OPENTEXT

OpenText RightFax 10.6

Connector for SAP

Administrator Guide

Edition

OpenText RightFax 10.6 Connector for SAP.

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Chapter 1: Overview and Installation

With the Connector for SAP you can integrate your organization's RightFax server with SAP business systems integration software to:

- Send faxes from SAP modules
- Send faxes from SAPoffice™
- Receive faxes into SAPoffice
- Receive status messages about sent faxes in SAPoffice.
- Configure delayed fax queues in SAP for after-hours or off-peak-time batch faxing
- Include native document attachments in outbound faxes
- Include objects such as forms, signatures, and library documents in outbound faxes
- Use the automatic cover sheet features of either SAP or RightFax.

With this powerful integration tool, your organization can implement SAP while continuing to benefit from your RightFax system's state-of-the-art fax server management, load balancing, and least-cost routing technology.

The RightFax Connector for SAP supports the following SAP versions:

- SAP version 4.6.c
- SAP version 4.7
- ECC version 5.0
- ECC version 6.0 EP4
- ECC version 7

Unicode is supported.

How the Connector for SAP Works

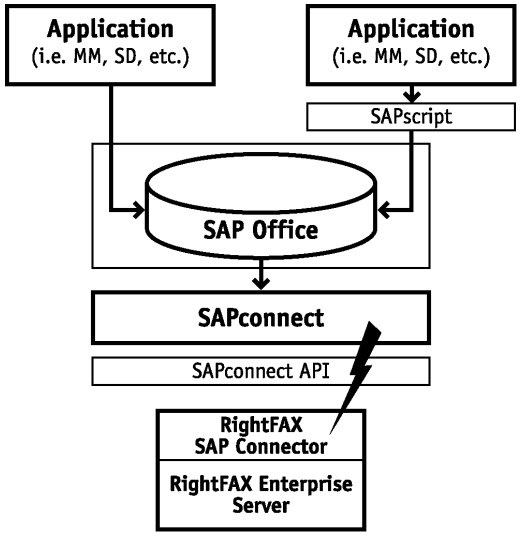
The RightFax Connector for SAP is designed to offer inbound and outbound fax functionality to SAP users by means of a gateway between the SAP system and the RightFax server using the SAPconnect and SAPoffice interfaces provided by SAP.

The connector software is installed on the RightFax server only and is run as a service. No software installation to SAP clients is necessary.

Architecture model

The RightFax Connector for SAP is written to the SAPconnect interface specification, published by SAP. The SAPconnect interface (BC-CON) provides a standard communication channel for all external communication systems, allowing access to the RightFax server from via remote function call (RFC) technology (described in the following section). SAPconnect manages the sending and receiving of fax messages as well as status notifications.

The following shows the flow of information between RightFax and SAP.



Outbound faxes are created either in an SAP module via SAPscript or in SAPoffice. These faxes are stored in a queue monitored by SAPconnect. SAPconnect periodically picks up queued faxes and sends them via a remote function call to the SAP connector on the RightFax server. RightFax then either sends the fax over its dedicated phone lines or routes the fax to another RightFax server for least-cost routing.

Faxes received into RightFax are passed via remote function call to SAPconnect, which delivers them into each user's individual SAPoffice inbox. Received fax messages contain history information about the fax and a TIFF image of the fax that can be viewed or printed from the workstation.

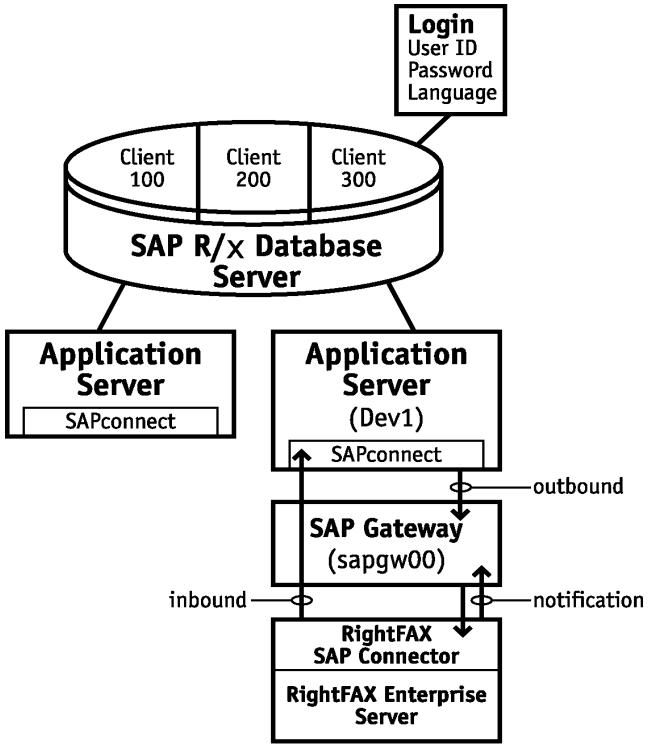
Remote function call model

The RightFax Connector for SAP communicates with the SAP system via remote function calls (RFCs). RFCs use information gathered during installation and stored in the SAPrfc.ini file on the fax server (see Files Installed by the Connector on page 53) to serve as a communication link between RightFax and SAP.

Information necessary for inbound and outbound faxing includes:

- RightFax server name
- Protocol type (e.g., TCP/IP)
- SAP application server name
- System number (e.g., 01)
- SAP Gateway server name
- SAP Gateway service name (e.g., sapgw00)
- User ID
- Password
- SAP client number (e.g., 100)
- Language
- Load balancing information such as message server, system name, and group name

The following diagram shows how RFCs pass fax data between servers.



Installing the Connector for SAP

The RightFax Connector for SAP is installed on your RightFax server and is run as a service.

Installing the Connector for SAP requires the following steps:

- Activate the Connector for SAP
- Configure the Connector for SAP

Activating the Connector for SAP on the RightFax server

The files required by the Connector for SAP are installed on all RightFax servers during the server installation. Verify that the Connector for SAP is licensed and activated before enabling it. To use the Connector for SAP, no installation on individual client computers is required.

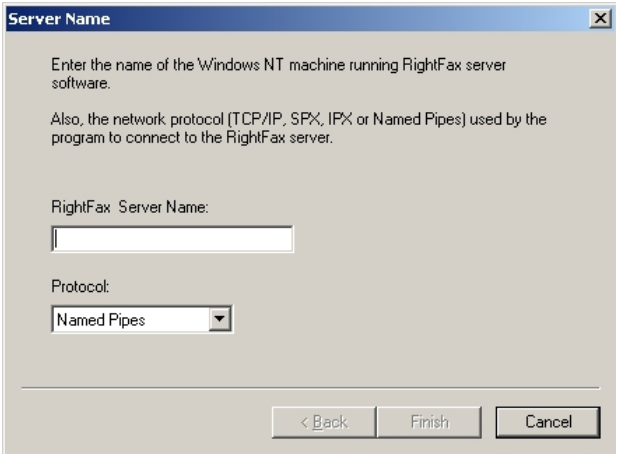
To activate the RightFax Connector for SAP, have a licensed RightFax server type that includes this module, or purchase and obtain licensing for this module separately. For information on activating new components on the RightFax server, refer to the *RightFax Installation Guide*.

After the RightFax Connector for SAP is activated on the RightFax server, configure the connector as described in the following sections.

Configuring the Connector for SAP

To configure the connector for SAP to communicate with your SAP client computers

1. In Windows Control Panel on the RightFax server, double-click **RightFax SAP Connector**. The SAP configuration wizard opens.



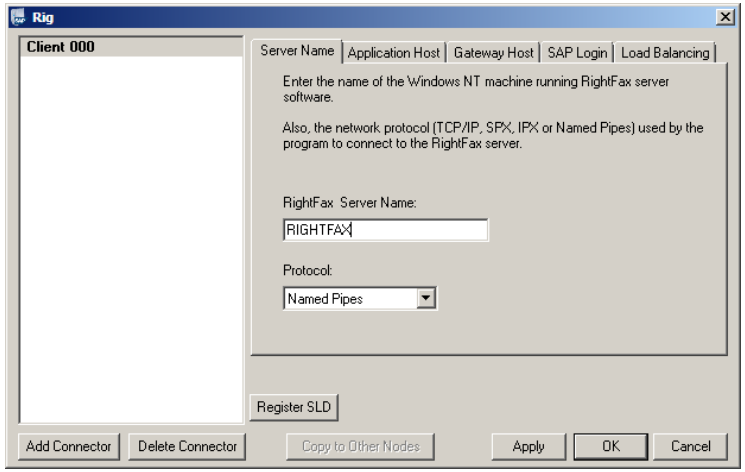
2. Enter the name of the fax server that the SAP client uses to send and receive fax messages.
3. Select the network protocol that is used for communication between the RightFax server and SAP client. Click **Next**
4. Enter the name of the computer running the SAP application software (usually the computer name of the SAP server) and the SAP system number that the application server falls under. Click **Next**.
5. Enter the name of the computer running the SAP Gateway host program (usually the computer name of the SAP server) and the name of the SAP Gateway service through which the connector communicates. Click **Next**.
6. Do the following:
    a. Enter an SAP user account name and password that the connector can use to log on to the SAP system.
    b. Enter the SAP system number of the SAP client where the user specified in the User ID box is located and the description of the SAP system where the user specified in the User ID box is located.
    c. Select the language to use for the user specified in the User ID box. Click **Next**.
7. Select the box to enable the load-balancing features of the SAP Message server (optional).
8. Enter the name of the SAP Message Server, the name of the SAP system where the Message server resides and (if required) a group name. Click **Finish**. The RightFax SAP Configuration Control Panel opens (shown below).
9. Click **OK** to create the new gateway service.

Connecting Multiple SAP Clients

You can connect up to 15 SAP clients to the RightFax Connector for SAP.

To add SAP clients

1. Open RightFax SAP Gateway in Control Panel on the RightFax server. This opens the **SAP Configuration** dialog box.



2. Click **Add Connector** and complete the configuration dialog boxes according to the instructions for installing the RightFax Connector for SAP (See Activating the Connector for SAP on the RightFax server on page 7).
3. To disconnect an SAP client from the connector, click the SAP client name in the the **SAP Configuration** dialog box and then click **Delete Connector**. A message appears; click **OK** to confirm that you want to disconnect the SAP client.

Registering the RightFax connector in the SLD

The System Landscape Directory (SLD) is a central repository of SAP system landscape information. Third-party system registration is required for use cases in SAP Solution Manager and Process Integration.

To register the RightFax Connector for SAP in the SLD

1. In the RightFax SAP Configuration program, click **Register SLD**.
2. Enter the following information for your system:
   - SAP Server Name
   - SAP Server Port
   - SAP User Name
   - SAP Password
   - RightFax Server Domain
   - RightFax Server Name
3. Click **Register**.

Copying Settings to Other Shared Services Nodes

In a shared services environment, you can copy the SAP settings from one server to the other nodes.

To copy service configuration settings to other nodes

1. Verify that the configuration settings are is correct, and then click **Apply**.
2. Click **Copy to Other Nodes**. The other nodes in your shared services environment appear in the **Copy the current settings to these shared services nodes** list.
3. Clear the check boxes of those nodes to which these settings should not be copied, and then click **OK**.

Chapter 2: Configuring a SAP Version 4.6c or 4.7 System

After the RightFax SAP connector is installed on the RightFax server, configure SAP to communicate with the connector. The instructions in this section help you configure an SAP version 4.6c or 4.7 system.

To configure SAP version 4.6c or4.7 for use with RightFax

1. Create a new system user.
2. Create a remote function call (RFC) destination.
3. Configure SAPconnect.
4. Create a new SAPconnect node.
5. Schedule a SAPconnect background send process.
6. Ensure that the fax component is activated.
7. Assign a fax number to each SAP user.

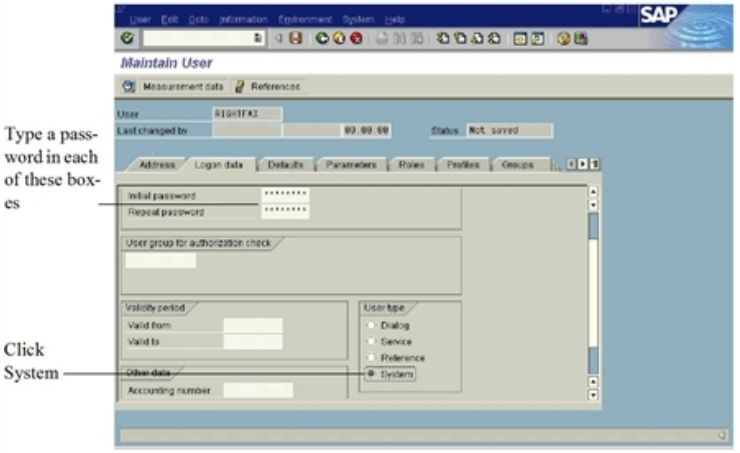
Each of these procedures is described in this section.

Create a New System User

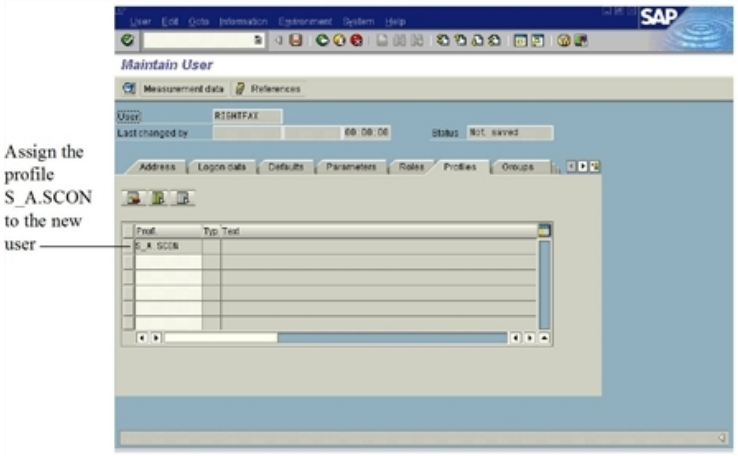
This step creates a new user account with the level of control needed by the fax server when communicating with the SAP system.

To create a new system user

1. From the main menu execute SAP transaction SU01 to open the **User Maintenance** dialog box.
2. In the **User Name** box, enter the user name you configured for the connector to use when logging on to the SAP system (in step 5 in Activating the Connector for SAP on the RightFax server on page 7). Leave the **Alias** box blank.
3. Click **Create**. This opens the **Maintain User** dialog box and shows the **Address** tab.
4. Type **RightFax** in the **Last Name** box. This is an entry required by SAP.
5. Click the **Logon Data** tab.



6. Enter a password in the **Initial password** and **Repeat password** boxes, and then click **System** under **User type**.
7. Click the **Profiles** tab.



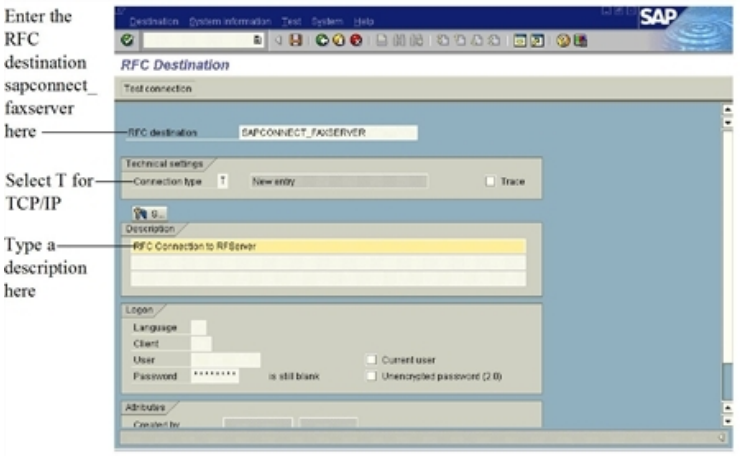
8. Click the first line in the profiles list and select the profile **S_A.SCON** from the list.
9. To save the new user, select **Save** from the **User** menu. Complete the **Change Request** dialog box if it appears.

Create an RFC Destination

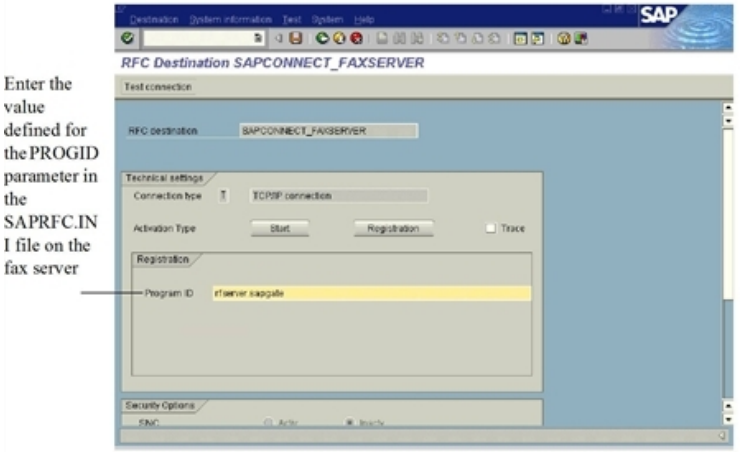
This step configures the SAP RFC destination for outbound fax calls.

To create an RFC destination

1. From the main menu execute SAP transaction SM59, and then click **Create** to open the **RFC Destination** dialog box.



2. In the **RFC Destination** box, type **SAPCONNECT_ FAXSERVER**. Set the **Connection Type** box to **T** for TCP/IP, and then enter a description for the RFC destination in the **Description** box.
3. Click **Enter** (✓). This opens the **RFC Destination** dialog box for SAPCONNECT_FAXSERVER.



4. In the **Program ID** box, enter the value defined for the PROGID parameter in the SAPRFC.INI file on the fax server. In most cases, this is the Windows NT name of your RightFax server followed by a period and then "sapgate." For example, "rfserver.sapgate."

   Note This box matches the exact spelling and case found in the SAPRFC.INI file on the RightFax server. If not, the connector is not able to communicate with SAP. For a description and example of the SAPRFC.INI file, see Files Installed by the Connector on page 53.

5. Under the **Gateway Options** tab enter the gateway host and gateway servicenames of the SAP gateway that the connector is talking to.

6. Under the **Gateway Options** tab enter the gateway host and gateway servicenames of the SAP gateway that the connector is talking to.

7. To save the new RFC destination, click **Test connection**. Click **Yes** when prompted to save the changes. Complete the **Change Request** dialog box if it appears.
8. Click **OK**.

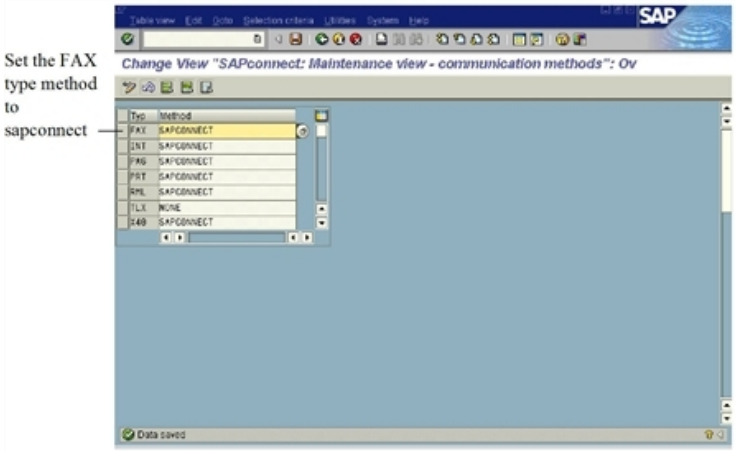
SAPconnect Configuration

This step lets you configure the communication method, conversion rules, and other protocols in SAPconnect to ensure proper communication between the SAP and RightFax servers.

To configure SAPconnect

1. From the main menu execute SAP transaction SCOT and select **Communications Methods** from the **Settings** menu. This opens the **Communication**

methods dialog box.



1. In the **Type** column, highlight **FAX** and select SAPCONNECT from the list.
2. Click **Save** (). Complete the **Change Request** dialog box if it appears.

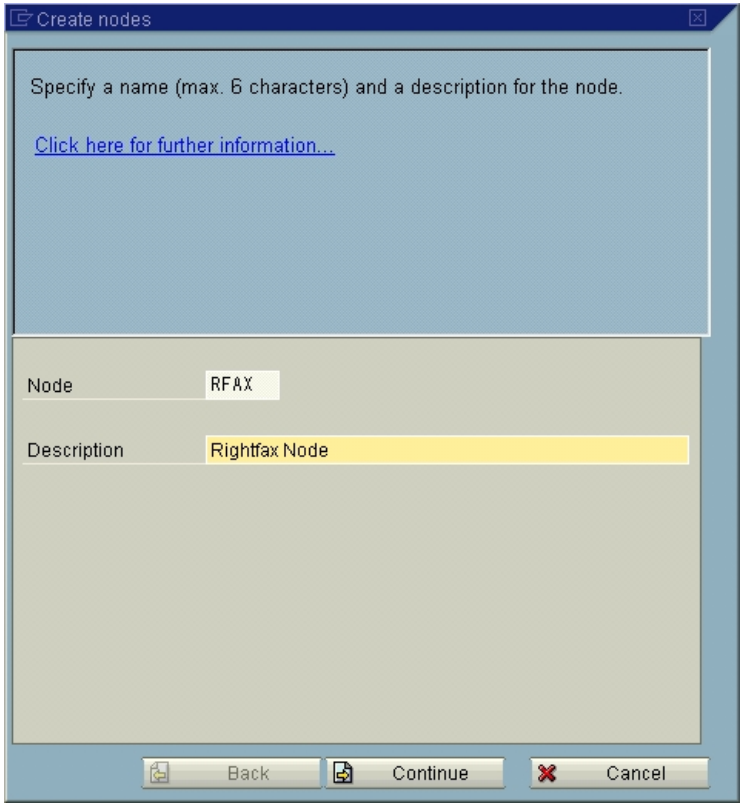
Create a New SAPconnect Node

This step creates and configures the SAPconnect node that serves as the link between the SAP and RightFax servers.

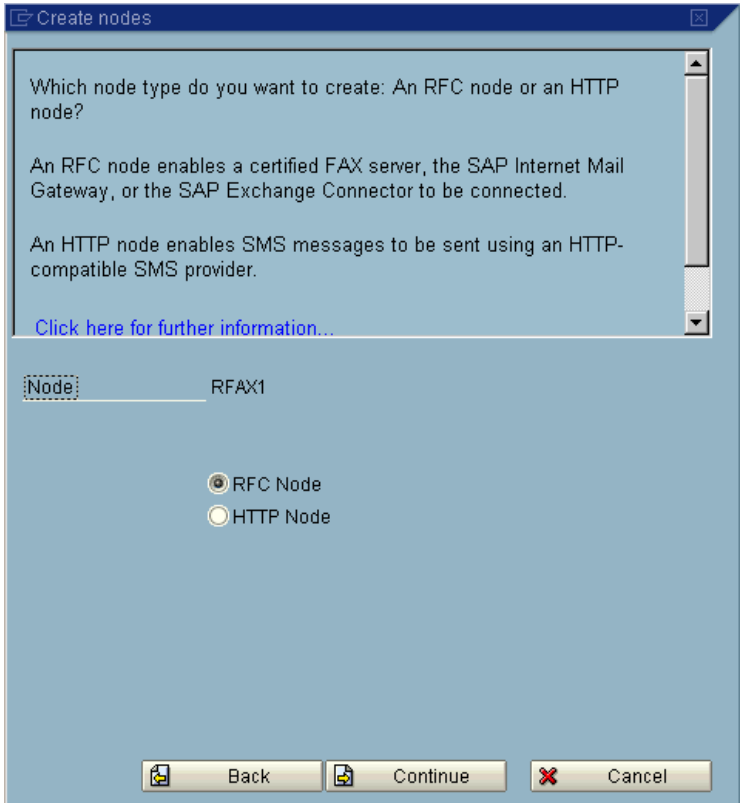
To create the new SAPconnect node

1. From the main menu execute SAP transaction SCOT and select **Create** from the **Nodes** menu. This opens the **Create nodes**dialog box.

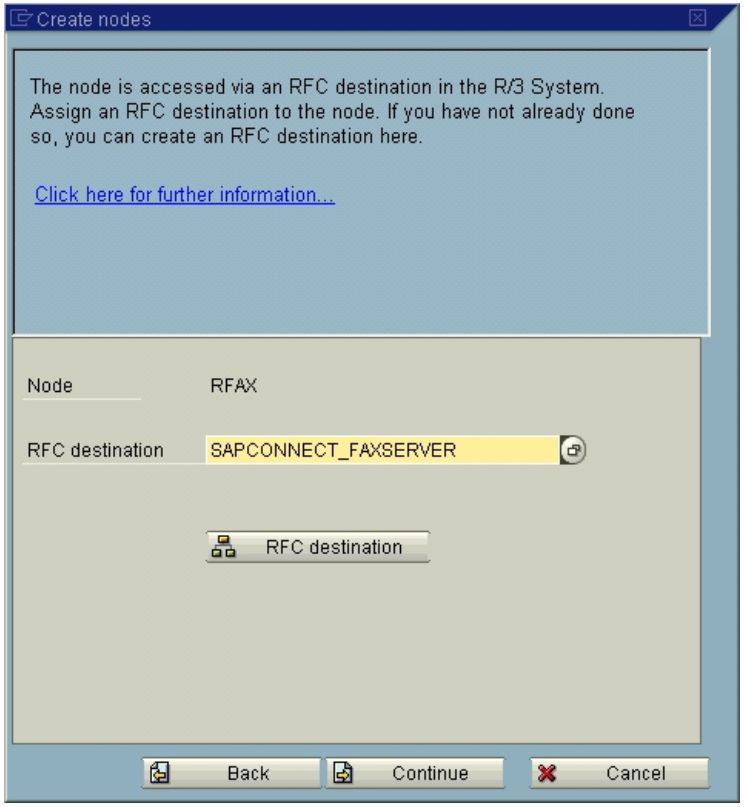
> **Note** The options shown in the **Create nodes** dialog box change each time you click **Continue**.



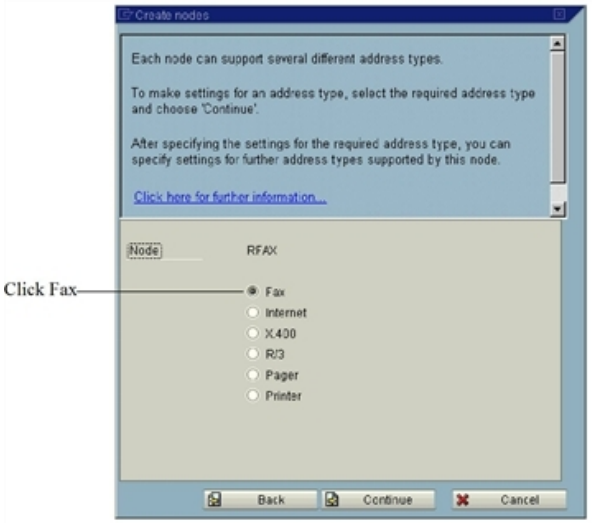
2. Type a name for the new SAPconnect node in the **Node** box, and then type a description in the **Description** box.
3. Enable the RFC Node option. Click **Continue**.



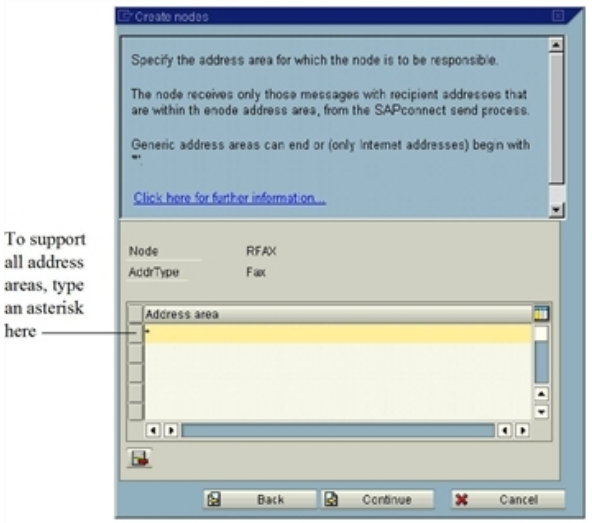
4. Type **SAPCONNECT_FAXSERVER** in the **RFC destination** box. Click **Continue**.



5. Enable the Fax option. Click **Continue**.

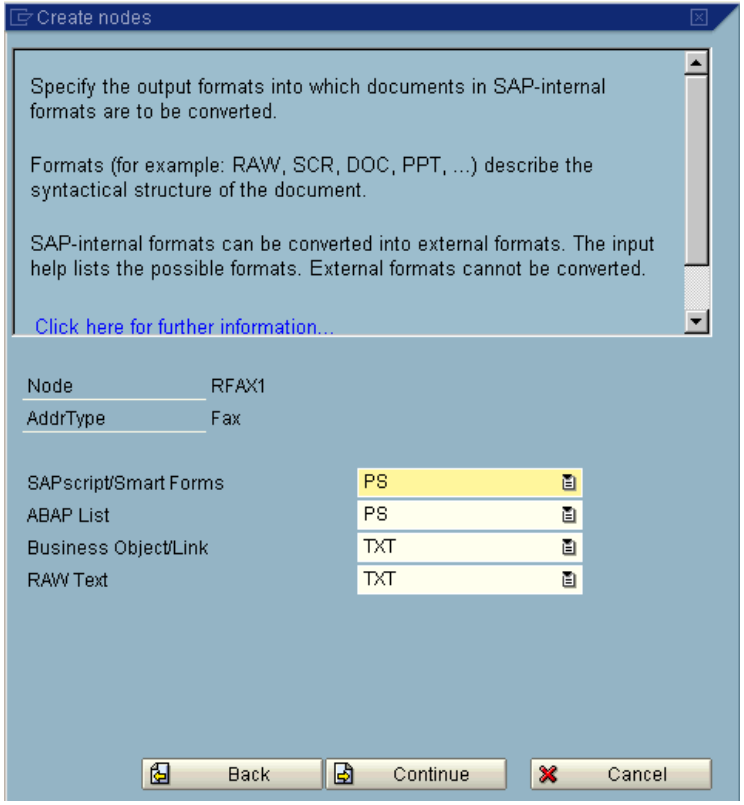


6. Under **Address area**, enter the fax numbers to be serviced by this node. Specify the two-letter country code followed by phone number digits. An asterisk (*) can be used in this box as a wildcard character. An asterisk by itself means that all fax numbers are serviced. When you enter all the address areas to service, click **Continue**.

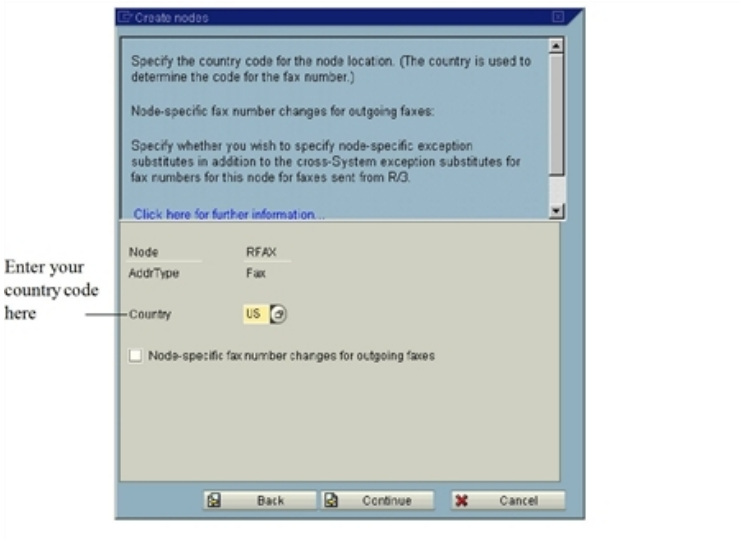


7. Specify output format of converted SAP data using the screen. Use the arrows located in each row to select a file format to be converted. Only the document types specified here are passed to the RightFax server. If a user attaches a document type not included on this list, SAP attempts to convert the document to one of SAP's internal document formats. If SAP is unable to convert the document file, it returns an error message to the user indicating that the fax could not be sent.

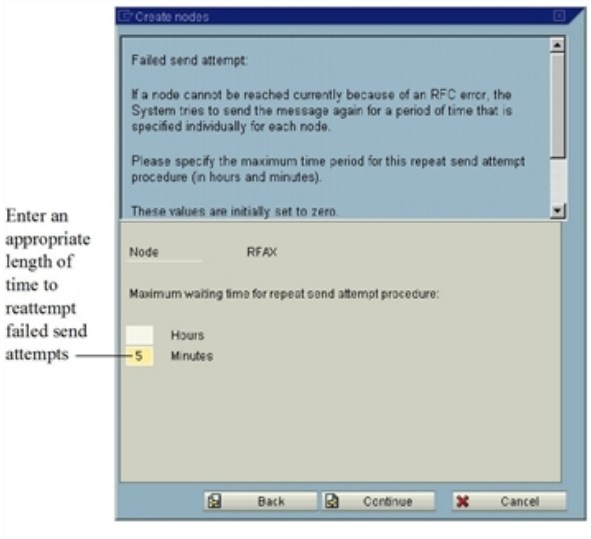
   For plain ASCII documents, use the extension RAW. For PostScript documents, use the extension PS. After you enter all the supported file types, click **Continue**.



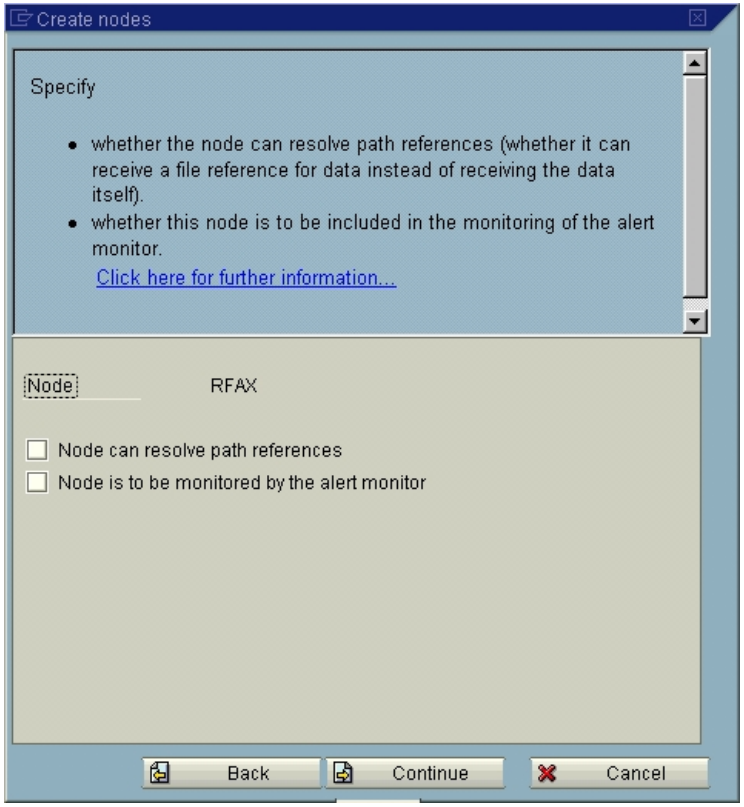
8. In the **Country** box, enter the country code of the node's location. Click **Continue**.



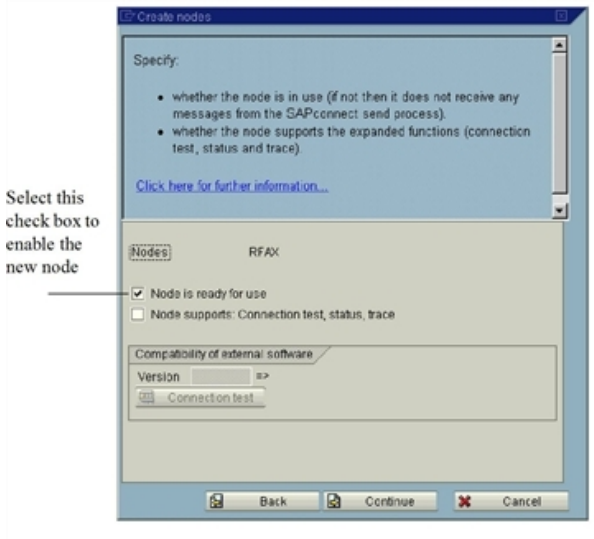
9. When you are prompted to set further address types, select the **N** option and click **Continue**. The failed send attempt options appear.



10. In the **Hours** and **Minutes** boxes, type an appropriate length of time to re-attempt sending outbound faxes through this node if send attempts fail.
11. Click **Continue**. This opens two additional node options.



12. Set these options according to your SAP system configuration.
13. Click **Continue**. This opens the final set of options on this dialog box.



14. Select the **Node is ready for use** box, and click **Continue**. This completes configuration of the new RightFax node.

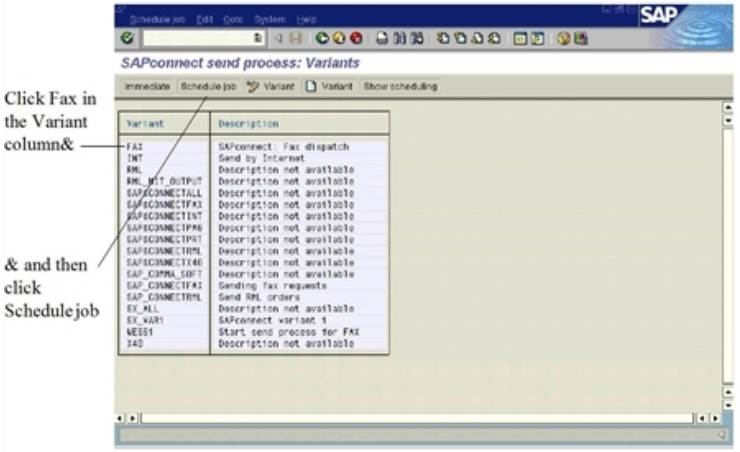
Schedule a SAPconnect Background Send Process

When an outgoing fax is generated in SAP, it is placed in the SAPconnect queue. To move the faxes from this queue to the RightFax server, schedule a background job.

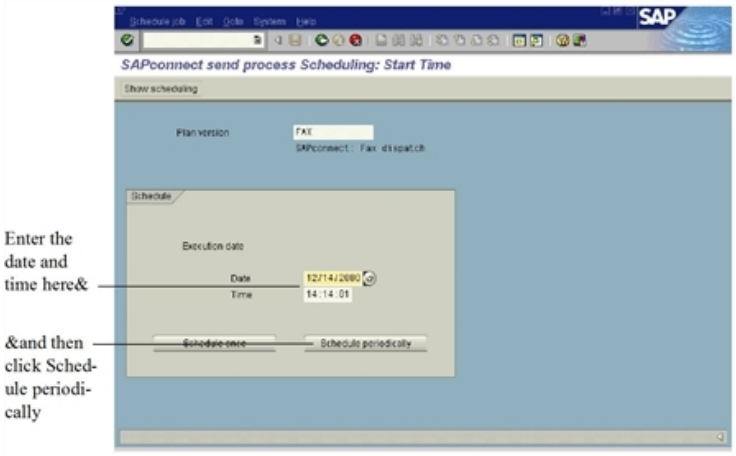
To schedule the background send process

1. From the main menu execute SAP transaction SCOT and select **Jobs** from the **View** menu.
2. Select **Create** from the **Jobs** menu. This opens the **Schedule send process** dialog box.

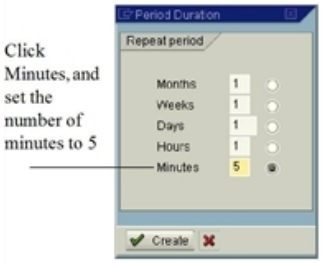
3. Type a name for the new background send process in the **Job name** box and click **OK**. This opens the **Variants** dialog box.



4. Click **FAX** in the **Variant** column.
5. Click **Schedule job**. The opens the **Start Time** dialog box.



6. In the **Date** and **Time** boxes, enter a date and time for the first background send job.
7. Click **Schedule periodically**. This opens the **Period duration** dialog box.



8. Click **Minutes**, and set the number of minutes to 5.
9. Click **Create**. The duration is saved automatically.

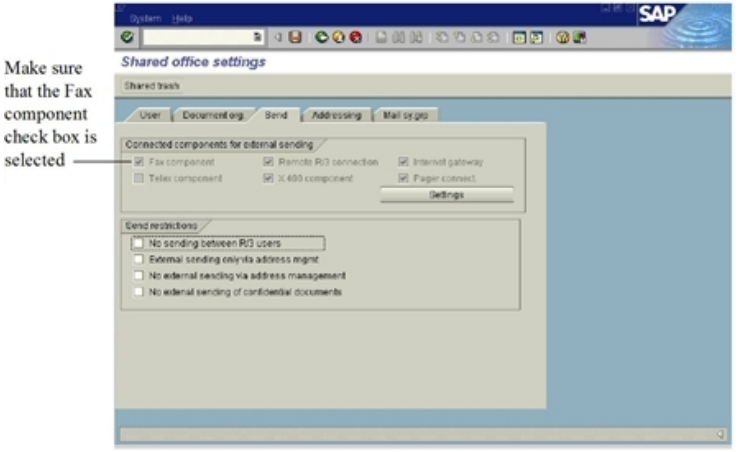
> **Note** Although RightFax recommends setting the period duration to five minutes, you can adjust this setting as necessary for batch faxing or fax scheduling. For more information on batch faxing, see Batch Faxing on page 51.

Ensure That the Fax Component is Activated

When SAPoffice is configured to support faxing via RightFax, the SAPoffice Fax component should be automatically enabled. This step shows you how to confirm that this component is activated.

To ensure that the Fax component is activated

1. From the main menu execute SAP transaction SO16 to open the **Shared office settings** dialog box.



2. On the **Send** tab, make sure that the **Fax component** check box is selected.

3. Click **Enter** (✓). Complete the **Change Request** dialog box if it appears.

Assign a Fax Number to Each SAP User

To route faxes from the server to SAPoffice users, assign each user a fax number in SAP. RightFax treats this number as an identifier only; it does not need to be an actual fax number.

For inbound faxes, the SAP fax number is used to route faxes from the RightFax server to the user in SAPoffice. For outbound faxes, RightFax uses the SAP fax number to assign ownership of the fax to the user. If multiple users share the same fax number, their faxes are assigned to the RightFax mailbox associated with the SAP fax number.

To associate the SAP fax number with the user in RightFax, edit the user information in Enterprise Fax Manager. For instructions, see Routing Received Faxes into SAPoffice on page 44.

> **Note** Fax status notifications back to SAP users do not use the SAP fax number to identify the user. These notifications are sent to the correct user regardless of whether the user has a unique fax number in SAP.

To change or add a fax number to an SAP user record

1. From the main menu execute SAP transaction SU01. This opens the **Maintain User** dialog box.
2. Select a user to edit, and then click **Change** from the **User** menu.
3. Enter the user's fax number in the **Fax Number** box on the **Address** tab.
4. Select **Save** from the **User** menu. Complete the **Change Request** dialog box if it appears.

Testing the Connection in SAP

After you install the RightFax connector software and properly configure the RightFax and SAP servers, you should test the connection to ensure that faxes can be sent and received via SAP.

To test the fax connection

1. Start the RightFax SAP Gateway service on the RightFax server.
2. From the SAP main menu, execute transaction SM59.
3. Select **SAPCONNECT_FAXSERVER** under **TCP/IP Connections** in the **RFC Destinations** tree. This opens the **RFC Destination** dialog box.
4. Make sure that the **Trace** option is not checked.

   > **Caution** Testing the connection with the **Trace** option enabled causes an error in the SAP connector on the RightFax server.

5. Click **Test connection**. SAP attempts to communicate with the fax server and report on the outcome.
6. If a connection error appears, make sure that the SAPGATE service is running on the RightFax server and then run this test again.

Chapter 3: Configuring a SAP ECC 5.0 System

After the RightFax SAP connector is installed on the RightFax server, configure SAP ECC 5.0 to properly communicate with the connector. The instructions in this section help you configure an SAP ECC 5.0 system.

To configure SAP ECC version 5.0 for use with RightFax

1. Create a new system user.
2. Create a remote function call (RFC) destination.
3. Configure SAPconnect.
4. Create a new SAPconnect node.
5. Schedule a SAPconnect background send process.
6. Ensure that the fax component is activated.
7. Assign a fax number to each SAP ECC 5.0 user.

Each of these procedures is described in this section.

Create a New System User

This step creates a new user account with the level of control needed by the fax server when communicating with the SAP ECC 5.0 system.

To create a new system user

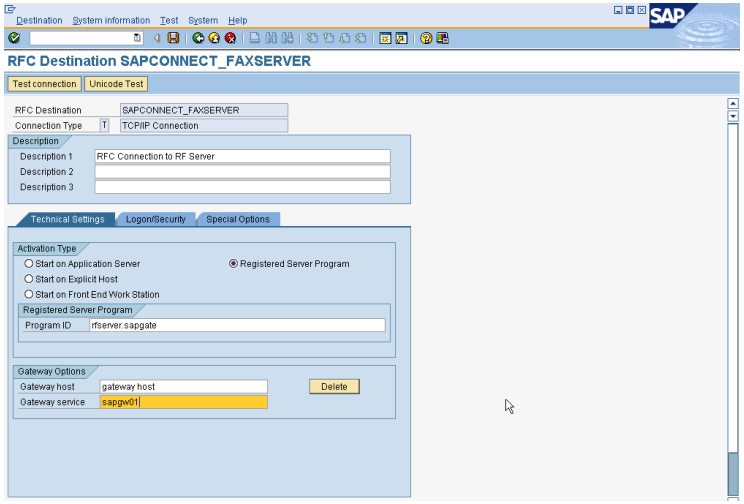
1. From the main menu execute SAP transaction SU01 to open the **User Maintenance** dialog box.
2. In the **User Name** box, enter the user name you configured for the connector to use when logging on to the SAP ECC 5.0 system (in step 5 in Activating the Connector for SAP on the RightFax server on page 7). Leave the **Alias** box blank.
3. Click **Create**. This opens the **Maintain User** dialog box and shows the **Address** tab.
4. Type **RightFax** in the **Last Name** box. This is an entry required by SAP.
5. Click the **Logon Data** tab.
6. Enter a password in the **Initial password** and **Repeat password** boxes, and then click **System** under **User type**.
7. Click the **Profiles** tab.
8. Click the first line in the profiles list and select the profile **S_A.SCON** from the list.
9. To save the new user, select **Save** from the **User** menu. Complete the **Change Request** dialog box if it appears.

Create an RFC Destination

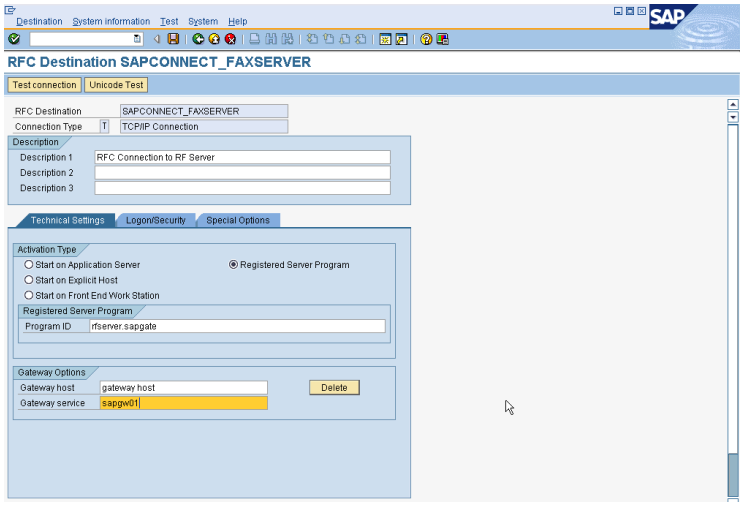
This step configures the SAP RFC destination for outbound fax calls.

To create an RFC destination

1. From the main menu execute SAP transaction SM59, and then click **Create** to open the **RFC Destination** dialog box.



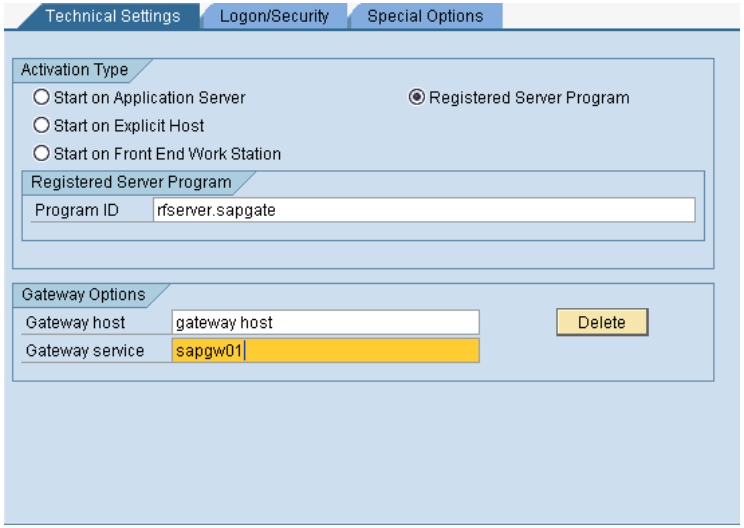
2. In the **RFC Destination** box, type SAPCONNECT_ FAXSERVER. Set the **Connection Type** box to **T** for TCP/IP, and then enter a description for the RFC destination in the **Description**box.



3. In the **Program ID** box, enter the value defined for the PROGID parameter in the SAPRFC.INI file on the fax server. In most cases, this is the Windows NT name of your RightFax server followed by a period and then "sapgate." For example, "rfserver.sapgate."

> **Note** This box must match the exact spelling and case found in the SAPRFC.INI file on the RightFax server. If not, the connector is not able to communicate with SAP. For a description and example of the SAPRFC.INI file, see Files Installed by the Connector on page 53.

4. Under the **Gateway Options** enter the gateway host and gateway service names of the SAP gateway that the connector is talking to.



5. To save the new RFC destination, click **Test connection**. Click **Yes** when prompted to save the changes. Complete the **Change Request** dialog box if it appears.

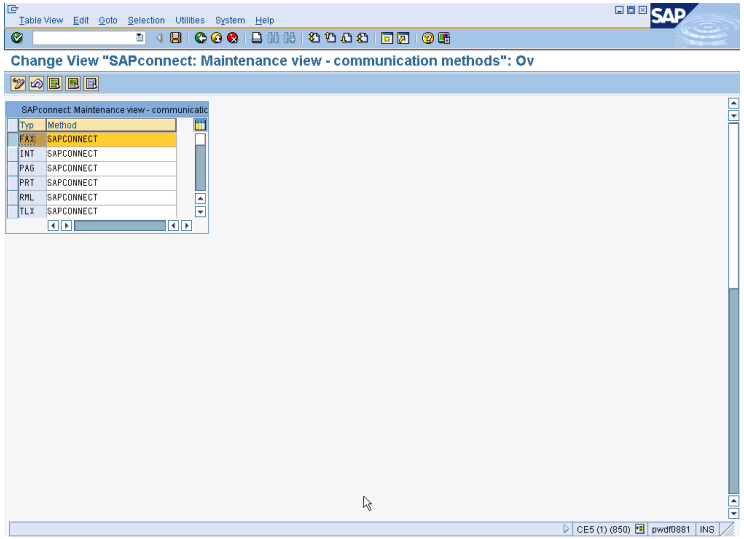
6. Click **OK**.

SAPconnect Configuration

This step lets you configure the communication method, conversion rules, and other protocols in SAPconnect to ensure proper communication between the SAP ECC 5.0 and RightFax servers.

To configure SAPconnect

1. From the main menu execute SAP transaction SCOT and select **Communications Methods** from the **Settings** menu. This opens the **Communication methods** dialog box.



2. In the **Type** column, highlight **FAX** and select SAPCONNECT from the list.
3. Click **Save** (✓). Complete the **Change Request** dialog box if it appears.

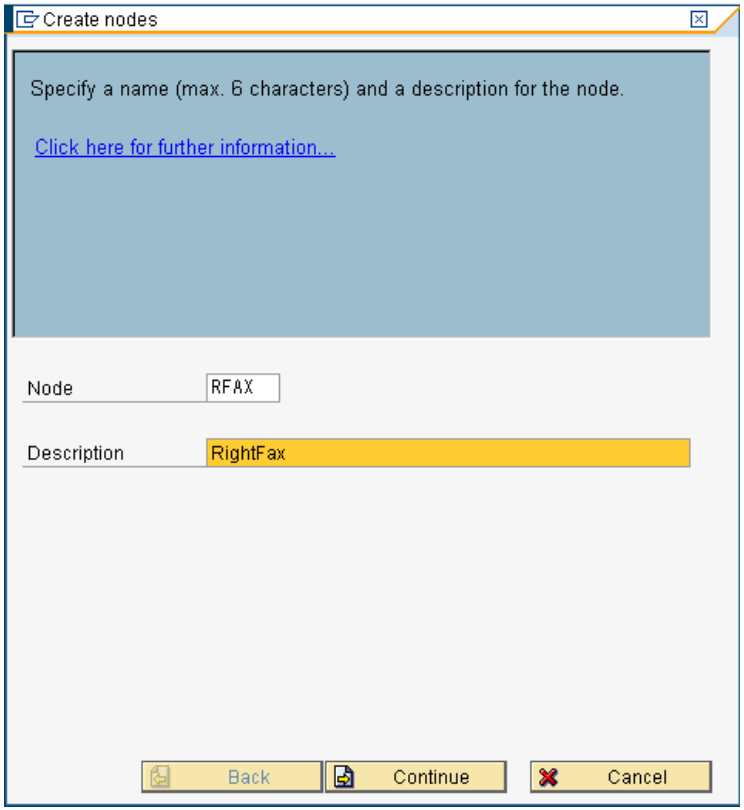
Create a New SAPconnect Node

This step creates and configures the SAPconnect node that serves as the link between the SAP and RightFax servers.

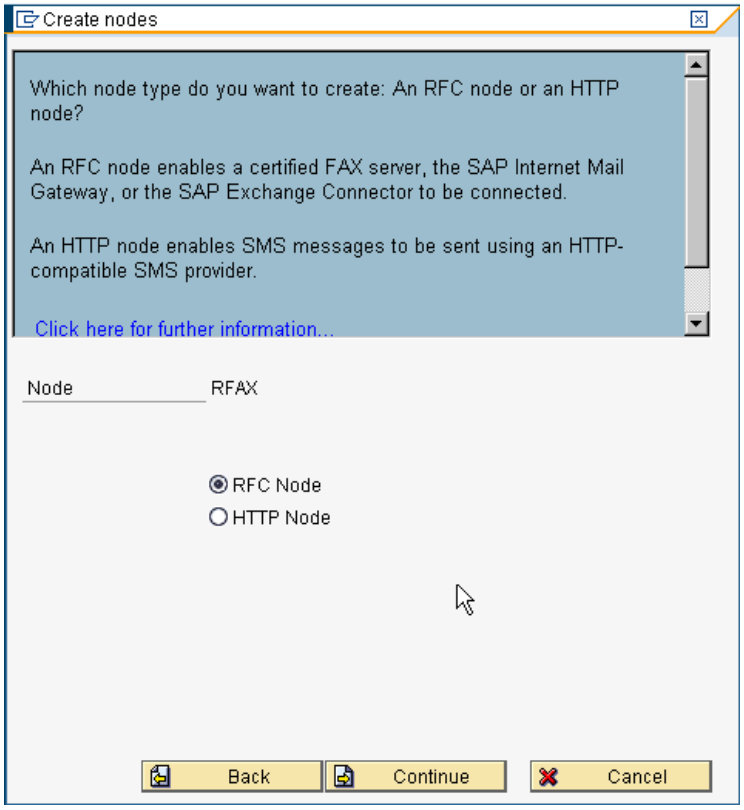
To create the new SAPconnect node

1. From the main menu execute SAP transaction SCOT and select **Create** from the **Nodes** menu. This opens the **Create nodes**dialog box.

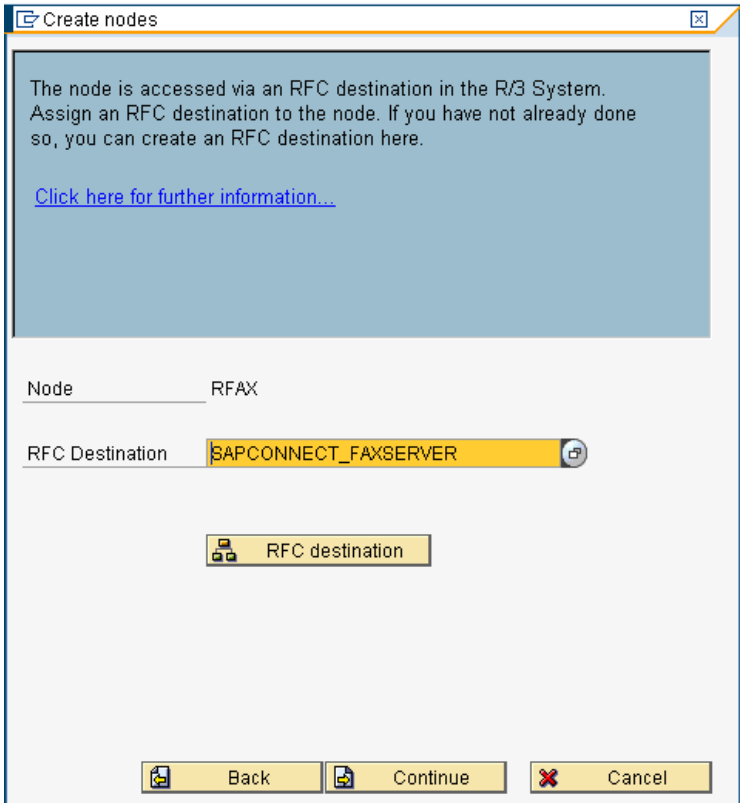
> **Note** The options shown in the **Create nodes** dialog box change each time you click **Continue**.



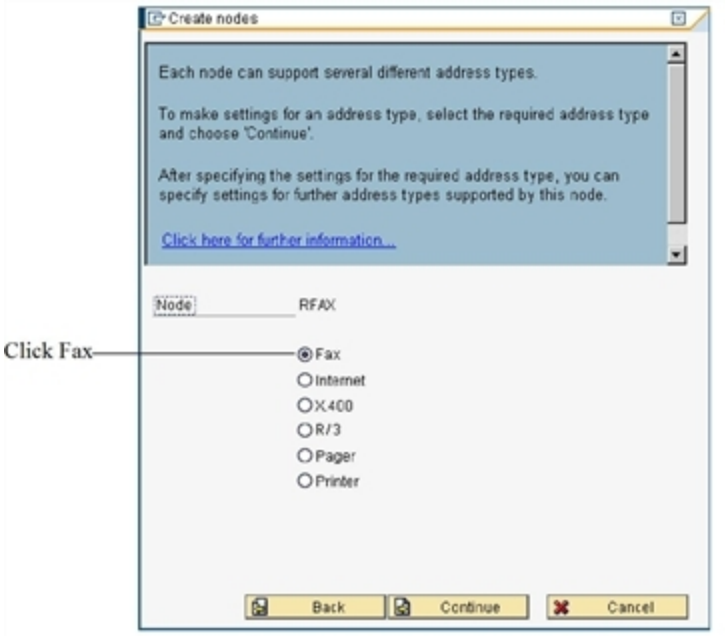
2. Type a name for the new SAPconnect node in the **Node** box, and then type a description in the **Description** box. Click **Continue**.
3. Select the **RFC Node** option. Click **Continue**.



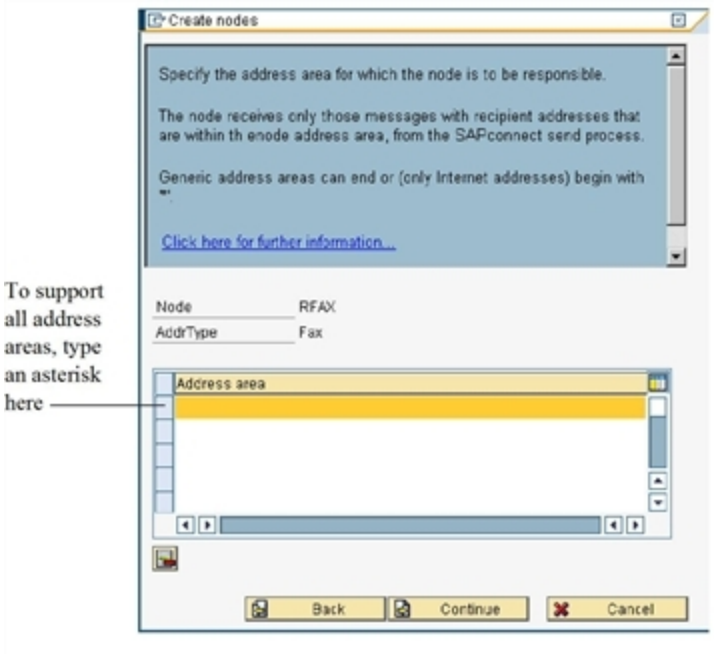
4. Type **SAPCONNECT_FAXSERVER** in the **RFC destination** box. Click **Continue**.



5. Select the **Fax** address type. Click **Continue**.

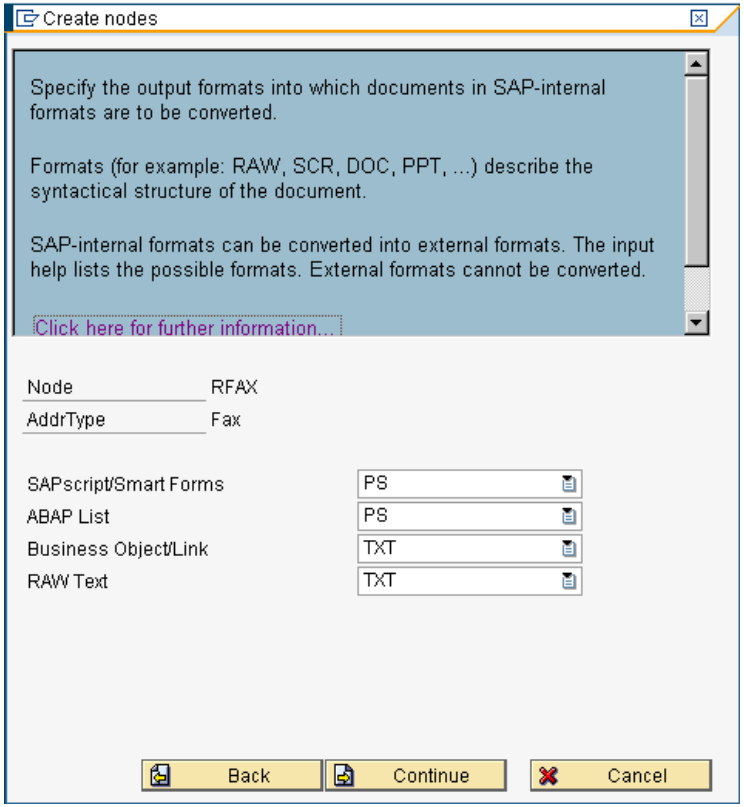


6. Under **Address area**, enter the fax numbers to be serviced by this node. Specify the two-letter country code followed by phone number digits. An asterisk (*) can be used in this box as a wildcard character. An asterisk by itself means that all fax numbers are serviced.

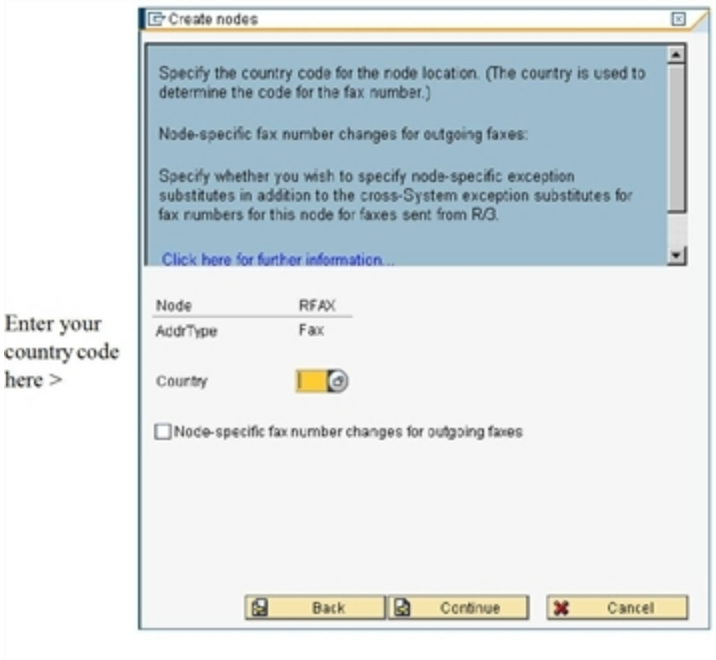


7. After you enter all the address areas to service, click **Continue**.
8. Specify the output format of converted SAP data. Use the arrows located in each row to select a file format to be converted. Only the document types specified here are passed to the RightFax server. If a user attaches a document type not included on this list, SAP attempts to convert the document to one of SAP's internal document formats. If SAP is unable to convert the document file, it returns an error message to the user indicating that the fax could not be sent.

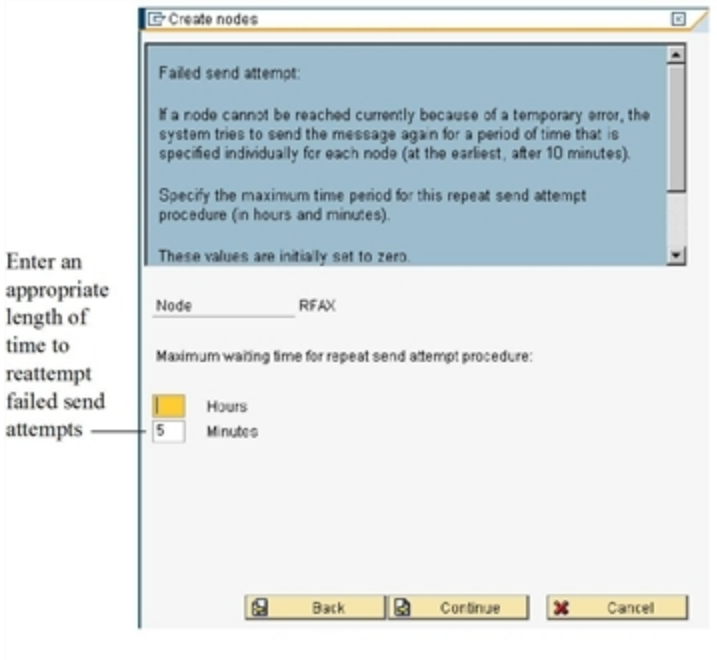
   For plain ASCII documents, use the extension RAW. For PostScript documents, use the extension PS. After you enter all the supported file types, click **Continue**.



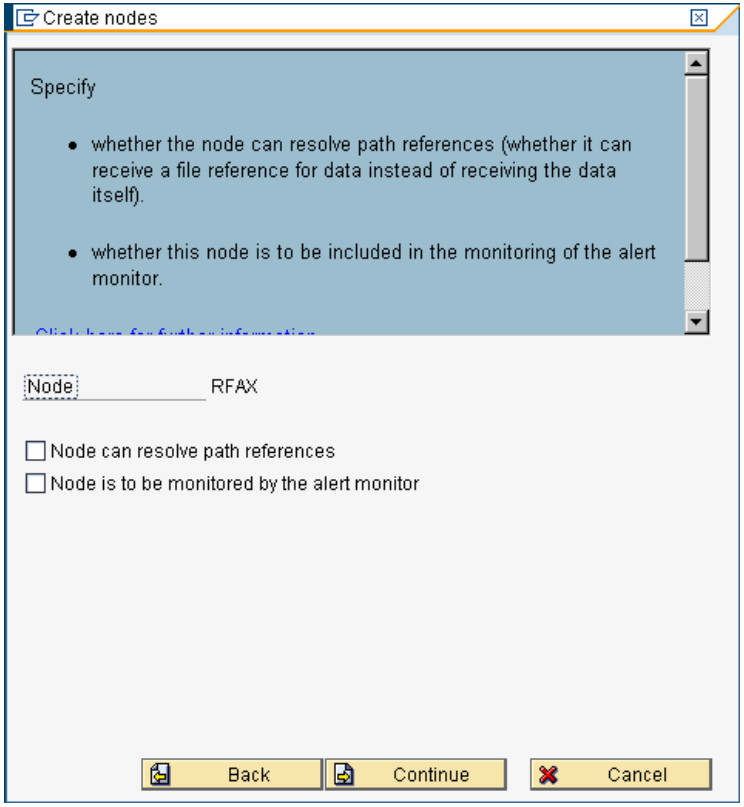
9. In the **Country** box, enter the country code of the node's location. When you are prompted to set further address types, select the **N** option and click **Continue**.



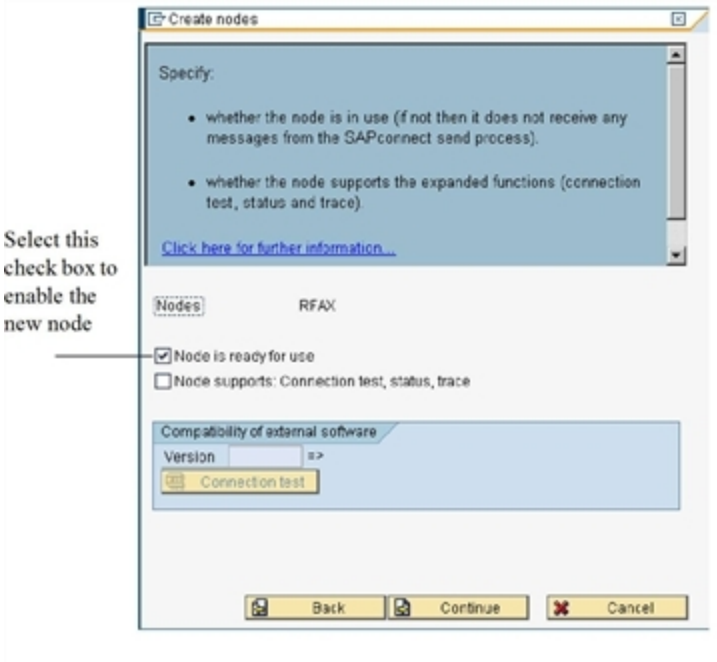
10. In the **Hours** and **Minutes** boxes, type an appropriate length of time to re-attempt sending outbound faxes through this node if send attempts fail. Click **Continue**.



11. Set the options in the next two dialogs according to your SAP system configuration. Click **Continue**.



12. Select the **Node is ready for use** box, and click **Continue**. This completes configuration of the new RightFax node.

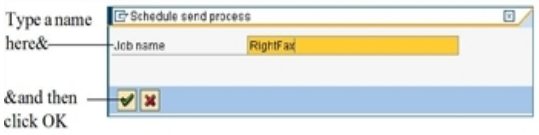


Schedule a SAPconnect Background Send Process

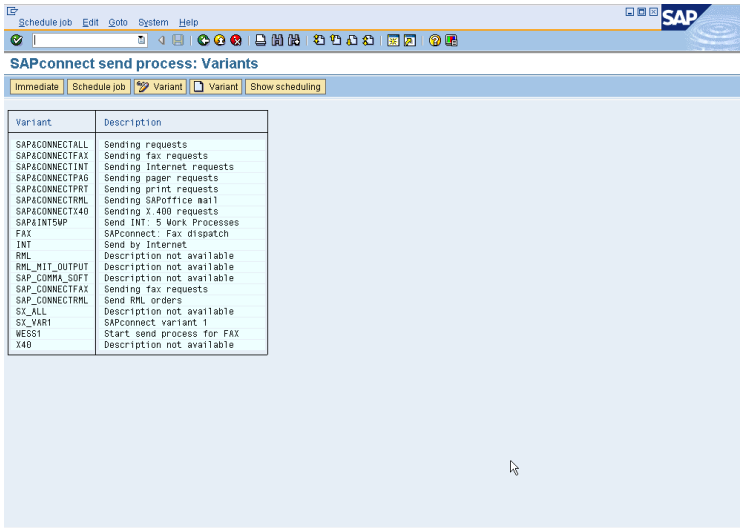
When an outgoing fax is generated in SAP, it is placed in the SAPconnect queue. To move the faxes from this queue to the RightFax server, schedule a background job.

To schedule the background send process

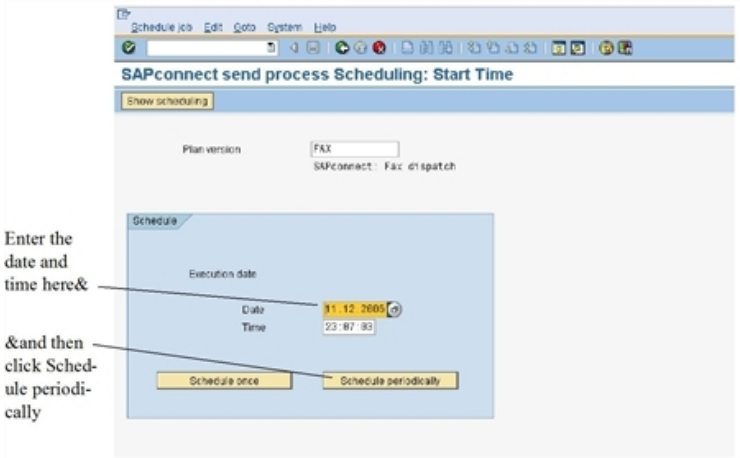
1. From the main menu execute SAP transaction SCOT and select **Jobs** from the **View** menu.
2. Select **Create** from the **Jobs** menu. This opens the **Schedule send process** dialog box.



3. Type a name for the new background send process in the **Job name** box and click **OK**. The **Variants** dialog opens.



4. Click **FAX** in the **Variant** column.
5. Click **Schedule job**. The **Start Time** dialog box opens.



6. In the **Date** and **Time** boxes, enter a date and time for the first background send job.
7. Click **Schedule periodically**. The **Period duration** dialog box opens.

8. Click **Minutes**, and set the number of minutes to 5.
9. Click **Create**. The duration is saved automatically.

> **Note** The recommended setting of the period duration is five minutes, but you can adjust this setting as necessary for batch faxing or fax

scheduling. For more information on batch faxing, see Batch Faxing on page 51.

Assign a Fax Number to Each SAP User

To route faxes from the server to SAPoffice users, assign each user a fax number in SAP. RightFax treats this number as an identifier only; it does not need to be an actual fax number.

For inbound faxes, the SAP fax number is used to route faxes from the RightFax server to the user in SAPoffice. For outbound faxes, RightFax uses the SAP fax number to assign ownership of the fax to the user. If multiple users share the same fax number, their faxes are assigned to the RightFax mailbox associated with the SAP fax number.

To associate the SAP fax number with the user in RightFax, edit the user information in Enterprise Fax Manager. For instructions, see Routing Received Faxes into SAPoffice on page 44.

Note Fax status notifications back to SAP users do not use the SAP fax number to identify the user. These notifications are sent to the correct user regardless of whether the user has a unique fax number in SAP.

To change or add a fax number to an SAP user record

1. From the main menu execute SAP transaction SU01. This opens the **Maintain User** dialog box.
2. Select a user to edit, and then click **Change** from the **User** menu.
3. Enter the user's fax number in the **Fax Number** box on the **Address** tab.
4. Select **Save** from the **User** menu. Complete the **Change Request** dialog box if it appears.

Testing the Connection in SAP

After you install the RightFax connector software and properly configure the RightFax and SAP servers, you should test the connection to ensure that faxes can be sent and received via SAP.

To test the fax connection

1. Start the RightFax SAP Gateway service on the RightFax server.
2. From the SAP main menu, execute transaction SM59.
3. Select **SAPCONNECT_FAXSERVER** under **TCP/IP Connections** in the **RFC Destinations** tree. This opens the **RFC Destination** dialog box.
4. Make sure that the **Trace** option is not checked.

   Caution Testing the connection with the **Trace** option enabled causes an error in the SAP connector on the RightFax server.
5. Click **Test connection**. SAP attempts to communicate with the fax server and report on the outcome.
6. If a connection error appears, make sure that the SAPGATE service is running on the RightFax server and then run this test again.

Chapter 4: Configuring a SAP ECC 6 EP4 or ECC 7 System

After the RightFax SAP connector is installed on the RightFax server, configure SAP to properly communicate with the connector. The instructions in this section help you configure an SAP system.

To configure SAP ECC 6 EP4 or ECC 7 for use with RightFax

1. Create a new system user.
2. Create a remote function call (RFC) destination.
3. Configure SAPconnect.
4. Create a new SAPconnect node.
5. Schedule a SAPconnect background send process.
6. Ensure that the fax component is activated.
7. Assign a fax number to each SAP user.

Each of these procedures is described in this section.

Create a New System User

This step creates a new user account with the level of control needed by the fax server when communicating with the SAP system.

To create a new system user

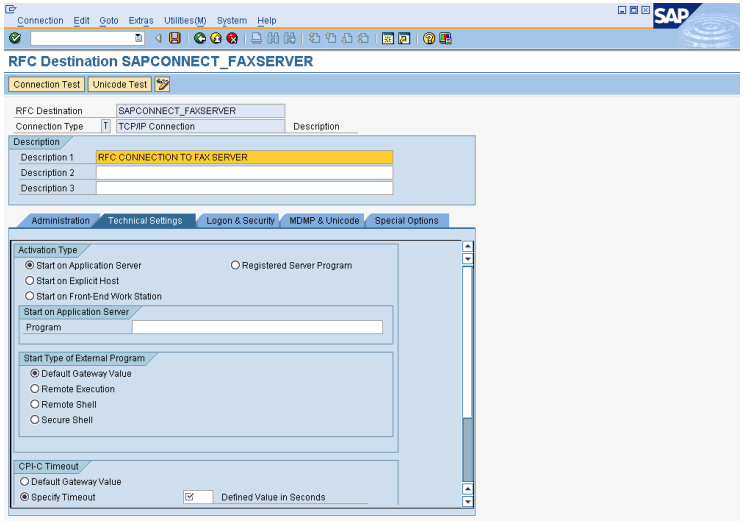
1. From the main menu execute SAP transaction SU01 to open the **User Maintenance** dialog box.
2. In the **User Name** box, enter the user name you configured for the connector to use when logging on to the SAP system (in step 5 in Activating the Connector for SAP on the RightFax server on page 7). Leave the **Alias** box blank.
3. Click **Create**. This opens the **Maintain User** dialog box and shows the **Address** tab.
4. Type **RightFax** in the **Last Name** box. This is an entry required by SAP.
5. Click the **Logon Data** tab.
6. Enter a password in the **Initial password** and **Repeat password** boxes, and then click **System** under **User type**.
7. Click the **Profiles** tab.
8. Click the first line in the profiles list and select the profile **S_A.SCON** from the list.
9. To save the new user, select **Save** from the **User** menu. Complete the **Change Request** dialog box if it appears.

Create an RFC Destination

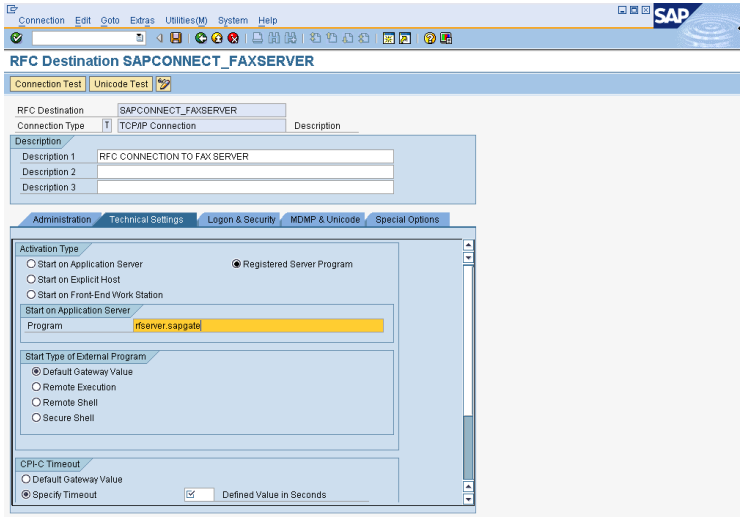
This step configures the SAP RFC destination for outbound fax calls.

To create an RFC destination

1. From the main menu execute SAP transaction SM59, and then click the **Create** icon to open the **RFC Destination** dialog box.



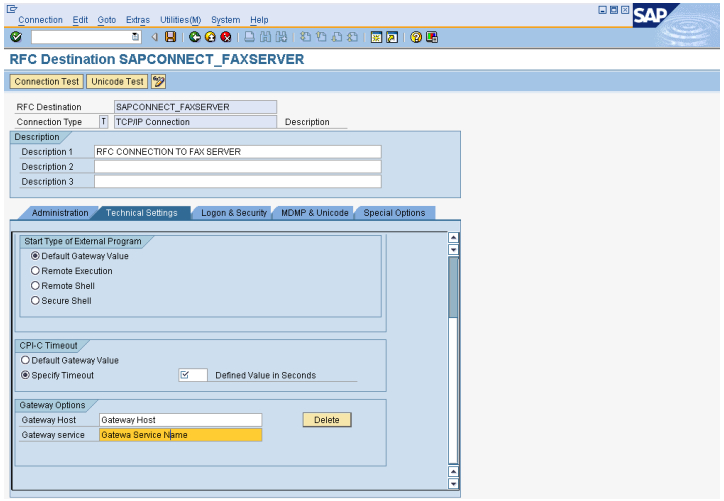
2. Select the the option of **Registered Server Program**. In the **RFC Destination** box, type SAPCONNECT_FAXSERVER. Set the **Connection Type** box to **T** for TCP/IP, and then enter a description for the RFC destination in the **Description**box.



3. In the **Program** box, enter the value defined for the PROGID parameter in the SAPRFC.INI file on the fax server. In most cases, this is the Windows NT name of your RightFax server followed by a period and then "sapgate." For example, "rfserver.sapgate."

   Note This box must match the exact spelling and case found in the SAPRFC.INI file on the RightFax server. If not, the connector is not able to communicate with SAP. For a description and example of the SAPRFC.INI file, see Files Installed by the Connector on page 53.

4. Under **Gateway Options** enter the gateway host and gateway service names of the SAP gateway that the connector is talking to.



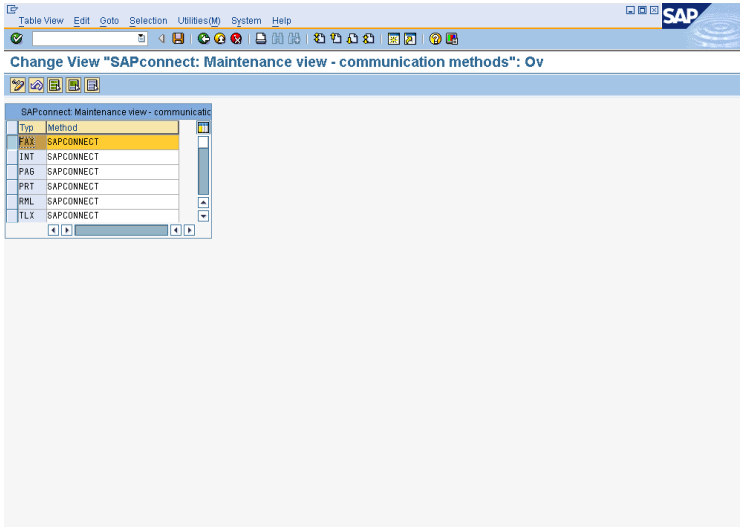
5. To save the new RFC destination, click **Test connection**. Click **Yes** when prompted to save the changes. Complete the **Change Request** dialog box if it appears.
6. Click **OK**.

SAPconnect Configuration

Configure the communication method, conversion rules, and other protocols in SAPconnect to ensure communication between the SAP and RightFax servers.

To configure SAPconnect

1. From the main menu execute SAP transaction SCOT and select **Communications Methods** from the **Settings** menu. This opens the **Communication methods** dialog box.



2. In the **Type** column, highlight **FAX** and select SAPCONNECT from the list.
3. Click **Save** (). Complete the **Change Request** dialog box if it appears.

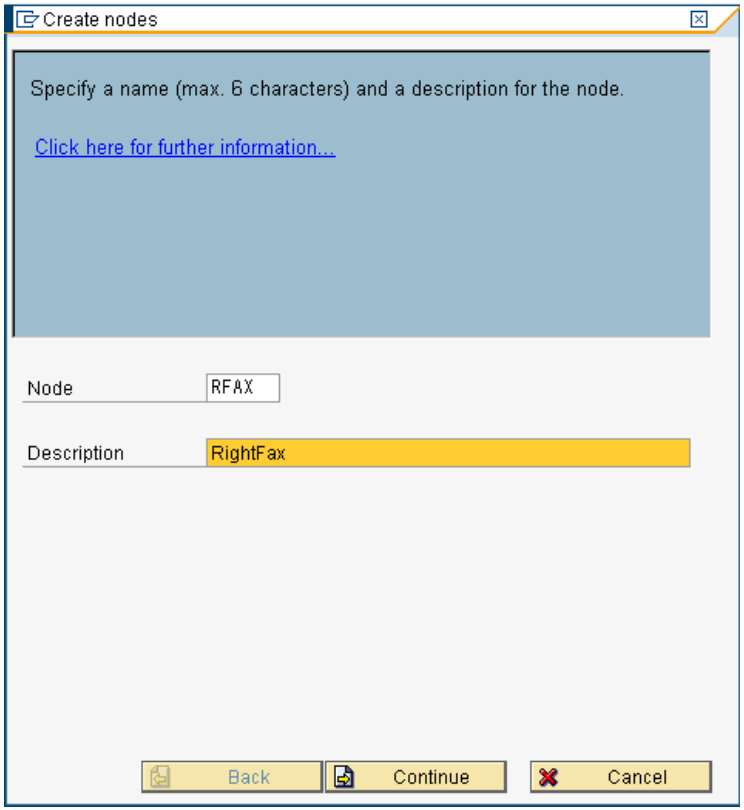
Create a New SAPconnect Node

This step creates and configures the SAPconnect node that serves as the link between the SAP and RightFax servers.

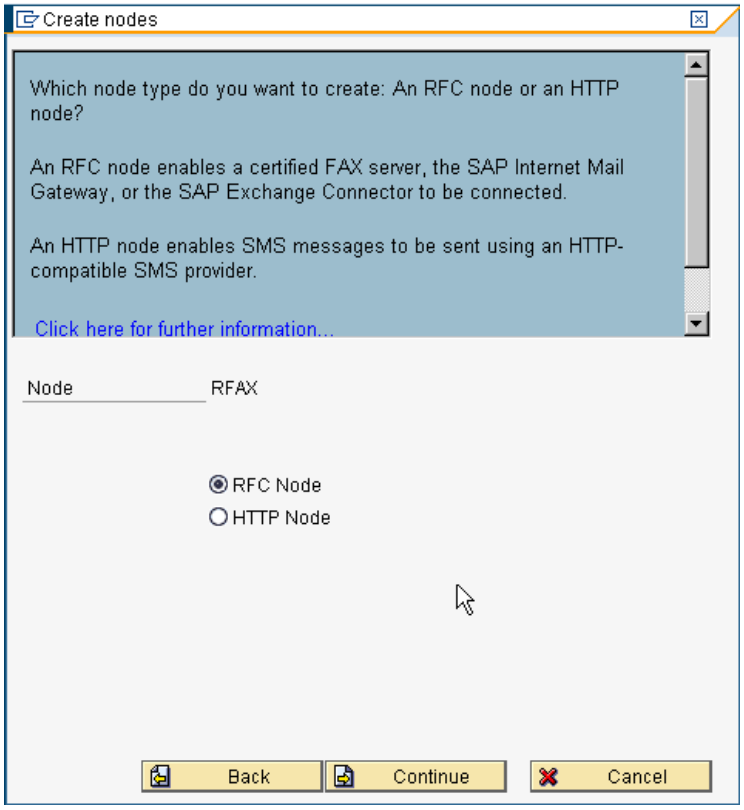
To create the new SAPconnect node

1. From the main menu execute SAP transaction SCOT and select **Create** from the **Nodes** menu. This opens the **Create nodes**dialog box.

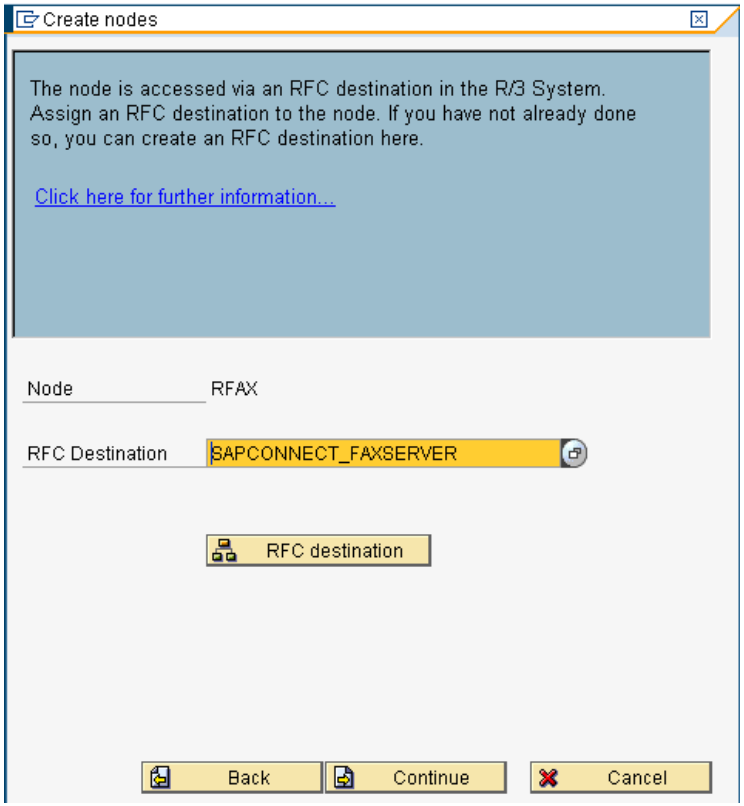
> **Note** The options shown in the **Create nodes** dialog box change each time you click **Continue**.



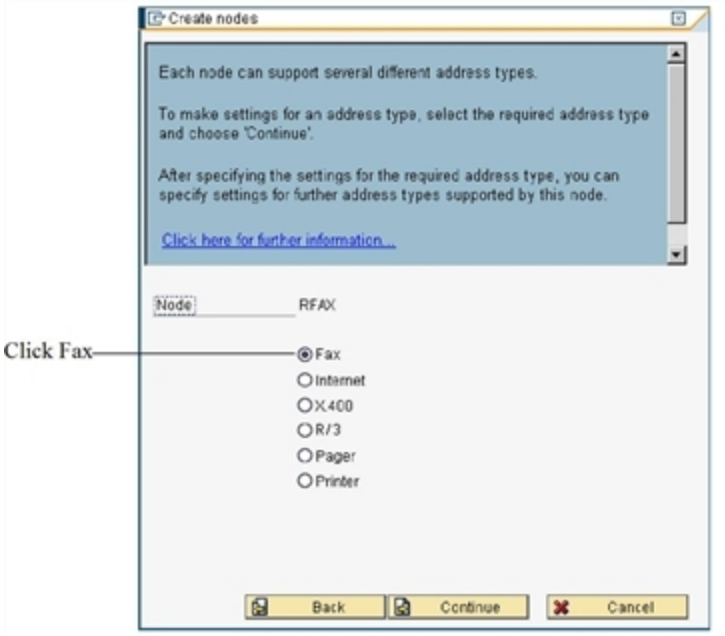
2. Type a name for the new SAPconnect node in the **Node** box, and then type a description in the **Description** box. Click **Continue**.
3. Select the **RFC Node** option. Click **Continue**.



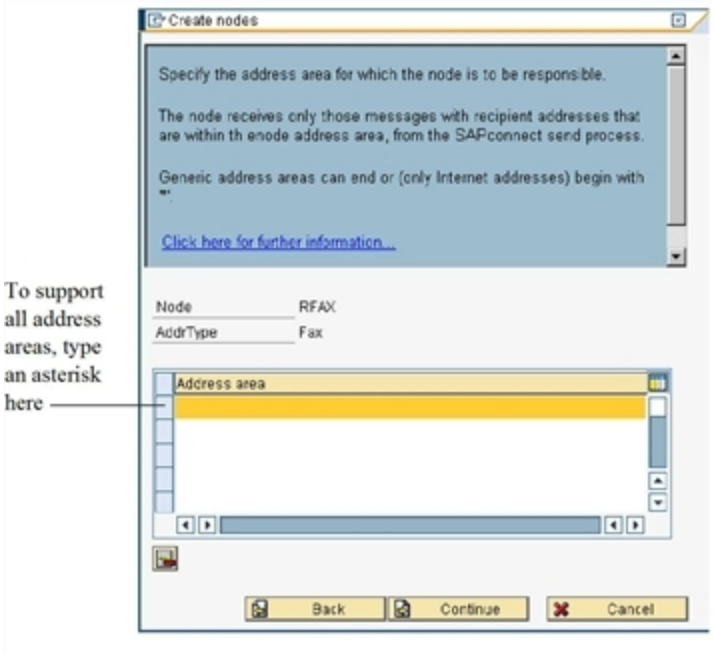
4. Type **SAPCONNECT_FAXSERVER** in the **RFC destination** box. Click **Continue**.



5. Select the **Fax** address type. Click **Continue**.

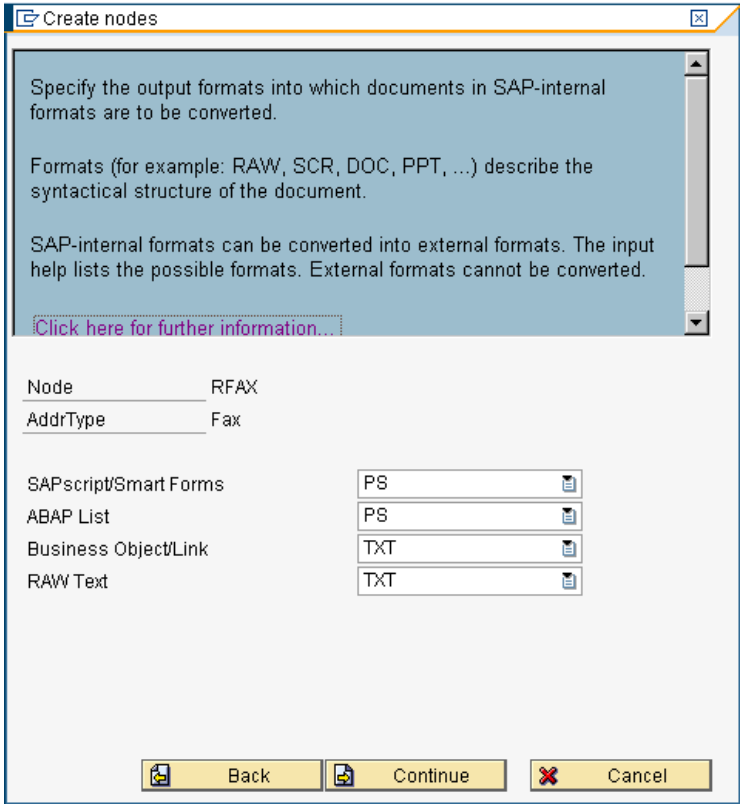


6. Under **Address area**, enter the fax numbers to be serviced by this node. Specify the two-letter country code followed by phone number digits. An asterisk (*) can be used in this box as a wildcard character. An asterisk by itself means that all fax numbers are serviced.

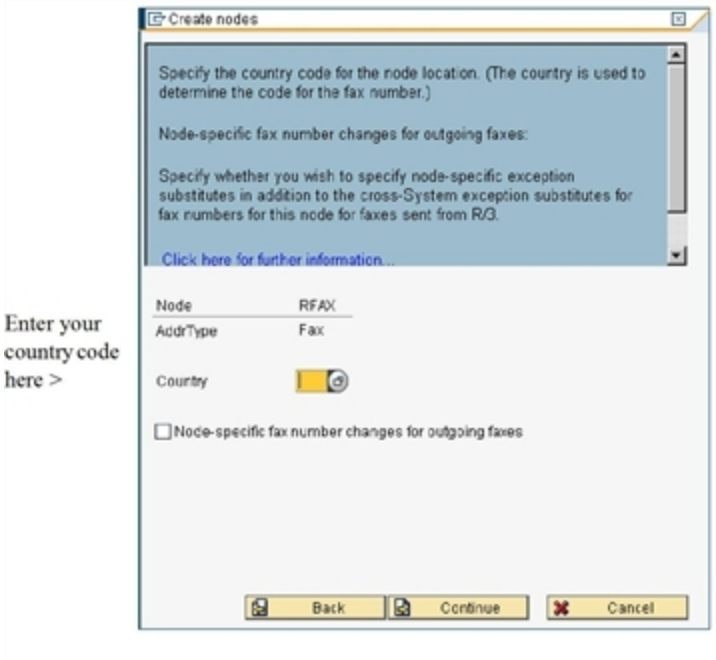


7. After you enter all the address areas to service, click **Continue**.
8. Specify the output format of converted SAP data. Use the arrows located in each row to select a file format to be converted. Only the document types specified here are passed to the RightFax server. If a user attaches a document type not included on this list, SAP attempts to convert the document to one of SAP's internal document formats. If SAP is unable to convert the document file, it returns an error message to the user indicating that the fax could not be sent.

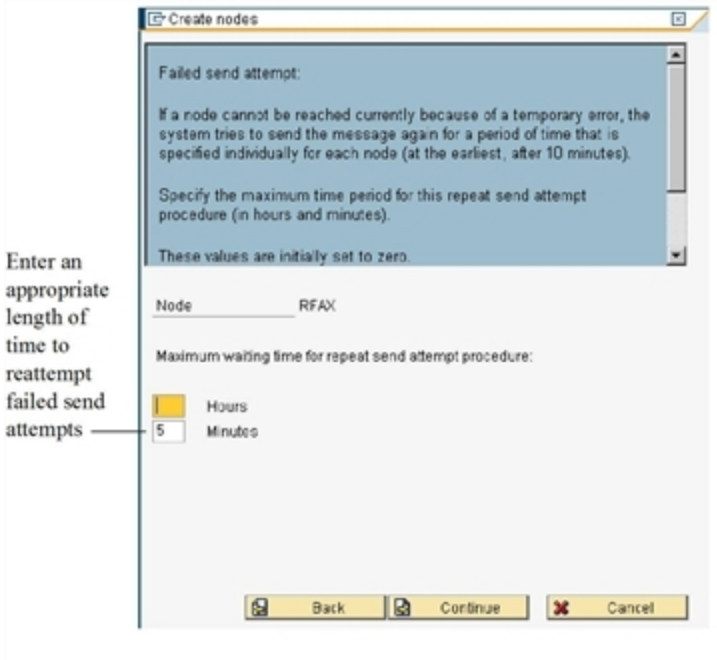
   For plain ASCII documents, use the extension RAW. For PostScript documents, use the extension PS. After you enter all the supported file types, click **Continue**.



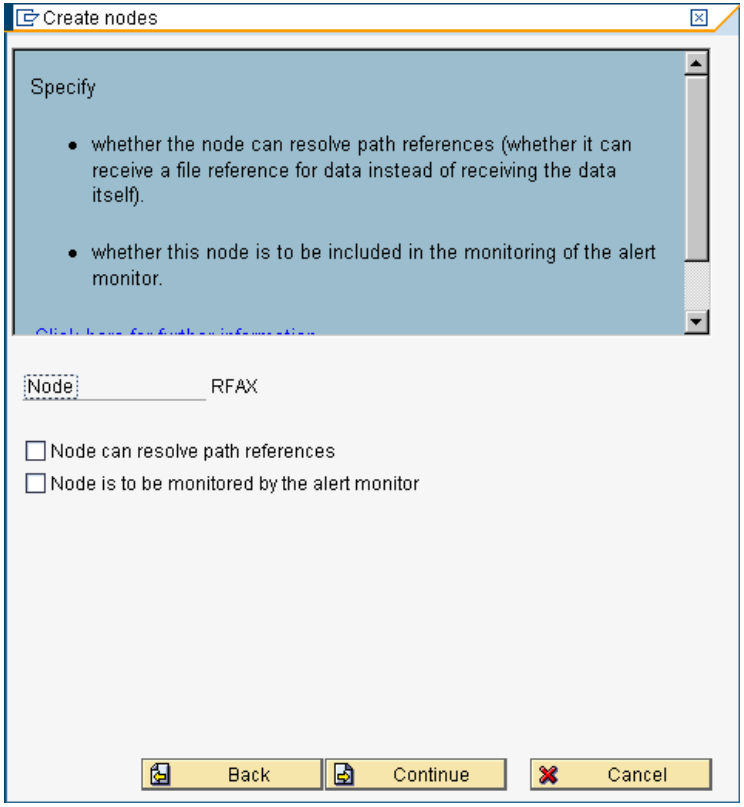
9. In the **Country** box, enter the country code of the node's location. When you are prompted to set further address types, select the **N** option and click **Continue**.



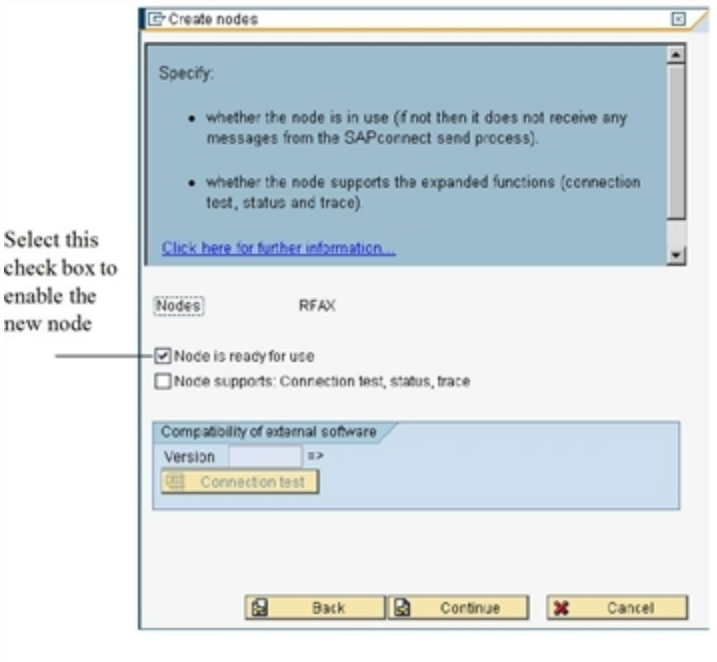
10. In the **Hours** and **Minutes** boxes, type an appropriate length of time to re-attempt sending outbound faxes through this node if send attempts fail. Click **Continue**.



11. Set the options in the next two dialogs according to your SAP system configuration. Click **Continue**.



12. Select the **Node is ready for use** box, and click **Continue**. This completes configuration of the new RightFax node.

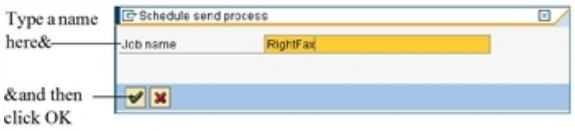


Schedule a SAPconnect Background Send Process

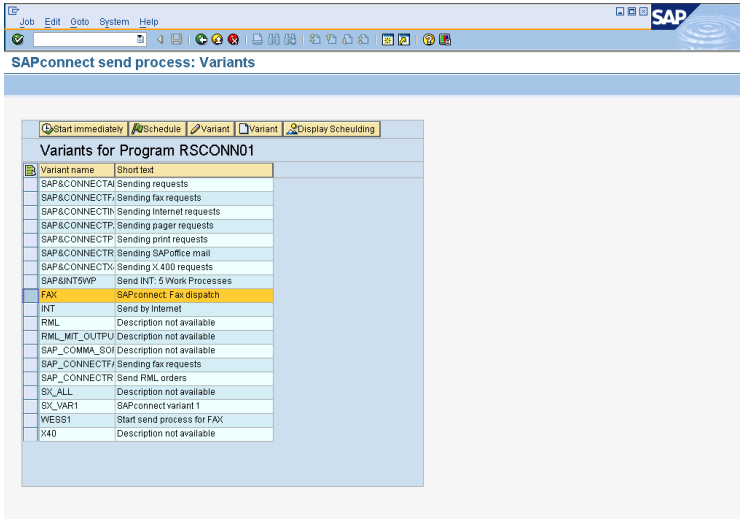
When an outgoing fax is generated in SAP, it is placed in the SAPconnect queue. To move the faxes from this queue to the RightFax server, schedule a background job.

To schedule the background send process

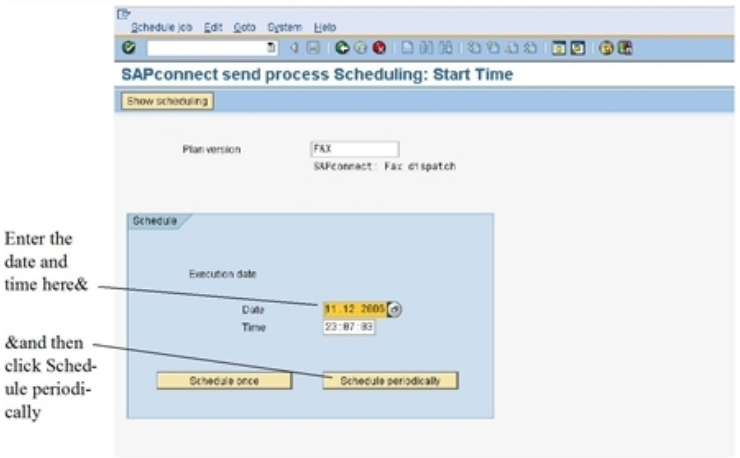
1. From the main menu execute SAP transaction SCOT and select **Jobs** from the **View** menu.
2. Select **Create** from the **Jobs** menu. This opens the **Schedule send process** dialog box.



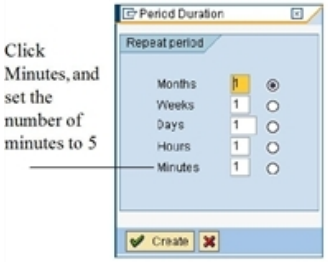
3. Type a name for the new background send process in the **Job name** box and click **OK**. The **Variants** dialog opens.



4. Click **FAX** in the **Variant** column.
5. Click **Schedule job**. The **Start Time** dialog box opens.



6. In the **Date** and **Time** boxes, enter a date and time for the first background send job.
7. Click **Schedule periodically**. The **Period duration** dialog box opens.



8. Click **Minutes**, and set the number of minutes to 5.
9. Click **Create**. The duration is saved automatically.

> **Note** The recommended setting fore the period duration is five minutes, but you can adjust this setting as necessary for batch faxing or fax

scheduling. For more information on batch faxing, see Batch Faxing on page 51.

Assign a Fax Number to Each SAP User

To route faxes from the server to SAPoffice users, assign each user a fax number in SAP. RightFax treats this number as an identifier only; it does not need to be an actual fax number.

For inbound faxes, the SAP fax number is used to route faxes from the RightFax server to the user in SAPoffice. For outbound faxes, RightFax uses the SAP fax number to assign ownership of the fax to the user. If multiple users share the same fax number, their faxes are assigned to the RightFax mailbox associated with the SAP fax number.

To associate the SAP fax number with the user in RightFax, edit the user information in Enterprise Fax Manager. For instructions, see Routing Received Faxes into SAPoffice on page 44.

Note Fax status notifications back to SAP users do not use the SAP fax number to identify the user. These notifications are sent to the correct user regardless of whether the user has a unique fax number in SAP.

To change or add a fax number to an SAP user record

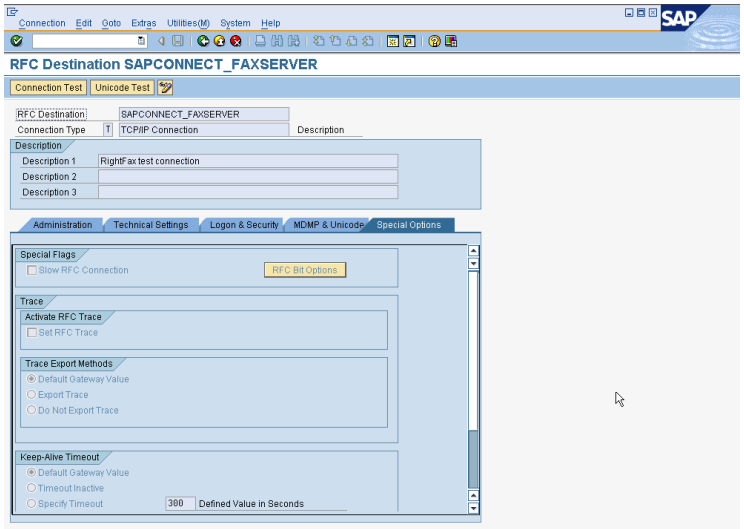
1. From the main menu execute SAP transaction SU01. This opens the **Maintain User** dialog box.
2. Select a user to edit, and then click **Change** from the **User** menu.
3. Enter the user's fax number in the **Fax Number** box on the **Address** tab.
4. Select **Save** from the **User** menu. Complete the **Change Request** dialog box if it appears.

Testing the Connection in SAP

After you install the RightFax connector software and properly configure the RightFax and SAP servers, you should test the connection to ensure that faxes can be sent and received via SAP.

To test the fax connection

1. Start the RightFax SAP Gateway service on the RightFax server.
2. From the SAP main menu, execute transaction SM59.
3. Select **SAPCONNECT_FAXSERVER** under **TCP/IP Connections** in the **RFC Destinations** tree. The **RFC Destination** dialog box opens.



4. **Click** the **Special Options** tab. Make sure that the **Set**

RFCTrace option is not checked.

> **Caution** Testing the connection with the **Set RFCTrace** option enabled causes an error in the SAP connector on the RightFax server.

5. Click **ConnectionTest**. SAP attempts to communicate with the fax server and reports on the outcome.
6. If a connection error appears, make sure that the SAPGATE service is running on the RightFax server and then run this test again.

.

Chapter 5: Sending and Receiving Faxes in SAPoffice

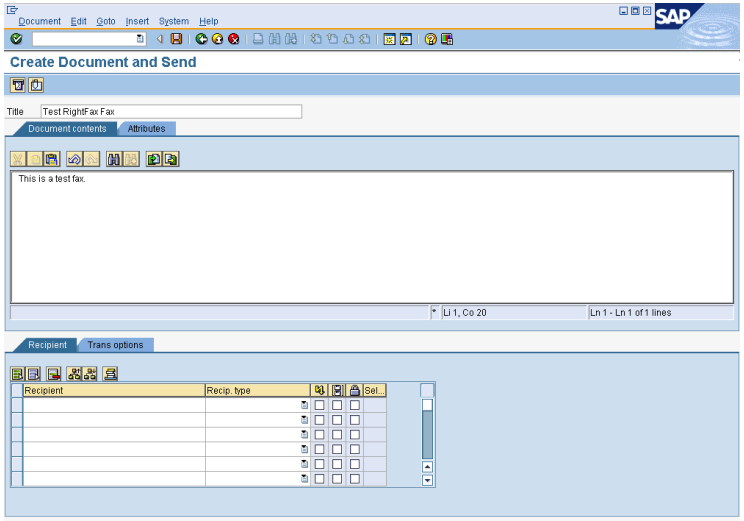
SAPoffice is the SAP user's individual message box. SAPoffice can be used both to send and receive faxes via the SAP connector and to receive notification and status messages about sent faxes.

Sending Faxes from SAPoffice

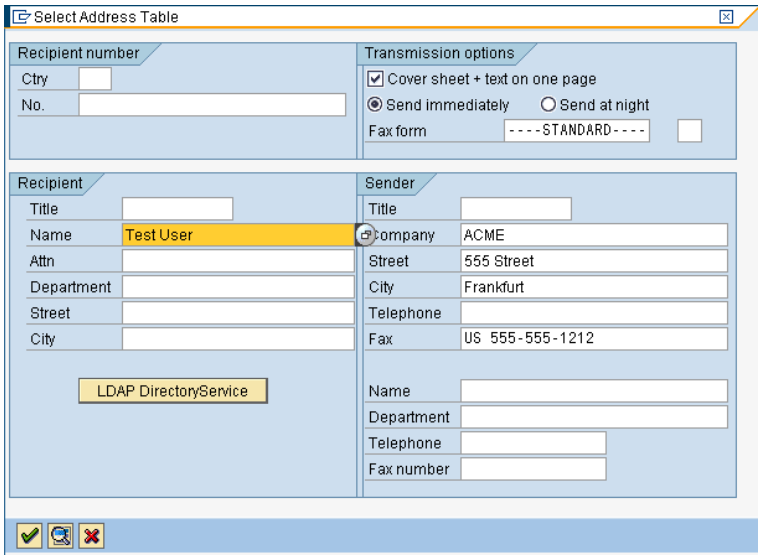
With the RightFax SAP connector, messages, including file attachments, can be sent from your SAPoffice Outbox as faxes via the RightFax server.

To send a fax from SAPoffice

1. From the main menu execute SAP transaction SO02 (or from the Startup screen, click **Outbox** from the **Office** menu). This opens your SAP Outbox.
2. Click **New Message**. This opens the **Create Document and Send** dialog box.



3. Type a title for the fax in the **Title** box. This appears on the fax cover page.
4. Type the message text and specify any file attachments on the **Document contents** tab. The message text and any attached document files appears as the body of the fax.
5. The types of files that can be attached to fax-bound SAPoffice messages are specified when you create the SAPconnect node for faxing via RightFax. Attached files are automatically converted to fax format using the RightFax conversion engine or server-side application conversion, depending on your RightFax configuration. For a list of all native file formats that can be converted by RightFax, refer to the **RightFax Administrator's Guide.**
6. Click **Fax Entry** from the **Goto** menu. This opens the **Select Address Table** dialog box.



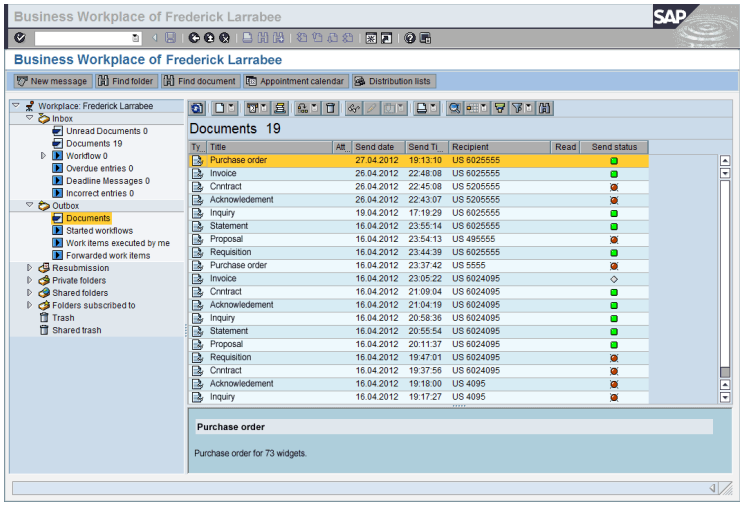
7. Information about the sender is automatically entered in this dialog box based on the user's SAP profile.

> **Note** The settings under **Transmission options** apply to the SAP server only. If the **Cover sheet** box is selected, SAP attaches a cover sheet to the fax before sending the fax image to RightFax. If RightFax is configured to add cover sheets, it adds an additional cover sheet.

8. Enter the required country code and fax number of the intended recipient in the **Recipient number** group box. You can also select a recipient from the address book.
9. Click **OK** to return to the **Create** dialog box. Repeat steps 5–7 for each intended recipient.
10. After you enter all the recipients, click **Send**. A dialog box appears showing confirmation that the fax was sent. The fax message is placed in the SAP message queue and is picked up and faxed by RightFax at the next cycle of the SAPconnect background job.

Fax Status Information and Notification

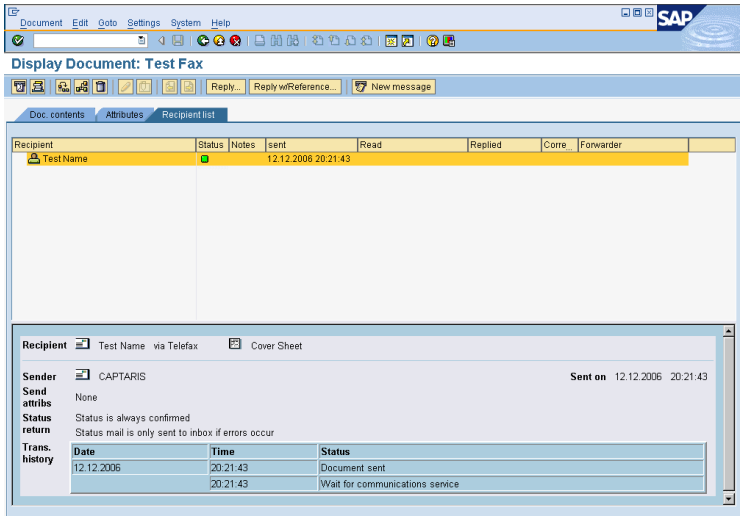
You can view the status of outgoing faxes in the SAPoffice Outbox. The Send Status column shows a status icon for each fax in the outbox.



To view the transmission history of a fax

1. Double-click the message in the SAPoffice Outbox. The **Display Document** dialog box appears.
2. Click the **Recipient List** tab to see status and detailed

transmission history.



Notification of unsent faxes

If RightFax is unable to send the fax due to transmission errors, a notification message is placed in the sender's SAPoffice Inbox. SAPoffice notifications are not sent for successful fax transmissions.

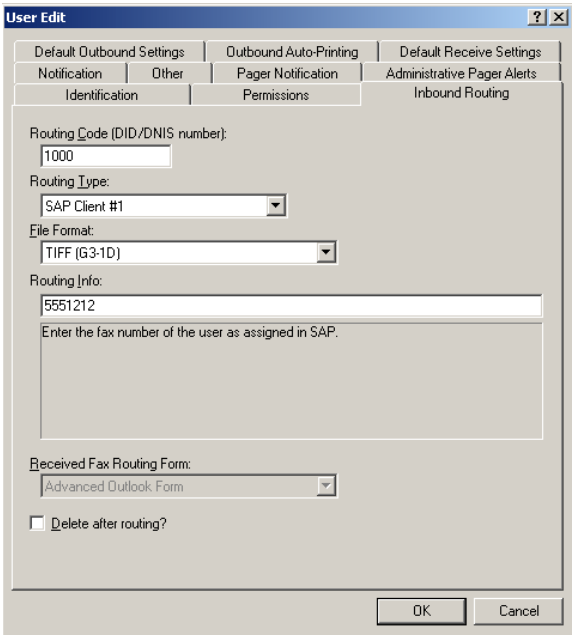
Because SAP does not associate faxes with a SAP user ID, RightFax uses the sender's assigned SAP fax number to send back failed fax notifications. To ensure that notifications reach the correct recipients, each SAP user has a unique fax number assigned. For more information, see Assign a Fax Number to Each SAP User on page 40.

Routing Received Faxes into SAPoffice

After you configure a fax routing method for your organization within RightFax (routing incoming faxes to their intended recipients' RightFax user IDs), the SAP connector lets you automatically forward each RightFax user's new faxes to their SAPoffice Inbox.

To route received faxes

1. To route inbound faxes to each user's SAPoffice Inbox, edit each user in Enterprise Fax Manager and click the **Inbound Routing** tab.



2. Set the **Routing Type** box to "SAP Client #1."
3. In the **Routing Info** box, enter the fax number

assigned to the user in SAP. For faxes to accurately route to the correct recipients, each SAP user must have a unique fax number assigned. This does not need to be an actual fax number.

4. The **Routing Type** and **Routing Info** boxes are configured individually for each RightFax user ID (or group ID).

Chapter 6: Sending Faxes From Modules

Because the RightFax Connector for SAP configures SAPconnect to automatically pass fax-bound documents to RightFax, each SAP module that supports fax output via SAPconnect automatically uses the SAP connector and its features.

You can configure the business rules of a module to automatically fax a document during the course of its life cycle as well as send existing documents as faxes when necessary. In addition, the RightFax SAP connector supports several new RightFax-specific SAPscript codes for customizing the fax output of your forms.

When a document is faxed from within a module, it uses the page layout of the output form as defined by the module administrator using SAPscript.

Configuring Business Rules to Automatically Fax a Document

SAP administrators can configure a document to be automatically sent as a fax at any point during the course of the document's life-cycle. For example, a copy of a purchase order can be configured to automatically fax back to the customer at the same time that it is forwarded to the Shipping department.

Because the business rules for each module can vary, it is the responsibility of the SAP module expert or administrator to apply the fax event to the document's life-cycle. As a general rule, the instruction to fax a document is the same as the instruction to print a document except that the output is Type 2, instead of Type 1.

Faxing a Pre-Existing Document

Occasionally, a document may need to be sent manually as a fax even if that is not a normal event in its life-cycle. For example, you may agree to fax a copy of a purchase order back to the customer before it is forwarded to your Shipping department, even though that is not your organization's normal practice.

Because the command to fax a document can vary from module to module, the operator faxing the document should refer to the module's user documentation or administrator for faxing instructions. As a general rule, the command to fax a document is the same as the command to print a document except that the output is Type 2, instead of Type 1.

Adding Fax Commands to Output Forms Via SAPscript

The RightFax Connector for SAP recognizes several special SAPscript codes that let you add fax control commands to your output forms. You can use these SAPscript codes to include RightFax cover sheet information, attach RightFax library documents, and more.

Following is a complete list of RightFax-compatible SAPscript codes, descriptions, and their correct syntax.

RFSAP_ATDATE (RFSAP_ AT_DATE)

Format <RFSAP_ATDATE:*date*>

Schedules the fax to send on a specific date. Dates can be expressed as relative or absolute. Relative dates give the number of days from today's date. For example, "+7" represents one week from today. Absolute dates specify the exact date to send the fax. Write absolute dates in one of these formats: MM/DD/YY, MM-DD-YY, or MM-DD-YYYY.

If no send time is specified with the RFSAP_ATTIME code (described in the following section), the send time defaults to "now" (the current time of processing). For example, if a fax is sent to the queue at 3:30 PM and it contains only an <RFSAP_ATDATE:+1> code, it automatically be scheduled to send at 3:30 PM tomorrow.

Example <RFSAP_ATDATE:9-15-99>

Example <RFSAP_AT_DATE:+2>

RFSAP_ATTIME (RFSAP_ AT_TIME)

Format <RFSAP_ATTIME:*time*>

Schedules the fax to send at a specific time. Times can be expressed as relative or absolute. Relative times give the number of hours from the current time. For example, "+6" represents six hours from now.

Absolute times are entered in either 12-hour or 24- hour format. A colon separating hours and minutes is optional, and an "a" or "p" can be used to indicate AM or PM The fax server does not necessarily send the fax at exactly the minute specified. Rather, the fax becomes eligible for scheduling within 15 minutes of the specified time.

Specifying a time between the current time and midnight schedules the fax to send today. Specifying a time earlier than the current time schedules the fax tomorrow.

Example <RFSAP_ATTIME:10:00p>

Example <RFSAP_AT_TIME:+2>

RFSAP_CHANNEL

Format <RFSAP_CHANNEL:*channel#*>

Sends the fax only on the specified channel of the fax board. Specify a number corresponding to the channel to use. Set the channel number to 0 (zero) to use any available channel.

This code is useful if your organization uses one channel for priority faxing, and you want the fax to go out right away. You can also use this code to limit fax broadcasts to one channel only, leaving the other channels free for priority faxing.

Example <RFSAP_CHANNEL:3>

RFSAP_COVER

Format <RFSAP_COVER>

Automatically generates a RightFaxcover sheet for the fax containing the code. If you use SAP-generated cover sheets, this code adds an additional RightFaxcover sheet before the SAP cover sheet.

RFSAP_DELETE (RFSAP_AUTODELETE)

Format <RFSAP_DELETE>

Deletes the fax from the user's FaxUtil mailbox after it is successfully sent. This code overrides the default RightFax auto-delete setting.

RFSAP_DELETEALL (RFSAP_AUTODELETEALL)

Format <RFSAP_DELETEALL>

Deletes the fax from the user's FaxUtil mailbox after it is sent, whether or not the send was successful. This code overrides the default RightFax auto-delete setting.

RFSAP_FCSFILE

Format <RFSAP_FCSFILE:*file name*>

Uses the specified file as the RightFax-generated cover sheet. The cover sheet file resides in the RightFax\FCS folder on the RightFax server and ends with the extension .pcl. Do not specify a directory path.

Example <RFSAP_FCSFILE:MYCOVER1.PCL>

RFSAP_FINE

Format <RFSAP_FINE>

Converts the body of the fax using "fine" resolution (200 × 200 DPI). Fine resolution is recommended for faxes with detailed graphics and faxes that are converted by OCR. This code overrides the default fax resolution set in the user's FaxUtil mailbox.

RFSAP_FROMFAXNUM (RFSAP_FROM_FAXNUM)

Format <RFSAP_FROMFAXNUM:*faxnumber*>

Specifies the sender's fax number on the RightFax-generated fax cover sheet. If no cover sheet is generated by RightFax, this code is ignored.

Example <RFSAP_FROMFAXNUM:(520)555-1234>

RFSAP_FROMGENFAXNUM (RFSAP_FROM_GENFAXNUM)

Format <RFSAP_FROMGENFAXNUM:*faxnumber*>

Specifies the company's general fax number to be placed on the RightFax-generated fax cover sheet. If no cover sheet is generated by RightFax, this code is ignored.

Example <RFSAP_FROMGENFAXNUM:(520)555-2345>

RFSAP_FROMGENPHONE (RFSAP_FROM_GENPHONE)

Format <RFSAP_FROMGENPHONE:*name*>

Specifies the sender's name to be placed on the RightFax generated cover sheet. If no coversheet is generated by RightFax, this code is ignored.

Example <RFSAP_FROMGENPHONE:John User>

RFSAP_FROMPHONE (RFSAP_FROM_PHONE)

Format <RFSAP_FROMPHONE:*phonenumber*>

Specifies the sender's phone number for the RightFax-generated fax cover sheet. If no cover sheet is generated by RightFax, this code is ignored.

Example <RFSAP_FROMFAXNUM:(520)555-4567>

RFSAP_IGNORE

Format <RFSAP_IGNORE>

Causes all subsequent RFSAP embedded codes to be ignored.

RFSAP_LIBDOC

Format <RFSAP_LIBDOC:*documentID*>

Sends the specified RightFax library document instead of sending the document containing the code. Multiple library documents may be specified, each as a separate RFSAP_LIBDOC code.

Example <RFSAP_LIBDOC:INFOPACK1>

RFSAP_LIBDOC2

Format <RFSAP_LIBDOC2:*documentID*>

Sends the specified RightFax library document in addition to sending the document containing the code. Multiple library documents may be specified, each as a separate RFSAP_ LIBDOC2 code.

Example <RFSAP_LIBDOC2:INFOPACK1>

RFSAP_NOCOVER

Format <RFSAP_NOCOVER>

Turns off RightFaxcover sheet generation for the document containing this code. If a cover sheet is generated by SAP, it is still included.

RFSAP_NORMAL

Format <RFSAP_NORMAL>

Converts the body of the fax using "normal" resolution (100 × 100 DPI). Normal resolution faxes can be transmitted much faster than fine resolution faxes, saving time and phone charges. This code overrides the default fax resolution set in the user's FaxUtil mailbox.

RFSAP_PAPERTYPE

Format <RFSAP_PAPERTYPE:*formID*>

Automatically overlays the fax onto the specified RightFax form.

Example <RFSAP_PAPERTYPE:LETTERHEAD>

RFSAP_PREVIEW

Format <RFSAP_PREVIEW>

Holds the fax for preview in your FaxUtil mailbox. You must view the fax in FaxUtil and select **Release** from the **File** menu before it sends.

RFSAP_PRIORITY

Format <RFSAP_PRIORITY:*priority*>

Sets the priority of the outgoing fax. Allowed settings are: L (Low), N (Normal), and H (High). If a user specifies high priority and does not have "Can use high priority" permission, the fax automatically be sent with "normal" priority.

Example <RFSAP_PRIORITY:H>

Example <RFSAP_PRIORITY:N>

Example <RFSAP_PRIORITY:L>

RFSAP_SAVE

Format <RFSAP_SAVE>

Instructs RightFaxnot to delete the fax image from the user's FaxUtil mailbox after being sent. This overrides any default auto-delete setting.

RFSAP_SIGNATURE

Format <RFSAP_SIGNATURE:*signatureID*>

Specifies a signature image to place in the document. The signature is inserted into the document at the exact location of the <RFSAP_SIGNATURE> embedded code. You can include an unlimited number of <RFSAP_SIGNATURE> codes in each document. If you are not listed as an authorized user of the signature file, the fax server fails to send the fax. To use this embedded code, you must select a PCL printer driver in the **Dev Type** field when configuring SAPconnect. If you select PostScript, this feature does not work.

For information about creating and using signature files see the *RightFax Administrator Guide*.

RFSAP_TOCOMPANY

Format <RFSAP_TOCOMPANY>

Specifies the fax recipient's company name.

RFSAP_TOFAXNUM

Format <RFSAP_TOFAXNUM>

Specifies the fax number the document will be sent to.

RFSAP_TONAME

Format <RFSAP_TONAME>

Specifies the name of the fax recipient.

RFSAP_UNIQUEID

Format <RFSAP_UNIQUEID:*faxID*>

Specifies a unique ID for the fax instead of having one automatically generated by RightFax. Custom unique IDs may be used for external document tracking systems.

Example <RFSAP_UNIQUEID:XYZ120396>

Chapter 7: Advanced Fax Control Features

SAP has several fax control features (such as automatically generated fax cover sheets) that also exist in RightFax. When developing a fax solution for your organization, you may choose to use the features of either or both systems, depending on your needs.

Fax Cover Sheets

Fax cover sheets can be automatically generated by both SAP and RightFax. When a fax is passed to RightFax, SAP includes the destination fax number, the recipient's name, and the sender's fax number only. Because it is the only information available to RightFax, these are the only fields that can be included on a RightFax-generated cover sheet. SAP, however, can include all completed information about the fax sender and recipient on its automatically generated cover sheets. For this reason, it is recommended that you enable the automatic fax cover sheet function in SAP and disable cover sheets in RightFax.

Note If fax cover sheets are enabled on both SAP and RightFax, the fax includes **both** cover sheets. This is because SAP generates its cover sheet before sending the fax data to RightFax. After the fax data is received, RightFax adds its own cover sheet.

For information on configuring SAP to add a cover sheet to outbound faxes, refer to your SAP documentation or system administrator. For information on creating and using cover sheets in RightFax, see the *RightFax Administrator Guide.*

Batch Faxing

Batch faxing occurs when several faxes generated over a period of time are held to be sent together at a later time. This may be useful for holding low priority faxes until after hours when more fax channels are free, or for sending faxes at off-peak hours to save telephone long distance charges.

The interval that batch fax jobs are collected and sent can be set in the SAP application, in SAPconnect, and in RightFax.

Because different SAP modules have different requirements for delaying faxes sent to SAPconnect, refer to your SAP module's user documentation or SAP administrator for information on delaying faxes at the application level. The interval that SAPconnect periodically picks up queued faxes and forwards them to RightFax is set when you configure the background send process for faxes.

RightFax includes two features that let you schedule when faxes are released. The "Delay all Faxes" feature lets you specify a time when all faxes from RightFax users who do not have administrative access are sent. The "Forced Scheduling" feature lets you specify fax size restrictions as well as fax delay times for users on a group basis. For information on these RightFax batch faxing features, See the *RightFax Administrator Guide*.

Dialing Rules

Both SAP and RightFax let you configure special dialing rules that let you modify outgoing fax numbers. In SAP, these are called "exception rules" and are configured for each node.

Exception rules let you replace the beginning of a fax number with a new set of numbers. This lets you strip a local area code or add a "9" to dial out.

RightFax, however, includes a much more comprehensive "pattern matching" dialing rule scheme that not only lets you modify numbers but also assign certain fax numbers to specific servers, route certain faxes to other RightFax servers on your WAN before dialing, and more.

If you configure exception rules in SAP, the numbers are modified in SAP before being passed to RightFax. RightFax then modifies the number again according to its own rules if necessary. For information on configuring dialing rules in RightFax, see the *RightFax Administrator Guide*.

Chapter 7: Files Installed by the Connector

All components of the RightFax Connector for SAP are installed on the RightFax server. Although some SAP configuration is required to allow the two systems to communicate, no software installation to the SAP system is necessary.

The following files are added to the RightFax server by the SAP connector Setup program:

- RightFax\SAP\Librfc32.dll
- RightFax\SAP\SAPgate.exe
- RightFax\SAP\SAPrfc.ini
- RightFax\Shared Files\SAPwiz.cpl

SAPgate.exe

SAPgate.exe acts as the gateway between RightFax and SAP. By default, SAPGATE runs as a service on the RightFax server and is started automatically.

SAPrfc.ini

SAPrfc.ini contains the information entered during the connector installation necessary for the SAP and RightFax servers to communicate. The following is an example of an SAPrfc.ini file:

```
;Outbound information
DEST=SAP_Srv
TYPE=R
PROGID=RFAXSRV.sapgate
GWHOST=Dev01
GWSERV=sapgw00
RFC_TRACE=0

;Inbound information using load balancing
DEST=SAP_Clnt
TYPE=B
MSHOST=Dev01_MSGSRV
R3NAME=SAP01
GROUP=PUBLIC
RFC_TRACE=0
```

Sapwiz.cpl

Sapwiz.cpl is the file name for the RightFax SAP Gateway configuration program that creates and installs the SAPGATE service. It also creates and modifies the Saprfc.ini file.

The first time the RightFax SAP Gateway program runs (during the SAP connector installation), it acts as a wizard, prompting you for the necessary configuration information

You can view and edit these settings by running the RightFax SAP Gateway program from Control Panel.

Chapter 8: Registry Entries Added by the Connector

HKEY_LOCAL_MACHINE\Software\RightFax\SAP\SAP#

SAP Registry Settings in HKEY_LOCAL_MACHINE\Software\RightFax\SAP\SAP# (64 bit: HKEY_LOCAL_MACHINE\Software\Wow6432Node\RightFax\SAP\SAP#)

Key	Type	Definition
ASHostIP	String	Application server name or IP address the gateway talks to.
Change	DWORD	Change flag.
Client	DWORD	SAP client number.
ClientDesc	String	Text description to identify which gateway this is. Used *only* for display in the RightFax SAP configuration program.
Debug	DWORD	Generate RFC_DEV debug file.
Delay	DWORD	Delay between logon retries.
Fax Server	String	RightFax server the gateway is talking to.
Group	String	Used for SAP load balancing.
GWHostIP	String	Name or IP address of application server running the SAP Gateway.
GWServer	String	Name of SAP Gateway (SAPGW##).
Language	String	Language to use when connecting to the client.
Logon Retries	DWORD	Times to retry logon to SAP system.
Message Server	String	IP address used for SAP load balancing.
Password	String	Password of CPIC user account.
Program ID	String	Machinename.sapgate.
Protocol	String	Protocol to use to talk to the RightFax Server. *Not* the protocol used to talk to SAP which is always IP.
SysNumber	DWORD	SAP system number.
System Name	String	Name or IP address of SAP system.
System Type	DWORD	Set to 0 normally. Set to 1 for load balancing on SAP side.
Username	String	Name of CPIC user created for the Gateway to use.

HKEY_LOCAL_MACHINE\Software\RightFax\SAP

SAP Registry Settings in HKEY_LOCAL_MACHINE\Software\RightFax\SAP (64 bit: HKEY_LOCAL_MACHINE\Software\Wow6432Node\RightFax\SAP)

Key	Type	Definition
NumSAPs	DWORD	How many SAP Gateways are set up (0 indexed).
SAP_Num	DWORD	Stores currently edited gateway.