RightFax - Performing a Silent Installation of RightFax 10

FaxUtil

Technical Article applies to:	RightFax [General 10.0]		
Summary:	For RightFax 10.0, how can you deploy client software without requiring any user intervention?		
	Both silent (using msiexec.exe) and unattend method requires user input, and each option	ed (using setup.exe) installations of RightFax is explained in detail below.	10.0 client software are possible. Neither
	NOTE: A new standalone client is released wi version.	th each major update of RightFax. Use the cl	ient that matches your RightFax server
Error Message:	Error 14001: Unknown Error		
	Failed to load mscoree.dll (Error code 126). T	his custom action requires the .NET Framew	ork to be installed.
Solution:	In the following instructions, all commands should be placed on one line. For readability, commands in this Knowledge Base artic appear to wrap over multiple lines, but do not enter any CR/LF (carriage return/line feed) characters when you enter the comma		commands in this Knowledge Base article may characters when you enter the commands.
	Silent Installation and Uninstallation		
	A silent installation or uninstallation uses msiexec.exe. Some third-party programs, such as Microsoft Systems Management Server (SMS), may require the silent method. Silent installations have certain prerequisites, which can be installed manually or automatically. NOTE: Silent installations require the use of the silent installation client for RightFax 10, which you can download from the Patches section of the Knowledge Center. A link is provided below in the References section. Prerequisites The RightFax 10 client does not check or install any prerequisites when you install it using the silent or unattended method. You must install prerequisites before you install the client using these methods.		
	Error Messages		
	If .NET Framework is not installed, th	ne silent installation fails, and the following in	formation is written in the log file:
	Action start 10:42:21: SilentStopRFPrograms. SFXCA: Extracting custom action to temporary directory: C:\XP\Installer\MSI159.tmp-\ SFXCA: Failed to load mscoree.dll (Error code 126). This custom action requires the .NET Framework to be installed. If Visual Studio C++ Runtime is not installed, the silent installation fails, and the following error message appears: rundll32 V Unable to load "rfifax32.dll" from the path "C:\Program Files\RightFax\Shared Files\English\; C:\Program Files\RightFax\Shared Files\". If this is a network or otherwise secure path, please ensure that it is accessible and restart the application. Error 14001: Unknown error OK		
	Droroquicitos		
	Component	32-bit Prerequisites	64-bit Prerequisites
		Microsoft .Net Framework 2.0	Microsoft .Net Framework 2.0

Visual Studio 2008 C++ Runtime Visual Studio 2010 C++ Runtime Visual Studio 2008 C++ Runtime Visual Studio 2010 C++ Runtime

FaxCtrl (Print-to-Fax)	Microsoft .Net Framework 2.0 Visual Studio 2008 C++ Runtime Visual Studio 2010 C++ Runtime	64-bit Print Processor Microsoft .Net Framework 2.0 Visual Studio 2008 C++ Runtime Visual Studio 2010 C++ Runtime
Enterprise Fax Manager (EFM)	Microsoft .Net Framework 2.0 Visual Studio 2008 C++ Runtime Visual Studio 2010 C++ Runtime	Microsoft .Net Framework 2.0 Visual Studio 2008 C++ Runtime Visual Studio 2010 C++ Runtime
Add-in for Microsoft Outlook 2007 or 2010	Microsoft .Net Framework 4.0 Visual Studio 2008 C++ Runtime Visual Studio 2010 C++ Runtime Visual Studio Tools for Office 4.0 Runtime	Microsoft .Net Framework 4.0 Visual Studio 2008 C++ Runtime Visual Studio 2010 C++ Runtime Visual Studio Tools for Office 4.0 Runtime

Installing the Prerequisites

Prerequisites can be installed manually or silently from the command line. The RightFax 10 client has the prerequisites in the \Prereqs folder.

NOTE: By default, Windows XP does not include.NET Framework 2.0. Windows Vista and later include .NET Framework 2.0.

Prerequisite	32-bit Installation Command	64-bit Installation Command
Print Processor	n/a	msiexec.exe /i "RightFax Print Processor x64.msi" /qn RUNFROMSETUP=1 INSTALLDIR="C:\Program Files (x86)\RightFax\"
Microsoft .Net Framework 2.0	dotnetfx.exe /Q /C:"install.exe /q"	NetFx64.exe /q:a /c:"install.exe /q"
Microsoft .Net Framework 4.0	dotNetFx40_Full_x86_x64.exe /q /norestart	dotNetFx40_Full_x86_x64.exe /q /norestart
Visual Studio 2008 C++ Runtime	VS2008_vcredist_x86.exe /qn	VS2008_vcredist_x64.exe /qn
Visual Studio 2010 C++ Runtime	VS2010_vcredist_x86.exe /qn	VS2010_vcredist_x64.exe /qn
Visual Studio Tools for Office 4.0 Runtime	vstor40_x86.exe /q	vstor40_x64.exe /q

Silent Installation

The ADDLOCAL command tells setup which components to install.

NOTE: RightFax 10 does not support Outlook 2003.

Component	ADDLOCAL Command	
FaxUtil	FaxUtil	
FaxCtrl (Print-to-Fax)	FaxCtrl	
Enterprise Fax Manager	EFM	
Outlook 2007 Add-in	Outlook	
Outlook 2010 Add-in	OutlookAdvancedAddIn	

The CONFIGURE command tells setup to create start menu and taskbar items for the component. If this command is missing, setup does not create shortcuts or taskbar icons for the component.

Component Configure	Command
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FaxUtil	CONFIGUREFAXUTIL=1
FaxCtrl (Print-to-Fax)	CONFIGUREFAXCTRL=1
Enterprise Fax Manager	No command required
Outlook 2007 Add-in	No command required
Outlook 2010 Add-in	CONFIGUREOUTLOOKCLIENT=1

By default, the silent installation sets the client logon method to require a user-specified logon ID. To change the client logon method to another type, such as NT authentication, use the keyword NETID in the command line.

NOTE: RightFax 10 SR2 or later is required for the NETID command.

Client Logon Method

NETID=0	User-specified logon ID (Default)
NETID=1	Use network logon ID
NETID=2	Use NT authentication

Examples

Silently install FaxUtil, FaxCtrl (Print-to-Fax), and set the client logon method to NT Authentication:

msiexec.exe /i "RightFax Product Suite - Client.msi" /qn REBOOT=ReallySuppress RUNBYRIGHTFAXSETUP=2 CONFIGUREFAXCTRL=1 CONFIGUREFAXUTIL=1 ADDLOCAL="FaxUtil,FaxCtrl" NETID=2 INSTALLDIR="C:\Program Files\RightFax" RFSERVERNAME=<YourFaxServer>

Silently install FaxUtil, FaxCtrl (Print-to-Fax), and Outlook 2007 plug-in:

msiexec.exe /i "RightFax Product Suite - Client.msi" /qn REBOOT=ReallySuppress RUNBYRIGHTFAXSETUP=2 CONFIGUREFAXCTRL=1 CONFIGUREFAXUTIL=1 ADDLOCAL="FaxUtil,FaxCtrl,Outlook" INSTALLDIR="C:\Program Files\RightFax" RFSERVERNAME= <YourFaxServer>

Silently install FaxUtil, FaxCtrl (Print-to-Fax), and Outlook 2010 plug-in:

msiexec.exe /i "RightFax Product Suite - Client.msi" /qn REBOOT=ReallySuppress RUNBYRIGHTFAXSETUP=2 CONFIGUREFAXCTRL=1 CONFIGUREFAXUTIL=1 CONFIGUREOUTLOOKCLIENT=1 ADDLOCAL="FaxUtil,FaxCtrl,OutlookAdvancedAddIn" INSTALLDIR="C:\Program Files\RightFax" RFSERVERNAME=<YourFaxServer>

Silent Uninstallation

To perform a silent uninstallation, execute the following command:

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

Unattended Installation and Uninstallation

Another method of deploying the RightFax 10 client is called an unattended installation. This method is older and may eventually be deprecated. Use the silent installation method if at all possible. Use this legacy installation method if a third-party program requires you to use setup.exe, instead of msiexec.exe.

You can use this method with a RightFax 10 ISO image, but OpenText recommends that you use the updated RightFax 10 standalone client because this software version fixes the issues found in the base client version.

Examples

To install a RightFax client application for the first time, execute the following command:

Setup.exe /unattended=true /allowShutdown=true /add="FaxUtil,EFM"
/rightFaxServer="myserver"

To modify an existing installation, execute the following command:

Setup.exe /modify /unattended=true /allowShutdown=true /add="faxctrl"

To remove a single RightFax client application from a server computer, execute the following command:

Setup.exe /modify /unattended=true /allowshutdown=true /drop="faxctrl"

To uninstall all RightFax client applications from a server computer, execute the following command:

Setup.exe /remove /unattended=true /allowShutdown=true

Upgrading the Client

You can perform a silent or unattended upgrade of RightFax client software. However, because older clients do not understand the newer silent uninstallation method, uninstall them using an unattended uninstallation.

1. Uninstall the client software.

RightFax 9.4

Setup.exe /remove /unattended=true /allowShutdown=true

 RightFax 9.3 and
 msiexec.exe /qn /x{4BABDCF6-9FAA-4B6E-A9DE-D15A7EA800D3} (where the GUID matches the installed version of the client)

2. Perform a silent or unattended installation of the client software, as documented above.

Windows 7

There are two special considerations for Microsoft Windows 7 for Print-to-Fax:

- 1. Windows 7 does not include the HP LaserJet 4 printer driver.
- 2. If any print driver is changed in Windows 7, the print processor for the RightFax Fax Printer is reset to Windows, which prevents the fax dialog box from appearing.

Before you deploy the RightFax 10 client on Windows 7, OpenText recommends that you install the HP LaserJet 4 printer driver following the instructions in Knowledge Base article 18201139, <u>RightFax - Incorrect Printer Driver on Windows Server 2008 R2 and Windows 7 Causes Conversion Issues</u>. Also, any time a printer driver is updated in Windows 7, make sure you change the print processor back to RightFax (RFPrint).

Troubleshooting

By default, all log files are located in the Windows %temp% folder. (You can specify a different log file path from the command line.) If an issue occurs, you can examine log files to look for error messages or send the log files to OpenText Customer Support for analysis.

The RightFax 10 silent install client is available on the RightFax Patches page, in the RightFax 10.0 section, at: https://knowledge.opentext.com/go/15703289

The silent install client includes all previous updates, and can also be used for standard interactive installations.

For information on silently installing RightFax 9.4 see Knowledge Base article 18237662, "RightFax - Performing a Silent Installation of RightFax 9.4," available at: https://knowledge.opentext.com/go/18237662

For information on silently installing RightFax 9.0 or 9.3, see Knowledge Base article 16219015, "RightFax 9.0 & 9.3 Client Quiet & Silent Install Component Keywords," available at: https://knowledge.opentext.com/go/16219015

Attachments:

References:

Keywords: rfsilent,silent,installation,unattended,quiet,gui,sms,sccm,deploy,client,group policy,msi,rf10