



**opentext™**

**OpenText RightFax 20.2**  
Connector for SAP

**Administrator Guide**

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## **Edition**

OpenText RightFax 20.2 Connector for SAP

April 22, 2020

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## Chapter 1: Overview

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

- Send faxes from SAPoffice and other SAP modules.
- 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.

The RightFax Connector for SAP supports the following SAP versions:

- SAP ERP version 4.6.c
- SAP ERP version 4.7
- SAP ERP version 5.0
- SAP ERP version 6.0 and EHP4, EHP7, and EHP8 for version 6.0
- SAP ERP version 7.0
- S/4HANA release 1511

Unicode is supported.

### How the Connector for SAP works

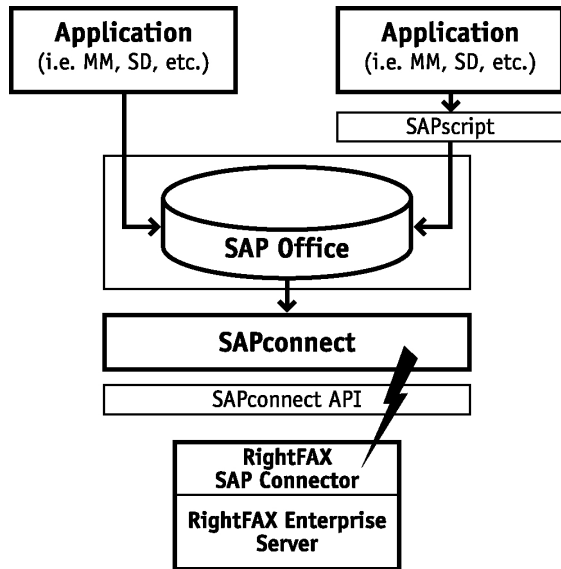
The RightFax Connector for SAP is designed to offer inbound and outbound fax functionality to SAP users by means of a gateway between the SAP system and the RightFax server using the SAPconnect and SAPoffice interfaces provided by SAP.

The connector software is installed on the RightFax server and is run as a service that communicates with the SAP clients via the SAPconnect interface.

### 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 via remote function call (RFC) technology. SAPconnect manages the sending and receiving of fax messages as well as of status notifications.

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



**Outbound faxes.** Created either in an SAP module via SAPscript or in SAPoffice, outbound faxes are placed in a queue monitored by SAPconnect. SAPconnect periodically picks up the queued faxes and sends them via a remote function call to the Connector for SAP on the RightFax server. RightFax uses the RightFax server definitions to send or route the faxes.

**Inbound faxes.** Received into RightFax, inbound faxes are passed via remote function call to SAPconnect. SAPconnect delivers the faxes into each user's individual SAPoffice inbox. The 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.

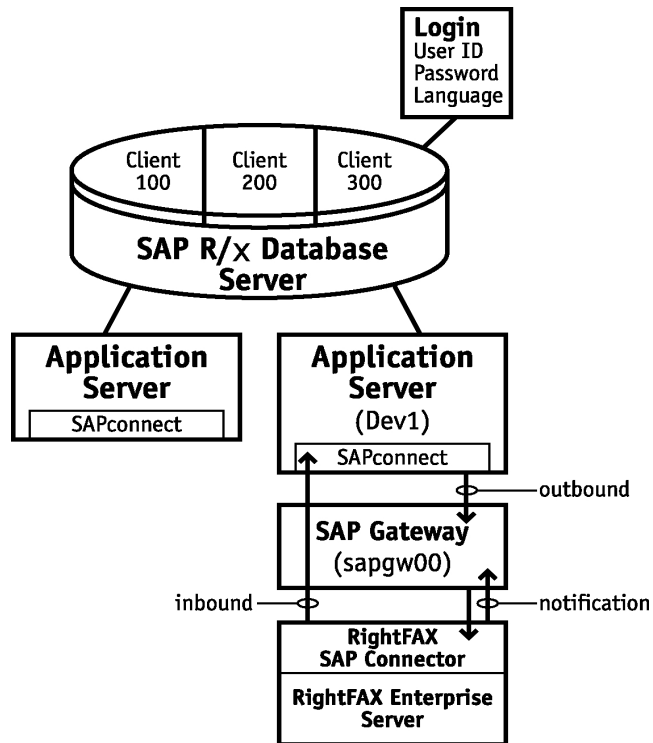
### Remote function call (RFC) model

The RightFax Connector for SAP communicates with the SAP system via remote function calls. RFCs use information gathered during installation and stored in the SAPrfc.ini file on the fax server. See

[SAPrfc.ini on page 24](#). The information necessary for inbound and outbound faxing includes:

- RightFax server name
- Protocol type (TCP/IP)
- SAP application server name
- SAP system number (for example 01)
- SAP Gateway server name
- SAP Gateway service name (for example sapgw00)
- User ID and Password
- SAP client number (for example 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.



## Chapter 2: Configuring the Connector for SAP

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The RightFax Connector for SAP and the files it requires are installed on all RightFax servers during the server installation. The connector must be licensed and activated before you can configure it to communicate with the SAP client computers.

### Activating the connector on the RightFax server

Use a licensed RightFax server type that includes this module or purchase and license this module separately. For information on activating new components on the RightFax server, refer to the *RightFax Installation Guide*.

### Configuring a gateway to communicate with SAP client computers

After activation you can configure the RightFax Connector for SAP.

#### To configure a gateway

1. In EFM, in the left pane, expand the server, and then click **Services**.
2. In the list of services in the right pane, double-click **RightFax SAP Connector**. The SAP configuration wizard opens. If the RightFax SAP Configuration window opens instead, click **Add Connector**.
3. On the **Server Name** page, enter the name of the **RightFax**

**Server** that the SAP client will use to send and receive fax messages, and then click **Next**.

4. On the **Application Host** page, do the following, and then click **Next**:
  - a. Enter the name of the **Application Server**. This is the computer running the SAP application software, usually the SAP server.
  - b. Enter the SAP **System Number** that the application server falls under.
5. On the **Gateway Host** page, do the following, and then click **Next**:
  - a. Enter the name of the **Gateway Server**. This is the computer running the SAP Gateway host program, usually the SAP server.
  - b. Enter the name of the **SAP Gateway Service** through which the connector will communicate.
6. On the **SNC Settings** page, either click **Next** or select the **Activate Secure Network Communication** check box to use SNC protection, enter the SNC information, and then click **Next**:
  - a. In the **SNC Partner Name** box, enter the communication partner's—the target's—SNC name.

- b. In the **SNC MyName** box, enter your—the initiator’s—SNC name.
  - c. Click one of the following protection levels:
    - **Authentication only.** This is the minimum SNC protection level. The system verifies the identity of the communication partners.
    - **Integrity protection.** The system detects any changes or manipulation of the data between the two end points of a communication.
    - **Privacy protection.** The system encrypts the messages being transferred in addition to applying integrity protection of the data. This is the maximum protection level.
    - **Default protection.** The system uses the protection level defined by the backend system.
    - **Maximum protection.** The system uses the maximum protection level supported by the current security product.
  - d. To use the SNC name and password to log on, select the **SNC logon with user/password (no Single Sign-ON)** check box. You will be prompted for the SNC username and password.  
To use single sign-on, clear the check box.
  - e. In the **External Security Library** box, enter the path and filename of the dynamic-link library (DLL) that contains the SNC security functions on the RightFax server. This must be the same DLL as that used on the SAP server.
7. On the **SAP Login** page, do the following, and then click **Next**:
    - a. Enter an SAP **User ID** and **Password** that the connector can use to log on to the SAP system.
    - b. Enter the **Client number** and **Client description** of the SAP login user account.
    - c. Select the **Language** to use for the SAP login user account.
    - d. In the **Event LogLevel** box, select at which level to log information in the Application Event Log under the service name “RightFax SAP Gateway Module.”
      - **None** No information.
      - **Terse** Critical errors only.
      - **Normal** Errors and major events only.
      - **Verbose** All significant events. Use temporarily to track and resolve problems.
- Caution** Leaving the verbose log level for long periods of time can fill up the Event Log and may prevent new events from being logged.
8. On the **Load Balancing** page, click **Finish** or select the **Enable load-balancing capabilities of the SAP server** check box. To use load balancing, enter the name of the SAP **Message Server**, the **Name** and the **Server Port** number of the SAP system where the Message server resides, and a **Group Name**, if required, and then click **Finish**.
  9. Review the settings on the **Server Name**, **Application Host**, **Gateway Host**, **SAP Login**, and **Load Balancing** tabs, and then click **OK** to create the new gateway service.

#### To modify an existing SAP connector

1. In EFM, in the left pane, expand the server, and then click **Services**.
2. In the list of services in the right pane, double-click **RightFax**



**SAP Connector.** The RightFax SAP Configuration window opens.

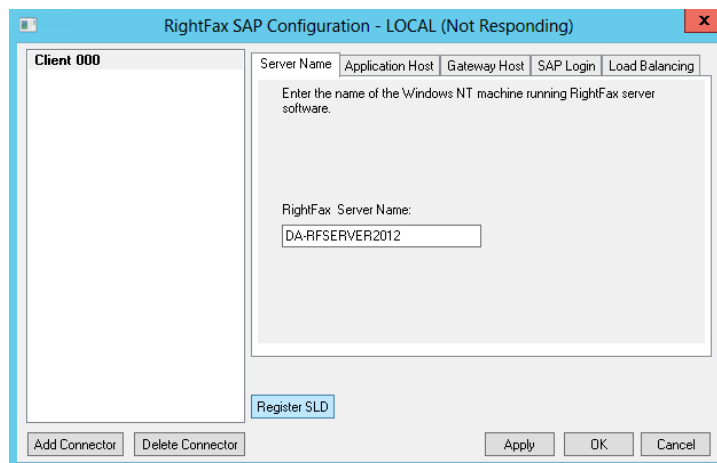
3. In the left pane, select the connector, and as needed make changes on the **Server Name**, **Application Host**, **Gateway Host**, **SAP Login**, or **Load Balancing** tabs, and then click **OK**.

## Adding SAP gateways

You can connect up to 15 gateways to the RightFax server.

### To add an SAP gateway

1. In EFM, in the left pane, expand the server, and then click **Services**.
2. In the list of services in the right pane, double-click **RightFax SAP Gateway Module**.



3. Click **Add Connector** and complete the configuration dialog boxes according to the instructions for installing the RightFax Connector for SAP. See [Configuring a gateway to communicate with SAP client computers on page 7](#).
4. To disconnect an SAP gateway, click the client gateway in the

list, click **Delete Connector**, and then click **OK** to confirm the deletion.

## Registering the 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 connector

1. In EFM, in the left pane, expand the server, and then click **Services**.
2. In the list of services in the right pane, right-click **RightFax SAP Gateway Module**, and on the shortcut menu, click **Configure Service**.
3. Click **Register SLD**.
4. Enter the following information for your system:
  - **SAP Server Name**
  - **SAP Server Port**
  - **SAP User Name**
  - **SAP Password**
  - **RightFax Server Domain**
  - **RightFax Server Name**
5. 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 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 the nodes to which these settings should not be copied, and then click **OK**.

## Chapter 3: Configuring your SAP system to communicate with the connector

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After the RightFax Connector for SAP has been installed on the RightFax server, you must configure SAP to properly communicate with the connector.

When saving changes in SAP you may be prompted to provide information about the change.

### Step 1: Creating a system user

Perform these steps to create a user account that the connector will use to log in and communicate with the SAP system.

#### To create an SAP system user for RightFax

1. Execute SAP transaction **SU0** to start SAP user maintenance.
2. As the **User Name**, enter the same user ID as that entered as the SAP User ID in the connector configuration. The **Alias** box should remain blank.
3. Click **Create**. The Maintain User window opens.
4. On the Address tab, in the **Last Name** box, type **RightFax**. Do not change this name as SAP requires it.
5. On the Logon Data tab, in the **Initial** and **Repeat Password** boxes, enter the password for the account and then select **System** as the **User type**.
6. On the Profiles tab, click the first line in the profiles list, and then

select the profile **S\_A.SCON**.

7. Click **Save**.

### Step 2: Creating an RFC destination

Perform these steps to create the SAP RFC destination for outbound fax calls. You must know the value defined for the PROGID parameter in the SAPRFC.INI file on the fax server.

#### To create an RFC destination

1. Execute SAP transaction **SM59**, and then click **Create**. The RFC Destination window opens.
2. If available, under **Activation Type**, select **Registered Server Program**.
3. In the **RFC Destination** box, type **SAPCONNECT\_FAXSERVER**.
4. Set the **Connection Type** to **T** for TCP/IP, and enter a **Description** for the RFC destination.
5. Click **Enter** (↵). The RFC Destination window for SAPCONNECT\_FAXSERVER opens.
6. 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, the format is **rfserver.sapgate**, where rfserver is the Windows NT name of your RightFax server.

**Note** The entry you make here must be identical to the entry found in the SAPRFC.INI file on the RightFax server. If the case or spelling are not the same, the connector will not be able to communicate with SAP. For a description and example of the SAPRFC.INI file, see [Files installed by the Connector on page 24](#).

7. Under **Gateway Options**, enter the **Gateway host** and **Gateway service** names of the SAP gateway that the connector will be talking to.
8. To save the new RFC destination, click **Test connection**. Click **Yes** when prompted to save the changes. Complete the **Change Request** information if prompted.
9. Click **OK**.

## Step 3: Configuring the SAPconnect communication method

### To configure the SAPconnect communication method

1. Execute SAP transaction **SCOT** or **SCON**, and on the **Settings** menu, click **Communications Methods**. The Communication methods window opens.
1. In the **Type** column, highlight **FAX** and select **SAPCONNECT** in the list.
2. Click **Save** (💾).

## Step 4: Creating an SAPconnect node for RightFax

Perform these steps to create the SAPconnect node that will serve as the link between the SAP and RightFax servers.

### To create the SAPconnect node for RightFax

1. Execute SAP transaction **SCOT**, and on the **Nodes** menu, click **Create**. The Create nodes window opens. The options in this window change as you click **Continue** after each step to proceed.
2. In the **Node** box, type a name for the new SAPconnect node and in the **Description** box, type a description.
3. Click **RFC Node**.  
To show RFC Node as an option if it does not appear, on the **Utilities** menu, click **Classic Node Maintenance**.
4. In the **RFC destination** box, type **SAPCONNECT\_FAXSERVER**.
5. Click **Fax** as the address type.
6. Under **Address areas**, enter all fax numbers to be serviced by this node. Specify the two-letter country code followed by phone number digits. You can use an asterisk (\*) as a wildcard character. An asterisk by itself means that all fax numbers will be serviced.
7. Under **Output Formats for SAP Documents**, next to each SAP document type, select an output format in the list of formats. Only the document types specified here will be passed to the RightFax server. For plain ASCII documents, use the extension RAW. For PostScript documents, use the extension PS.

**Note** If a user attaches a document type not included on this list, SAP will attempt 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.

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

location.

9. When prompted to set further address types, select the **N** option.
10. In the **Hours** and **Minutes** boxes, type an appropriate length of time after which another attempt will be made to send the fax if a send attempt fails.
11. Set any additional options according to your SAP system configuration.
12. Select the **Node is ready for use** check box.

## Step 5: Scheduling a SAPconnect background send process

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

### To schedule the background send process

1. Execute SAP transaction **SCOT**.
2. On the **View** menu, click **Jobs**, and on the **Jobs** menu, click **Create**. The Schedule send process window opens.
3. Type a **Job name**, and then click **OK**. The Variants window opens.
4. In the variant list, click **FAX**, and then click **Schedule job**.
  - In the **Date** and **Time** boxes, enter a date and time for the first background send job.
5. Click **Schedule periodically**.
  - Click **Minutes**, and set the number of minutes to **5**, and then click **Create**.

**Note** The recommended setting of five minutes can be changed as needed for batch faxing or fax schedule. For more information on batch faxing, see [Batch faxing on page 22](#).

## Step 6: Configuring security settings

### To make changes in secinfo and reginfo for Kernel 7.2 and later

- Follow the instructions for [Making Security Settings for External Programs](#).

### To set the gw/acl\_mode parameter

- Execute SAP transaction **RZ11** and change the value to **0**.

## Step 7: Adding a fax number to each SAP user record

To route inbound faxes from the RightFax server to SAPoffice users, each user must be assigned 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 a RightFax user. If multiple users share the same fax number, their faxes will be assigned to the RightFax mailbox associated with the SAP fax number.

To associate a SAP fax number with a user in RightFax, edit the user information in Enterprise Fax Manager (EFM) or in WebAdmin. For instructions, see [Routing received faxes into SAPoffice on page 16](#).

**Note** The SAP fax number is not used for fax status notifications. These will be sent to the correct SAP 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. Execute SAP transaction **SU01**. The Maintain User window opens.
2. Select a user to edit, and on the **User** menu, click **Change**.
3. On the Address tab, in the **Fax Number** box, enter the fax number.
4. Save the changes.

## 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. Execute transaction **SM59**.
3. Under **TCP/IP Connections** in the **RFC Destinations** tree, select **SAPCONNECT\_FAXSERVER**. The RFC Destination window opens.
4. On the Special Options tab, make sure that the **Trace** or **Set RFC Trace** option is cleared.

**Caution** Testing the connection with the **Trace** option selected will cause 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. In case of a connection error, make sure that the SAPGATE service is running on the RightFax server and then test the connection again.

## Chapter 4: Sending and receiving faxes in SAPoffice

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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.

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 converted to fax format using the RightFax Conversion Engine. For a list of all native file formats that can be converted by RightFax, refer to the *RightFax Administrator Guide*.

#### 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**. The Create Document and Send window opens.
3. Type a **Title**. This title will appear on the fax cover page.
4. On the **Document contents** tab, type the message text and specify any file attachments. The message text and any attached document files will appear as the body of the fax.

5. On the **Goto** menu, click **Fax Entry**. The Select Address Table window opens. Information about the sender appears automatically based on the user's SAP profile.

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

6. Under **Recipient number**, enter the country code and fax number of the intended recipient, or select a recipient from the address book.
7. Click **OK** to return to the Create window. Repeat steps 5–6 for each intended recipient.
8. After you have entered all the recipients, click **Send**. A confirmation message appears confirming that the fax was sent.

### Viewing fax status information and notification

#### To view the status of outbound faxes

- Open 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. In the list of messages in the SAPoffice outbox, double-click the message. The Display Document window opens.
2. On the **Recipient List** tab, view the status and detailed transmission history.

### Notification of unsent faxes

A notification message is placed in the sender's SAPoffice inbox if RightFax is unable to send the fax due to transmission errors.

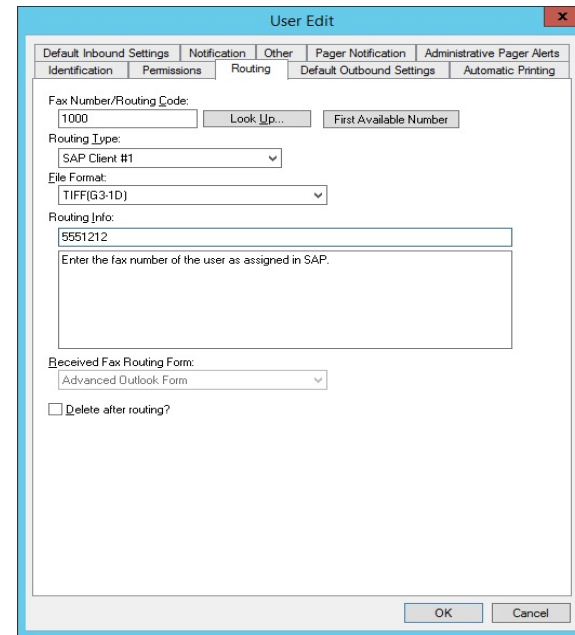
RightFax uses the sender's assigned SAP fax number to send back failed fax notifications. To ensure that notifications reach the correct recipients, each SAP user must have a unique fax number assigned. For more information, see [Step 7: Adding a fax number to each SAP user record on page 13](#).

### 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 **Routing** tab.



2. In the **Routing Type** box, choose **SAP Client #1**.
3. In the **File Format** box, select the file format in which faxes are delivered.

Format	Description
PDF	Portable document format.
TIFF-G3	TIFF-G3 is a structured file type that is best for monochromatic images like fax pages (average of 35 Kb per page). Most email systems can read TIFF-G3 files, and you can associate the RightFax Fax Viewer with TIFF-G3 files to view these faxes in any application.
TIFF-G4	

4. 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.

5. Configure the **Routing Type** and **Routing Info** boxes individually for each RightFax user ID (or group ID).

## Chapter 5: Sending faxes from modules

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Each SAP module that supports fax output via SAPconnect automatically uses the SAP connector and faxes are sent via RightFax.

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 Connector for SAP supports several 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.

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 with which you can 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 will 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 will schedule the fax to send today. Specifying a time earlier than the current time will schedule 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\_CONVERSION\_BIAS

Overrides the default conversion bias set for the server.

**Format** <RFSAP\_CONVERSION\_BIAS:*bias*>

Enter the word or just the number for the option:

- **none** or **1** to not optimize the conversion.
- **images** or **2** to optimize for graphical fidelity.
- **text** or **3** to optimize for legibility of text.
- **highcontrast** or **4** to optimize for both text and images.

**Example** <CONVERSION\_BIAS:TEXT>

## RFSAP\_COVER

**Format** <RFSAP\_COVER>

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

## RFSAP\_DELETE (RFSAP\_AUTODELETE)

**Format** <RFSAP\_DELETE>

Deletes the fax from the user’s FaxUtil mailbox after it has been 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 has been sent, regardless of whether 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 must exist in the RightFax\FCS folder on the RightFax server and must end with the extension .pcl. Do not specify a directory path.

**Example** <RFSAP\_FCSFILE:MYCOVER1.PCL>

## 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 will be ignored.

**Example** <RFSAP\_FROMFAXNUM:(520)555-1234>

## RFSAP\_FROMGENFAXNUM (RFSAP\_FROM\_GENFAXNUM)

### Format <RFSAP\_FROMGENFAXNUM:*faxnumber*>

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

**Example** <RFSAP\_FROMGENFAXNUM:(520)555-2345>

## RFSAP\_FROMGENPHONE (RFSAP\_FROM\_GENPHONE)

### Format <RFSAP\_FROMGENPHONE:*voicenum*>

Specifies the company voice number to be placed on the RightFax-generated cover sheet. If no coversheet is generated by RightFax, this code will be ignored.

**Example** <RFSAP\_FROMGENPHONE:(520)555-4566>

## 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 will be ignored.

**Example** <RFSAP\_FROMPHONE:(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 RightFax cover sheet generation for the document containing this code. If a cover sheet is generated by SAP, it will still be included.

## 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 will send.

## 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 will 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 will be 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 will fail 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 will not work.

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

## RFSAP\_TOCOMPANY

**Format** <RFSAP\_TOCOMPANY:*company name*>

Specifies the fax recipient's company name.

## RFSAP\_TOFAXNUM

**Format** <RFSAP\_TOFAXNUM:*faxnumber*>

Specifies the fax number the document will be sent to.

## RFSAP\_TONAME

**Format** <RFSAP\_TONAME:*name*>

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 6: Advanced fax control features

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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 will include **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.

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 about delaying faxes at the application level.

RightFax includes two features for scheduling when faxes are released. With the "Delay all Faxes" feature you can specify a time when all faxes from RightFax users who do not have administrative access will be sent. With the "Forced Scheduling" feature you can 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 will be modified in SAP before being passed to RightFax. RightFax will then modify the number again according to its own rules if necessary. For information on configuring dialing rules in RightFax, see the *RightFax Administrator Guide*.

## Appendix A: Files installed by the Connector

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The SAP connector Setup program adds the following files to the RightFax server:

- 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_CInt
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.



## Appendix B: 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 will talk 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.
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##).

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