# **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<sup>™</sup>
- 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.

Server Name		×
Enter the name of the Windows N software.	NT machine running RightFax server	
Also, the network protocol (TCP/ program to connect to the RightF	IP, SPX, IPX or Named Pipes) used by the fax server.	
RightFax ServerName:	_	
Protocol:		
Named Pipes		
	c Rock Cinick Course	

- 2. Enter the name of the fax server that the SAP client uses to send and receive fax messages.
- Select the network protocol that is used for communication between the RightFax server and SAP client. Click Next
- 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.

🐻 Rig	×
Client 000	Server Name       Application Host       Gateway Host       SAP Login       Load Balancing         Enter the name of the Windows NT machine running RightFax server software.       Also, the network protocol (TCP/IP, SPX, IPX or Named Pipes) used by the program to connect to the RightFax server.         RightFax       Server Name:
Add Connector Delete Connector	Register SLD       Copy to Other Nodes       Apply       OK

- 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 or 4.7 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.

0		
Maintain User		
Messurement data	2 References	
User RIGH	ITFAZ	
SS- Last changed by	00.09.00 Etahus Not saved	
h		
Address Logon dat	da Detautis Parameters Roles Profiles Groups	1.1
initial password		-
Repeat password		
Lines agains for a distant size	Ne 1940 /	
- vier grads for autorizing	and and a second s	
The first of the second	Currenter /	
Valid form	Userape Distance	
Valid to	Service	
	Reference	
	a construction of the second sec	
Other data	@ System	

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

	Litter Ect Qota polamitation Egistementent Depterm Help
	Maintain User
	🔀 Measurement data 🖉 References
	User: RIGHTFAX
sign the file A.SCON	Address Logon dats Defaults Parameters Roles Profiles Orouge ; 113
he new	Prod. The Test

- 8. Click the first line in the profiles list and select the profile **S\_A.SCON** from the list.
- 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.

Enter the	고 Destination System information Test System Help	AP
RFC	Ø 0	
destination	RFC Destination	
sapconnect_	Test connection	
faxserver		
here	BFC destration SAPCONNECT_FAXSERVER	
	Technical collines /	
Select T for-	Correctority Trace	
TCP/IP		
i ei /ii	No.	
Гуре а	RFC Connection to RF Berver	
lescription		
ere		
lere	Logan/	
	Languige	
	Clert	
	Password is still blank Unencrycted password (2.0)	
	Athony	

- 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.

Ē	RFC Destination SAP	CONNECT_FAXSERVER	
	RFC destination	SAPCONNECT_FAXSERVER	
	Туре	T TCP/IP connection	
	Gateway host	dev01	
	Gateway service	sapgw01	
		O.K. Delete	

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

➡ RFC Destination SAPC	CONNECT_FAXSERVER	×
RFC destination	SAPCONNECT_FAXSERVER	
Туре	T TCP/IP connection	
Gateway host	dev01	
Gateway service	sapgwu1	
	Delete	

- 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.

e FAX Change View "SAP	connect: Maintenance view - communication	methods": Ov
nethod 🏷 🔊 🖪 🖪 🖪		
Typ Method		
nnect - FAX SAFGONAECT		
INT SAPCONNECT		
PAG SAPCOMECT		
SHE SAPCIONECT		
TLX NONE		
140 SAPCONNECT	•	

- 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**.

7 Create nodes		Þ
Specify a name	max. 6 characters) and a description for t	ne node.
Click here for fur	ther information	
Node	RFAX	
Description	Rightfax Node	

- 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**.

Node RFAX     © RFC Node        O HTTP Node     Node     RFC destination     SAPCONNECT_FAXSERVER     Image: Comparison of the second seco	Create nodes  Create nodes  Which node type do you want to create: An RFC node or an HTTP node?  An RFC node enables a certified FAX server, the SAP Internet Mail Gateway, or the SAP Exchange Connector to be connected.  An HTTP node enables SMS messages to be sent using an HTTP-compatible SMS provider.  Click here for further information	Create nodes The node is accessed via an RFC destination in the R/3 System. Assign an RFC destination to the node. If you have not already done so, you can create an RFC destination here. <u>Click here for further information</u>
	Node RFAX1 © RFC Node O HTTP Node	Node     RFAX       RFC destination     SAPCONNECT_FAXSERVER       Image: Same state stat

4. Type **SAPCONNECT\_FAXSERVER** in the **RFC destination** box. Click **Continue**.

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



	Croate nodes Each node can support several different address types. To make settings for an address type, select the required address type and choose "Continue". After specifying the settings for the required address type, you can specify settings for further address types supported by this node.	
Click Fax——	Click here for further information	
	Back 2 Continue 💥 Cancel	

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.

	E? Create nodes	
	Specify the address area for which the node is to be responsible.	^
	The node receives only those messages with recipient addresses that are within th enode address area, from the SAPconnect send process. Generic address areas can end or (only Internet addresses) begin with	
	Click here for further information	-
support	Node PEAV	T
address as, type	AddrType Fax	
asterisk	Address area	3
ne ———	11-1	
	🔂 Back 😫 Continue 🗱 Cancel	

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**.

🖻 Create nodes						
Specify the output formats into which documents in SAP-internal formats are to be converted.						
Formats (for example: Formats of syntactical structure of	RAW, SCR, D the document	IOC, PPT,) d t.	escribe the			
SAP-internal formats can be converted into external formats. The input help lists the possible formats. External formats cannot be converted.						
Click here for further in	formation			-		
Node RF.	AX1					
AddrType Fax	¢					
SAPscrint/Smart Forms		PS				
ABAP List		PS	1			
Business Object/Link		TXT				
RAW Text		тхт	Ē			
<b>6</b> E	lack 🔄 🛃	Continue	🗶 Car	icel		

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

	Create nodes					
	Specify the co determine the Node-specific Specify wheth substitutes in fax numbers f	untry code for th code for the fax fax number chan er you wish to sp addition to the c or this node for fa further informatic	e node li number.) ges for o coss-Sys ixes sen	ocation. (The co ) outgoing faxes: ide-specific exc stem exception t from R/3.	eption substitut	es for
	blada	DEAV				
nter your	AddrType	Fax				
re —	Country	us 🗿				
	Node-spe:	ific fax number ch	anges for	r outgoing faxes		
		Sa Back		Continue	×	Cancel

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.

E <sup>-</sup> Create nodes	
<ul> <li>Specify</li> <li>whether the node can resolve path references (whether it can receive a file reference for data instead of receiving the data itself).</li> <li>whether this node is to be included in the monitoring of the alert monitor.</li> <li><u>Click here for further information</u></li> </ul>	
(Node) RFAX  Node can resolve path references  Node is to be monitored by the alert monitor	
🛃 Back 🛃 Continue 🔀 Cancel	

- 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.

	0	1 4 B C C C B B B B B B B B B B B B B B B	
	SAPconnect :	end process: Variants	
	Immediate Sched	le job 💖 Variant 🗋 Variant Show scheduling	
lick Fax in	/		
he Variant	Variant	Description	
olumn&		Stinossert: Ear diseatch	
orunnice —		SAPCONNECC. Fail Orspacen	
	FML /	Description not available	
	RHL_MIT_OUTPUT	Description not available	
	SAPECONNECTALL	Description not available	
	SAFECONNECTFAX	Description not available	
	<b>SYNARCONNECTINT</b>	Description not available	
	CARECONNECTIPA6	Description not available	
/	CADICONNECTION	Description not evaluate	
and than	SAPECIANECTX40	Description not available	
and then ?	SAP COMMA SOFT	Description not available	
lick	SAP_CONNECTERS	Sending fax requests	
nen	SAP_CONNECTRAL	Send RML orders	
chedule job	SX_ALL	Description not available	
	SX_WAR1	SAPconnect variant 1	
	VESS1	Start send process for FAX	
	140		
	11.11		H. C.
	•••		

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

	SAPconnect send process Scheduling: Start Time
	Show scheduling
	Flan version Fxx SMPconsect: Fax. dispatch
	Bitheode
Enter the date and	Execution date
ime here& _	Date 12/14/2000 @ Time 14:14.08
kand then — lick Sched-	Schedule periodically
ile periodi- ally	

- 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.

1	
1	
1	
1	
5	
	1 1 5

- 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.

	22 Digitaren giela
	A B C C C C C C C C C C C C C C C C
fake sure	Shared office settings
at the Fax	Shared tash
omponent	User Decurrenting. Bend Addressing Mail syge
eck box is	Connected companents for external sending
lected	Fax component     Remote R3 connection     Remote pateway
	Telex component 😥 X 400 component 😥 Pager connect.
	Setings
	Cend restrictions
	No sending between RG users
	External sending only via address regnt
	No edernal sencing via address management
	<ul> <li>No exerva seriorg or considerate occuments</li> </ul>

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.

- 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.
- 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.

CP Destination System information Test System Help	SAP
《	Ser la companya de la
RFC Destination SAPCONNECT_FAXSERVER	
Test connection Unicode Test	
RFC Destination         BAPCONNECT_FAXSERVER           Connection Type of T         T(T) TCP/IP Connection           Description 7         Description 7           Description 3         Environment of the server	
Technical Settings         Logon/Security         Special Options           Activation Type         Statu on Application Server <ul></ul>	
Gateway Options Gateway host Gateway service sapgw01	

 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 Descriptionbox.

Er Destination System information Test System Help	SAP
◎ 4 日 0 0 0 日 日 日 日 日 日 日 日 日 日 日 日 日 日 日	
RFC Destination SAPCONNECT_FAXSERVER	
Test connection Unicode Test	
	ŝ

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.

Technical Settir	ngs Logon/Security	Special Options	
Activation Type			
O Start on Applic	ation Server	🖲 Registere	d Server Program
O Start on Explic	it Host		
O Start on Front	End Work Station		
Registered Serve	r Program		
Program ID	rfserver.sapgate		
Gateway Options			
Gateway host	gateway host		Delete
Gateway service	sapgw01		

 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

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

Table View Edit Goto Selection Utilities System Help	SAP
Ø ■ 4 ■ 6 6 8 ■ 6 8 ■ 6 8 ■ 8 8 8 8 8 8 8 8 8	Ser .
Change View "SAPconnect: Maintenance view - communication methods": Ov	
BAPConnect Namestrance view- communication       Typ       BAPCONNECT       PAG       SAPCONNECT       PAT       SAPCONNECT       RRUL       TXX       SAPCONNECT       TXX       SAPCONNECT       TXX       SAPCONNECT       TXX       SAPCONNECT       TXX       SAPCONNECT       TXX       SAPCONNECT       TXX       SAPCONNECT	Ē
Ν	
24	CE5 (1) (850) P nwd0881 INS

- 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**.

×

-

🕞 Create nodes 🛛 🛛 🗸	Create nodes
Specify a name (max. 6 characters) and a description for the node. <u>Click here for further information</u>	Which node type do you want to create: An RFC node or an HTTP node? An RFC node enables a certified FAX server, the SAP Internet Mail Gateway, or the SAP Exchange Connector to be connected. An HTTP node enables SMS messages to be sent using an HTTP- compatible SMS provider. Click here for further information
Node RFAX	Node RFAX
Description RightFax	® RFC Node ○ HTTP Node ↓
🕞 Back 🛃 Continue 🗱 Cancel	🔁 Back 🛃 Continue 💥 Cancel

- 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.

🖙 Create nodes	×
The node is accessed via an RFC destination in the R/3 System. Assign an RFC destination to the node. If you have not already done so, you can create an RFC destination here. <u>Click here for further information</u>	
Node RFAX RFC Destination BAPCONNECT_FAXSERVER	
RFC destination	
🔓 Back 🛃 Continue 🔀 Cancel	

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

	Create nodes     Each node can support several different address types.     To make settings for an address type, select the required address type     and choose "Continue".     After specifying the settings for the required address type, you can     specify settings for further address types supported by this node.
Click Fax—	Click here for further information
	Back Continue 🕱 Cancel

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.

	C Create nodes	
	Specify the address area for which the node is to be responsible. The node receives only those messages with recipient addresses that are within th enode address area, from the SAPconnect send process. Generic address areas can end or (only Internet addresses) begin with  <u>Click here for further information</u>	
o support l address reas, type	Node RFAX AddrType Fax	
asterisk ere ———	Address area	
	R Back D Continue M Cancel	

- 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**.

🕞 Create nodes	× /
Specify the output formats into which documents in SAP-internal formats are to be converted. Formats (for example: RAW, SCR, DOC, PPT,) describe the syntactical structure of the document. SAP-internal formats can be converted into external formats. The input help lists the possible formats. External formats cannot be converted.	
Click here for further information	-
Node RFAX AddrType Fax	
SAPscript/Smart Forms PS 🛅	
ABAP List PS 🔳	
Business Object/Link TXT	
RAW Text TXT 🛅	
🛃 Back 🛃 Continue 💥 Cance	el 👘

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**.

	Create nodes		
	Specify the cou determine the of Node-specific f Specify whethe substitutes in a fax numbers for Click here for f	untry code for the node location. (The country is used to code for the fax number.) ax number changes for outgoing faxes: ar you wish to specify node-specific exception addition to the cross-System exception substitutes for r this node for faxes sent from R/3. further information	×
	Node	REAV	
Enter your	AddrType	Fax	
here >	Country	0	
	Node-specific	c fax number changes for outgoing faxes	
	6	Back 🛃 Continue 🗱 Cancel	

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**.

	C Create nodes	2
Enter an	Failed send attempt: If a node cannot be reached currently because of a temporary error, the system tries to send the message again for a period of time that is specified individually for each node (at the earliest, after 10 minutes). Specify the maximum time period for this repeat send attempt procedure (in hours and minutes). These values are initially set to zero.	•
length of time to	Node RFAX	
reattempt	Maximum wating time for repeat send attempt procedure:	
attempts	5 Minutes	
	0 Parts D. Cartinum M. Cancel	
	Dat Dark Bal Conunde A Canter	

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

🗁 Create nodes	$\times$
<ul> <li>Specify</li> <li>whether the node can resolve path references (whether it can receive a file reference for data instead of receiving the data itself).</li> <li>whether this node is to be included in the monitoring of the alert monitor.</li> </ul>	•
Olish have for firth an information         Node         Node can resolve path references         Node is to be monitored by the alert monitor	
🖓 Back 🖨 Continue 🕱 Cancel	

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

	도 Create nodes	
Select this check box to enable the new node	Specify:         • whether the node is in use (f not then it does not receive any messages from the SAPconnect send process).         • whether the node supports the expanded functions (connection test, status and trace).         Click here for further information         Nodes       RFAX         Node is ready for use         Node supports: Connection test, status, trace	
	Compatibility of external software Version => Connection test Back Continue Cancel	

### 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.

Type a name	C Schedule send process		<u> </u>
here&	Job name	RightFax	
∧ then — click OK	<b>×</b> ×		

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

Schedule job Ed	t Goto System Help			SAP
Ø	ta 🛛 🕄 🕲 🚱 🖵 🕅	) 🖧 i 🔁 🕰 🕰 🕱 i 🕱 🗷 🖉 🖫		S.
SAPconnect	send process: Variants			
Immediate Scher	lule job 💯 Variant 🗋 Variant Show so	cheduling		
Variant	Description			
SAP200NECTAL SAP200NECTAX SAP20NECTFAX SAP20NECTFAS SAP20	Sending requests Sending Tax requests Sending Tax requests Sending pager requests Sending SAPOTTice asl Sending XAPOTTice asl Sending X.400 requests Send TW.75 Work Processes Send TW.75 Work Processes Sending X.400 requests Description not available Description not available Description not available Description not available Description not available Description not available Description not available			
			5	

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

	En Schedule (c) Edit Octo System Help						
	Ø ■ 4 0 © 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0						
	SAPconnect send process Scheduling: Start Time						
	Show scheduling						
	Planversion FAX SAFconnect: Fac dispatch						
	Schedule						
Enter the date and time here&	Execution date						
	Date 11.12 2005 (d) Time 23:87:83						
∧ then — click Sched- ule periodi- cally	Schedule periodically						

- 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.

Click Minutes, and set the number of minutes to 5	Period Duration      Repsat period      Months      Neeks      1      Days      Hours      Minutes      1
	Create X

- 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.
- 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

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

Connection Edit Goto Extras Utilities(M) System Help	SAP
·····································	S.
RFC Destination SAPCONNECT_FAXSERVER	
Connection Test Unicode Test 😰	
RFC Destination SAPCONNECT_FAXSERVER Connection Type T TCP/IP Connection Description	
Description	
Description 1 RFC CONNECTION TO FAX SERVER	
Description 2	
Description 3	
Administration Technical Settings Logon & Security MDMP & Unicode Special Options	
Activation Tune	
O Penintarad Canar Program	
O Start on Explicit Host	
O Start on Front-End Work Station	
Start on Application Server	
Program	
Start Type of External Program	
Default Gateway Value	
O Remote Execution	
O Remote Shell	
O Secure Shell	
Operation	
O Default Gateway value     Specify Timeout     Defined Value in Seconds	

 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 Descriptionbox.

군 Conservation Edit Onto Editor Utilitian/M. Durban Main	SAP
RFC Destination SAPCONNECT_FAXSERVER	
Connection Test Unicode Test 🦻	
RFC Destination SAPC ONNECT_FAXSERVER Connection Type [1] TCP/IP Connection Description Description	
Description 1 RFC CONNECTION TO FAX SERVER Description 3 Description 3	
Administration Technical Settings Logon & Security MDMP & Unicode Special Options	
Antmetion Type       ●         O Start on Application Server       ● Registered Server Program         O Start on Frank-End Violok Station       ●         Start on Application Server       ●         Program       Inference saggate!         O Botton to Frank-End Violok Station       ●         Start on Application Server       ●         Program       Inference saggate!         O Botton to Server       ●         O Remote Execution       ●         O Remote Execution       ●         O Remote Execution       ●	
CPI-C Timeout C	

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.

Consection Type 1 「CPHP Connecton Description Desc	
FC Destination SAPCONNECT_FAXSERVER       connection Test     Ouncode Test       RFC Destination     SAPCONNECT_FAXSERVER       connection Type     T       TCPRIP Connection     Description	
Are Destination SAPCONNECT_FAXSERVER Onneston Type T TCP/IP Connecton Description	
RFC Destination         BAPCONNECT_FAXSERVER           connection Type         T           TCPHIP Connection         Description	
Connection Type II TCP/IP Connection Description	
accription	
escapacit	
Description 1 RFC CONNECTION TO FAX SERVER	
Description 2	
Description 3	
Administration Technical Settings Logon & Security MDMP & Unicode Special Options	
Start Type of External Program	
Operault Gateway Value	
O Remote Execution	
O Remote Shell	
O Secure Shell	
CPI-C Timeout	
O Default Gateway Value	
Specify Timeout     Defined Value in Seconds	
3steway Options	
Gateway Host Delete	
Gateway service Gatewa Service Name	

- 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.

S	🗈 🛛 📙 ।	😋 😟 🚱   블	) (H) (H)   E) (E) (H) (H) (H) (H) (H) (H) (H) (H) (H) (H	i   🔣 🔁   😨 🌉		
Change View '	SAPconnect	t: Maintena	nce view - comr	nunication meth	ods": Ov	
	era comico					
SAPconnect: Mainten	ance view - communi	icatic				
Typ Method						
FAX SAPCONNECT						
INT SAPCONNECT						
PAG SAPCONNECT						
PRT SAPCONNECT						
TLX SAPCONNECT						
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	, t j r	<u> </u>				
	, L E	<u> </u>				

- 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**.

Cancel

× ٠

Specify a name (max. 6 characters) and a description for the node. <u>Click here for further information</u>	Which node type do you want to create: An RFC node or an HTTP node? An RFC node enables a certified FAX server, the SAP Internet Mail Gateway, or the SAP Exchange Connector to be connected. An HTTP node enables SMS messages to be sent using an HTTP- compatible SMS provider.
Node RFAX Description RightFax	Click here for further information  Node RFAX  RFC Node  HTTP Node
	Lis I
🔄 Back 🛃 Continue 🔀 Cancel	al 🛃 Back 🛃 Continue 💥 Co

- 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.

🖙 Create nodes	$\times$
The node is accessed via an RFC destination in the R/3 System. Assign an RFC destination to the node. If you have not already done so, you can create an RFC destination here. <u>Click here for further information</u>	
Node RFAX RFC Destination SAPCONNECT_FAXSERVER	
RFC destination	
🔁 Back 🛃 Continue 🗱 Cancel	

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

	Create nodes
Click Fax—	Click here for further information  RFAX  Fax  Internet  X400  RF3  Pager  Printer
	Back Continue 🗱 Cancel

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.

	Specify the address area for which the node is to be responsible. The node receives only those messages with recipient addresses that are within th enode address area, from the SAPconnect send process. Generic address areas can end or (only Internet addresses) begin with ". <u>Click here for further information</u>	
To support all address areas, type an asterisk	Node RFAX AddrType Fax	

- 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**.

🔄 Create nodes			$\times$
Specify the output formats into which formats are to be converted. Formats (for example: RAW, SCR, D syntactical structure of the document SAP-internal formats can be convert help lists the possible formats. Exter	n documents in SA DOC, PPT,) desc t. ed into external forr rnal formats cannot	P-internal cribe the mats. The input be converted.	
Click here for further information			-
Node RFAX AddrType Fax			
SAPscript/Smart Forms ABAP List	PS PS		
Business Object/Link RAW Text			
		3	
🔂 Back 🛃	Continue	🗶 Cancel	

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**.

	Er Create nodes E	
	Specify the country code for the node location. (The country is used to determine the code for the fax number.) Node-specific fax number changes for outgoing faxes: Specify whether you wish to specify node-specific exception substitutes in addition to the cross-System exception substitutes for fax numbers for this node for faxes sent from R/3. Click here for further information	
	Node RFAX	
enter your	AddrType Fax	
nere >	Courtry Court	
	Node-specific fax number changes for outgoing faxes	
	G Back D Continue W Cancel	-

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**.

	C Create nodes	
Enter on	Failed send attempt: If a node cannot be reached currently because of a temporary error, the system tries to send the message again for a period of time that is specified individually for each node (at the earliest, after 10 minutes). Specify the maximum time period for this repeat send attempt procedure (in hours and minutes). These values are initially set to zero.	4
appropriate length of time to reattempt failed send attempts —	Node RFAX Maximum waiting time for repeat send attempt procedure: Hours 5 Minutes	
	😫 Back 🔯 Continue 🔀 Cancel	

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

🖙 Create nodes	$\times$
<ul> <li>Specify</li> <li>whether the node can resolve path references (whether it can receive a file reference for data instead of receiving the data itself).</li> <li>whether this node is to be included in the monitoring of the alert monitor.</li> </ul>	•
Node       RFAX         Node can resolve path references         Node is to be monitored by the alert monitor	
🔂 Back 🛃 Continue 💥 Cancel	

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

	Er Create nodes	E
Select this check box to enable the new node	Specify:         • whether the node is in use (if not then it does not receive any messages from the SAPconnect send process).         • whether the node supports the expanded functions (connection test, status and trace).         Click here for further information         Nodes       RFAX         Node is ready for use         Node supports: Connection test, status, trace	•
	Compatibility of external software Version => Connection test Back Continue Cancel	

### 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.

Type a name	C Schedule send	process	
here&	Job name	RightFax	
∧ then — click OK	<b>v</b> X		

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

C 	b Edit Goto Svi	stem Help		
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	Variants for	r Program RSCONN01		
	Variant name	Short text		
	SAP&CONNECTA	Sending requests		
	SAP&CONNECTF	Sending fax requests		
	SAP&CONNECTI	Sending Internet requests		
	SAP&CONNECTR	. Sending pager requests		
	SAP&CONNECTR	Sending print requests		
	SAP&CONNECTF	Sending SAPoffice mail		
	SAP&CONNECT>	Sending X 400 requests		
	SAP & INT5WP	Send INT: 5 Work Processes		
	FAX	SAPconnect: Fax dispatch		
	INT	Send by Internet		
	RML	Description not available		
	RML_MIT_OUTPU	J Description not available		
	SAP_COMMA_SO	EDescription not available		
	SAP_CONNECTF	/ Sending fax requests		
	SAP_CONNECTR	Send RML orders		
	SX_ALL	Description not available		
	SX_VAR1	SAPconnect variant 1		
	WESS1	Start send process for FAX		
	X40	Description not available		
_				

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

	Schedule job Edit Goto System Help	
	0 3 4 6 0 0 D D D D	) 2 2 4 2 5 <b>5 5 6 6</b>
	SAPconnect send process Scheduling: St	art Time
	Show scheduling	
	Planversion FAX SXPconnect: Fac dispate	n
	Schedule	
Enter the date and time here&	Execution date	
	Date 11.12.2005	
& and then -	Time 23:87:83	
click Sched- ule periodi- cally	Schedule periodically	]

- 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.

Click Minutes, and set the number of minutes to 5	Repeat period Months 1 Veeks 1 Days 1 Hours 1 Minutes 1
	Create X

- 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.

P Connection Edit Goto Extras Utilities(M) System Help	SAP
▲ ● ● ● ● ● ● ● ● ● ● ● ● ● ● ● ● ● ● ●	9
RFC Destination SAPCONNECT_FAXSERVER	
Connection Test Unicode Test 😰	
RFC Destination SAPCONNECT_FAXSERVER	
Description	
Description 1 RightFax test connection	
Description 2	
Description 3	
Administration Technical Settings Logon & Security MDMP & Unicode Special Options	
Special Flags	
Slow RFC Connection RFC Bit Options	
Trace	
Activate RFC Trace	
Set RFC Trace	
Trace Export Methods	
Default Gateway Value	
O Export Trace	R
O Do Not Export Trace	*
Keep-Alive Timeout	
Oefault Gateway Value	
O Timeout inactive	

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.

Document Edit Goto Insert System H	elp			SAP
🖉 👘 🖬 🖬 🖬	9 🚱 😒 I 🗅 🖨 🕷	186661	2   🕲 🖪	
Create Document and Send				
1				
Title Test RightFax Fax Document contents Attributes				
This is a test fax.				
			*  Li 1, Co 20	Ln 1 - Ln 1 of 1 lines
Recipient Trans options				
Recipient	Recip. type	💐 📳 🚔 Sel		
L.1.	I			

- 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.

🖙 Select Address Table			$\times$
Recipient number	Transmission	antions	
Ctry	Cover she	et + text on one name	
No	Send imm	ediately OSend at night	
	Eaxform	STANDARD	
Recipient	Sender		
Title	Title		
Name Test User	a) ompany	ACME	
Attn	Street	555 Street	
Department	City	Frankfurt	
Street	Telephone		
City	Fax	US 555-555-1212	
LDAP DirectoryService	Name		
	Department		
	Telephone		
	Fax number		

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.
- 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.

New message 🔐 Find folder 🔐	Find document	calendar 🙆 Distribution lists		
2 Workplace: Frederick Larrabee			58 x (A)	
🗸 🏷 Inbox	Decumente 10		5 00	
Unread Documents 0	Documents 19			
Documents 19	Ty Title	Att. Send date Send Ti. Recipient	Read Send status	
Overdue entries 0	Purchase order	27.04.2012 19:13:10 US 6025555	•	
Deadline Messages 0	, Invoice	26.04.2012 22:48:08 US 6025555	•	
Incorrect entries 0	2, Contract	26.04.2012 22:45:08 US 5205555		
🗸 🏷 Outbox	2. Acknowledement	26.04.2012 22:43:07 US 5205555	<u>@</u>	
Documents	- Inquiry	19.04.2012 17:19:29 US 6025555	0	
Started workflows	Statement	16.04.2012 23:55:14 US 6025555	0	
Work items executed by me	R Proposal	16.04.2012 23:54:13 US 495555		
Forwarded work items	Requisition	16.04.2012 23:44:39 US 6025555	0	
Resubmission	Purchase order	16.04.2012 23:37:42 US 5555	<u>@</u>	
Private folders	2, Invoice	16.04.2012 23:05:22 US 6024095	<u>♦</u>	
Shared folders	Contract	16.04.2012 21:09:04 US 6024095	0	
Folders subscribed to	Acknowledement	16.04.2012 21:04:19 US 6024095	0	
Trash	Inquiry	16.04.2012 20:58:36 US 6024095	0	
Shared trash	Statement	16.04.2012 20:55:54 US 6024095	0	
	R Proposal	16.04.2012 20:11:37 US 6024095	•	
	Requisition	16.04.2012 19:47:01 US 6024095		
	2. Contract	16.04.2012 19:37:56 US 6024095		
	2. Acknowledement	16.04.2012 19:18:00 US 4095		
	🛃 Inquiry	16.04.2012 19:17:27 US 4095	<b>@</b>	
	Purchase order			

#### 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.

Document	Edit Goto Settings S	System Help				SAP	
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isplay	Document: Test	Fax					
388	0 / 0 9	🗟 Reply Reply w/Refe	rence 🛛 🐬 New message				
Des ser	lanta Alkikudaa Da	ainight lint					
Doc. con	tents Autobles Ret	cipientiist					
cipient		Status Notes sent	Read	Replied	Corre Forwarder		
📇 Test N	Vame	12.12.200	16 20:21:43				
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Recipient	t 🖃 Test Name via Te	elefax 편 Cover Sheet					
Recipient	t 🖃 Test Name via Te	elefax 🗾 Cover Sheet			Sector 104	2 2005 20 21 42	
Recipient Sender	1 르리 Test Name via Te 르리 CAPTARIS	elefax 🖻 Cover Sheet			Sent on 12.1	2.2006 20:21:43	
Recipient Sender Send	1 = Test Name via Te = CAPTARIS None	elefax 🖾 Cover Sheet			Sent on 12.1	2.2006 20:21:43	
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Recipient Sender Send attribs Status	t 🖃 Test Name via Te P CAPTARIS None Status is always confirm	elefax 🖻 Cover Sheet ned			Sent on 12.1	2.2006 20:21:43	
Recipient Sender Send attribs Status return	I I Test Name via Te I CAPTARIS None Status in always confirm Status mail is only sent	ned to inbox if errors occur			Sent on 12.1	2.2006 20:21:43	
Recipient Sender Send Status Status return Trans.	Test Name via To     CAPTARIS None Status is always confirm Status mail is only sent Date	elefax 🖻 Cover Sheet ned to inbox if errors occur Time	Status		Sent on 12.1	2.2006 20:21:43	
Recipient Sender Send attribs Status return Trans. history	Test Name via Te CAPTARIS None Status is always confirm Status mail is only sent Date Date	elefax 🔄 Cover Sheet ned 1. to inbox if errors occur Time 70.01 42	Status Document and		Sent on 12.1	2.2006 20:21:43	
Recipient Sender Send attribs Status return Frans. history	Test Name via To CAPTARIS None Status is always confirm Status mai is only sent Date 12.12.2006	elefax Cover Sheet med to indox if errors occur Time 20.21-43	Status Document sent		Sent on 12.1	2.2006 20:21:43	

### 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.

er Edit		?
Default Outbound Settings	Outbound Auto-Printing	Default Receive Settings
Notification Other	Pager Notification	Administrative Pager Alerts
Identification	Permissions	Inbound Routing
Routing Code (DID/DNIS numbe 1000 Routing Type: SAP Client #1 File Format:	ı): T	
TIFF (G3-1D)	-	
Routing Info:		
5551212		
<u>Beceived Fax Routing Form:</u> Advanced Outlook Form	Y	
Delete after routing?		

- 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 ( $200 \times 200 \text{ DPI}$ ). 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 RightFaxgenerated 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 ( $100 \times 100$  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	Туре	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 <i>only</i> for display in the RightFax SAP configuration program.
Debug	DWORD	Generate RFC_DEV debug file.

Кеу	Туре	Definition
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. <i>Not</i> 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	Туре	Definition
NumSAPs	DWORD	How many SAP Gateways are set up (0 indexed).
SAP_Num	DWORD	Stores currently edited gateway.