services engagements; and are not covered by support contracts, software maintenance contracts, master services agreements, work orders, or statements of work; unless otherwise stated in the agreement, under its own section in those documents. Please contact your Advantage Technologies representative for additional details and pricing.

### To silent install on a client machine, a typical command line will be:

```
msiexec.exe /i "RightFax Product Suite - Client.msi" /qn  
REBOOT=ReallySuppress  
RUNBYRIGHTFAXSETUP=2  
CONFIGUREFAXCTRL=1  
ADDLOCAL="FaxUtil,FaxCtrl,EFM,Outlook"  
INSTALLDIR="C:\Program Files\RightFax"  
RFSERVERNAME=<enter the RightFax server name here>
```

### To silently uninstall on a client machine, a typical command line will be:

```
msiexec.exe /x "RightFax Product Suite - Client.msi"  
RUNBYRIGHTFAXSETUP=2  
CONFIGUREFAXCTRL=2 /log "C:\RFUnInstall.log"  
/qb
```

### A command line to uninstall (not silent) will be:

```
msiexec.exe /x "RightFax Product Suite - Client.msi"  
RUNBYRIGHTFAXSETUP=2  
CONFIGUREFAXCTRL=2 /log "C:\RFUnInstall.log"
```