

MiCollab Advanced Messaging 23.2

RightFax

Integration Guide

For version 23.2 and later

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Preface

This guide explains how to integrate a RightFax fax server with MiCollab AM.

This guide is written for Mitel-certified administrators and technicians who are familiar with MiCollab Advanced Messaging (MiCollab AM) procedures and terminology, the **MiCollab AM Admin** utility, the **MiCollab AM Configuration** utility, and the Microsoft Windows® operating system.

Before implementing any procedures in this guide, ensure that RightFax fax server and the MiCollab AM software is installed and running successfully.

References

A catalog of technical documentation is included on the MiCollab AM Installation Media. If you are installing any advanced applications, such as Networking and Fax Server applications, you should refer to the appropriate technical documentation for application and installation information.

Documentation

The technical documentation is produced in the PDF format and requires the PDF reader to view it. The MiCollab AM Documentation Library includes the following documents and resources:

- **Administration Documentation.** Available as a PDF only. Contains the following:
 - **Administration Guides.** Available as a PDF only. Contains administrative guides for administrators about how to manage and configure the messaging system.
 - **Quick Reference Cards (QRC).** Contains shortcuts and quick instructions telling subscribers how to access and use the messaging system.
 - **User Guides.** Available as a PDF only. Contains user guides for subscribers about accessing the messaging system and checking and sending messages.
- **Server Documentation.** Available as a PDF only. Contains the following:
 - **Developer Resources.** Contains programming guides and API references for developers for integrating the server clients and web applications with MiCollab AM.
 - **Installation and Configuration.** Available as a PDF only. Contains installation and configuration guides for server administrators about how to install and configure the messaging system.
 - **Integration Technical Notes (ITN).** Contains a set of guides that describe the integration methods and instructions for a variety of phone systems to work with MiCollab AM. The ITNs are generally used by resellers or administrators who are experienced with MiCollab AM and familiar with the integration procedures and terminology.
 - **Spare Parts Documentation.** Contains a set of guides that describe the instructions for installing and configuring hardware parts to work with MiCollab AM. These documents are

written for Mitel-certified MiCollab AM technicians who are experienced with MiCollab AM and familiar with the procedures and terminology.

- **Software Release Notice (SRN).** This notice introduces the new features, capabilities, and hardware/software requirements for the corresponding MiCollab AM version.

Documentation Updates

Documentation updates may be available from the following sources:

- Mitel-certified technicians can view or download documents and program files from our partner web site: www.mitel.com

Help

The primary source of information about MiCollab AM is the online help available within any of its administrative utilities. You can access **Help** by clicking the **Help** button in the dialog box or window in which you are working.

Document Conventions

The following conventions are used in this document:

- **Key Names.** Names of keys on the keyboard are shown in a box.

Example: **Enter**

When two keys must be pressed simultaneously, they are joined by a + sign.

Example: **Alt** + **Tab**

- **Reference to Document** Titles of other documents are shown in italics.

Example: See the *System Installation and Configuration Guide*.

- **User Interface (UI) Element Names.** Names of UI elements such as dialog boxes, windows, screens, menu items, tabs, buttons, and icons are shown in bold.

Example: On the **Startup** screen, click the **Start** icon.

- **User Input.** Information required to be typed is shown in italics.

Example: Type the password *voicemail*.

- **Warning, Caution, Important, and Notes.** Text for the contents that require attention are shown as follows:

WARNING A warning paragraph advises you of circumstances that can result in the loss of data, harm to the MiCollab AM System Server platform, or personal harm.

CAUTION Failure to follow these recommendations can result in unauthorized access to the system and consequent loss of data.

IMPORTANT An important paragraph gives decision-making information or informs you of the order in which tasks need to be completed.

NOTE A note gives additional information, provides an explanation, or indicates an exception to the information in the preceding text.

For more related documents, refer to the following list of references:

Table 1. References

| Document type | Document title |
|------------------------------|--|
| Administration documentation | <i>System Administration guide</i> |
| Server documentation | <i>System Installation and Configuration guide</i> |
| Server documentation | <i>Fax Messaging for RightFax Administration guide</i> |
| Server documentation | <i>Faxtext for RightFax Administration guide</i> |

RightFax integration overview

Fax functionality for MiCollab Advanced Messaging (MiCollab AM) is provided through integration with a RightFax 22.2 server from OpenText. This document outlines how to integrate a RightFax server with MiCollab AM. Before doing the integration, you must have the RightFax server installed and running as instructed in the RightFax documentation. You also need to have MiCollab AM installed as described in the *System Installation and Configuration Guide*.

IMPORTANT RightFax is required to support Fax Over IP (FoIP). MiCollab AM does not natively support FoIP.

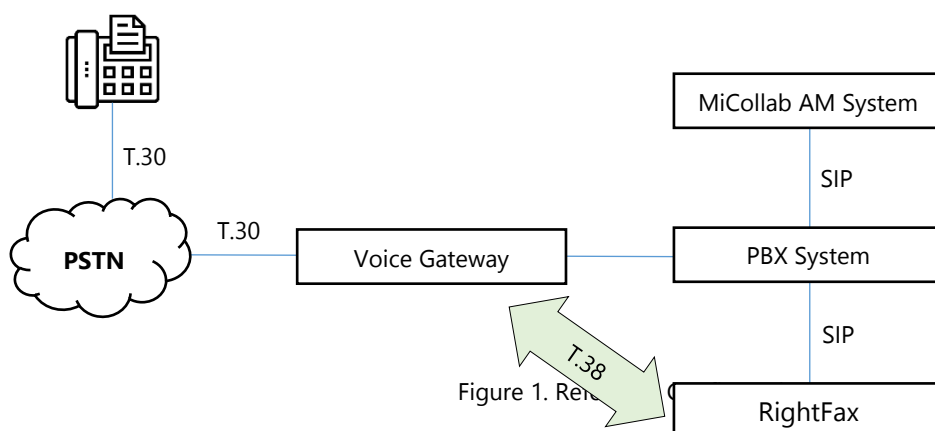


Figure 1. RightFax integration architecture

The following is the list of the telephone systems tested:

- Cisco Unified Communication Manager – Version 14.0

Important facts you should know

This section lists known benefits and limitations that affect the integration and its use. Be sure to review this information before continuing.

- A SIP trunk between the telephone system at your site and RightFax server must be configured prior to the MiCollab AM integration.

IMPORTANT For more information on how to configure RightFax with the telephone system at your site, visit RightFax online knowledge base at knowledge.opentext.com and find the configuration guide. You will need a valid account to access the Support portal.

- A SIP trunk is not required for the configuration between MiCollab AM and RightFax.

- The telephone system at your site must have appropriate routes configured to route MiCollab AM transferred fax calls to RightFax over a SIP trunk.

NOTE The route must preserve the calling and called party information when transferring to the user's FAX device.

- The administrator account used for MiCollab AM web services connection must be set up for web impersonation on the MiCollab AM side.
- MiCollab AM and RightFax are configured independently, and there is no shared user configuration.
- Each subscriber must have a Fax device configured even if they are using a single number voice and fax, because the Fax device number is used as the target when transferring to RightFax. Also, each user must be configured with the same fax number on the RightFax server.
- Because RightFax uses the SMTP address of recipient rather than their mailbox ID when delivering inbound faxes to MiCollab AM, each subscriber must have an email address configured.
- If a fax call is answered from a phone configured with the single number voice and fax, users can simply transfer fax calls to a MiCollab AM pilot number.

NOTE In order for a user to successfully transfer a fax call to MiCollab AM, the MiCollab AM subscriber mailbox that is configured with the single number voice and fax must have a security code setup.

- For MiCollab AM to support fax tone detection with IP integrations, on MiCollab AM, under **Media Settings**, for the **Fax Tone Detection** type option, you must select **Software**.
- You must install the latest RightFax server hot fix, which is available for download at www.opentext.com.
- To find out who users can contact if they encounter difficulties with their RightFax accounts, users can select the **Contact Information** command from the **Help** menu in FaxUtility. This contact information is stored in the following location on the fax server platform: `Program Files\RightFax\Bin>Contact.txt`. By default, this file contains instructions on contacting RightFax technical support. However, if you prefer, you can edit this file to provide the names and email addresses of your system administrators, their extensions or telephone numbers, and the times at which they are available. The fax server must be restarted for your changes to take effect.

IMPORTANT The **Customize Cover Sheet Information** dialog box in the fax server must have only **To Name** and **To Fax Number** selected. (You can reach this dialog box by clicking **Customize Coversheets** on the Enterprise Fax Manager Utility menu.)

The telephony gateway submits faxes to RightFax with name and fax number data. When a custom cover sheet requires additional information beside the contents of these two fields, RightFax requests that additional information, which MiCollab AM cannot provide. When this happens, the fax remains undelivered.

Setting up fax support in MiCollab AM

The Telephony Gateway enables the MiCollab AM fax features and allows MiCollab AM to be integrated with the fax server. To set up the gateway, you must perform the following steps:

- Review installation requirements.
- Install the MiCollab AM feature file.
- Configure RightFax settings.
- Create a source mailbox that will be used to receive faxes from the fax server then to forward them to the appropriate destinations.
- Create an administrator account for the MiCollab AM web services connection.
- Configure a fax device for subscribers.
- Configure an email address for subscribers.

Reviewing installation requirements

This section lists the requirements for successfully installing fax support for MiCollab AM. Be sure to review and meet these requirements before continuing in this book.

Server requirements

- RightFax server software version 22.2 with software update 425 or above.
- A MiCollab AM feature file that is enabled with the fax applications you have purchased, emailed from Mitel. Place this file on your network or on a removable media such as CD-R so that it is accessible by the MiCollab AM server.

Telephone system requirements

If you plan to have MiCollab AM to answer fax calls, make sure that the following conditions have been properly configured on lines supporting RightFax and MiCollab AM prior to the fax integration:

NOTE When using this method of routing, no caller ID information can be passed on to the server.

- A SIP trunk between the telephone system at your site and RightFax.
- Call routing for each fax number that routes to RightFax.
- Routes which allow MiCollab AM to transfer calls to RightFax over a SIP trunk while preserving the calling and called party information.

Installing the feature file

There are three fax features: Fax Text, Fax Mail, and Fax Server. Telephony Server Routing requires the Fax Mail feature, the Fax Server feature, and the Web Services Impersonation feature. Proceed according to the software or feature you are installing.

Table 2. Feature File Installation

| If you are installing... | Then... |
|-----------------------------------|--|
| A new MiCollab AM server | No installation is necessary; you have already installed the file during the setup sequence for MiCollab AM. |
| Fax support on an existing system | <ol style="list-style-type: none">1 Open MiCollab AM Configuration.2 In the Main tab, click Shutdown to stop MiCollab AM.3 In the Licensing tab, click the Import New License button and import a new or updated license certificate or feature file.4 In the Main tab, click Startup to run MiCollab AM. <p>For information on shutting down and restarting MiCollab AM properly, see the <i>System Installation and Configuration Guide</i>.</p> |

Configuring RightFax settings

For MiCollab AM to successfully send a fax to RightFax, you must specify the RightFax fax domain name, as described in this section.

To configure the RightFax settings:

- 1 Open **MiCollab AM Configuration** and select the **Main** tab.
- 2 If the system is running, click **Shutdown**. Wait until the **Current Status** changes to **Stopped**.
- 3 Click the **Fax** tab.

NOTE If MiCollab AM is deployed as a hosted solution in the cloud, skip **Step 3** and go to **Step 5**.

- 4 Select **XMedius** as the **Fax Type**, and then click **OK**.
- 5 Open **MiCollab AM Admin**, and select **Configuration > System**, and then click the **Fax** tab.

- 6 In the **Fax Type** section, select **XMedius**.
- 7 In the **Fax Domain Name** field, enter the IP address or the FQDN of the RightFax server.
- 8 Click **Apply**, and then click **OK**.

Creating a source mailbox for delivering faxes

You must create a mailbox that the fax server can use to deliver faxes to MiCollab AM recipients. MiCollab AM uses the name of this mailbox as the sender's name on faxes routed from the fax server to destinations within MiCollab AM.

NOTE While this mailbox can be a subscriber mailbox, we strongly recommend that you use a Call Processor mailbox, which does not require a security code.

MiCollab AM uses the name that you record for this mailbox as the information prompt subscribers hear when a fax message is received from outside the system. When you record the name, use a generic phrase, such as "... the fax server" that will make sense when it follows such system prompts as *"This fax was sent on June 15th at 2:23 PM by ..."*.

NOTE When using this method of routing, no caller ID information can be passed on to the server.

To provide a call processor for Fax Messaging:

- 1 Create the call processor mailbox and specify a name that identifies the source of the fax, such as **Fax Server**.

NOTE It is not necessary to configure any key actions for this call processor, because the fax server will be interacting with it over a LAN connection rather than by telephone.

However, to ensure that any caller who gains access to this mailbox by accident is returned safely to MiCollab AM's current initial call processor, we recommend that you set all key actions to **Go To Ans Mode**. Set the timeout for this mailbox to **0** (zero).

- 2 Record the name for this mailbox. For more information about recording mailbox names, see the *System Administration Guide*.

Creating an administrator account for MiCollab AM web services connection

You must create an administrator account that RightFax can use to post received fax messages to MiCollab AM. RightFax uses this account to authenticate against the MiCollab AM web services connection when posting received fax messages to MiCollab AM.

You must also make sure that this account is set up for web impersonation through the **Tenant** tab in the **MiCollab AM Configuration** utility.

To create an administrator account for the MiCollab AM web services connection:

- 1 Log on to the **MiCollab AM Admin** utility, and then select **File > Administrators**.
- 2 Click **Add**. The **User ID** window appears.

- 3 In the **User ID** and **Name** files, enter the account ID and name. In this example, the administrator account created is **FaxAdmin**.
- 4 In the **Password** field, enter a password.
- 5 In the **Confirm** field, enter the same password.
- 6 Click **OK**.

To set up the administrator account for Web Services Impersonation:

- 1 Launch **MiCollab AM Configuration**, and then click the **Tenant** tab.
- 2 Select the tenant from the table and then click the **Edit** button. The **Tenant Summary** dialog box appears.

Tenant Summary

Display Name: Created: 1/10/2023 11:28:38 AM

Logon Tenant Name: (no spaces)

Mailbox Length: ☐ Allow Trusted (Auto) Logon

☐ Locked Out Lock Out Time:

☐ Message Archiving

Messaging

☐ Keep Private Messages Local

Default Recording Format:

E-Mail Cache Size (MBytes):

Web Services Impersonation

User ID:

Message Retention (in days)

Default Msg Retention: ☐ Unlimited

Adv Notification (Hours): ☒ None

Purge Message Header:

Report Data Retention (in days)

Msg Log Retention: ☐ Disable

Mailbox Usage Retention:

Purge

☐ Reports

☐ Mailboxes

☐ Dist. Lists

☐ Network

☐ MWI

☐ Schedule

☐ Groups

| Feature Name | Total System Licenses | Unused System Licenses | Tenant Licenses in Use | Tenant License Limit |
|--------------------------|-----------------------|------------------------|------------------------|----------------------|
| Personal Assistant Users | 500 | 0 | 0 | 500 |
| Unified Messaging Users | 500 | 0 | 1 | 500 |
| Subscribers | Unlimited | Unlimited | 5 | Unlimited |
| TeamQ Supervisors | 0 | 0 | 0 | 0 |
| TeamQ Agents | 50 | 0 | 0 | 50 |
| Messaging Users | Unlimited | Unlimited | 5 | Unlimited |
| Directory Users | Unlimited | Unlimited | 5 | Unlimited |
| Voice Ports | 100 | 0 | 10 | 100 |
| TTS Resources | 4 | 0 | N/A | 4 |
| ASR Resources | 4 | 0 | N/A | 4 |
| UCCconnect Ports | Unlimited | Unlimited | N/A | Unlimited |

Notes:

- 3 In the **Web Services Impersonation** section, select the administrator account you created in the previous section.
- 4 Click **OK**.

Configuring a fax device for subscribers

If you plan to have MiCollab AM to answer fax calls, each MiCollab AM subscriber must have a Fax device configured as the Fax device number is used as the target when transferring fax to RightFax.

NOTE The fax device number added in this section must match the fax number configured for the RightFax user explained in the [Creating a RightFax user for each MiCollab AM subscriber mailbox](#) section.

IMPORTANT For MiCollab AM to successfully transfer fax calls to RightFax over a SIP trunk, within the telephone system at your site, you must configure call routing for each fax device number that you want to have routed to RightFax.

To add a fax device to the subscriber's device:

- 1 Log on to **MiCollab AM Admin**.
- 2 Open the Subscriber Mailbox to edit, and then click the **Devices** tab.

The screenshot shows the 'Devices' tab in the MiCollab AM Admin interface. The 'Device List' on the left contains 'Extension' and 'Fax Extension'. The 'Properties' section for the selected device is configured as follows:

- Number:** 1200
- Type/Capabilities:** Fax
- Category:** Extension
- ☐ Primary Device
- ☐ Primary Mobile Device
- Ring Timeout (sec):** 14
- ☒ Active
- Barge In Sensitivity:** -3, 0, +5
- ☐ Category Default
- Mailboxes Sharing this Number:** (empty list)
- Extension Properties:**
 - ☐ MWI
 - Switch Section:** Asterisk Asterisk Section
 - Direct Dial:** (empty field)
 - SMDI Prefix:** (empty field)
 - ☐ Enable Fax Tone Detection

At the bottom right are buttons for OK, Cancel, and Help.

- 3 Click the **Add** button. The **Add "Device"** dialog box appears.
- 4 In the **Add "Device"** dialog box, create a fax device as follows:
 - a In **Category**, select **Extension**.
 - b In **Name**, type *Fax Extension*.
 - c Click **OK**. You are taken back to the **Device** tab.
- 5 In the **Properties** section, configure the following options:
 - a In the **Number** field, add the fax extension device number.
 - b From the **Type/Capabilities** drop-down list, select **Fax**.
- 6 Click **OK** to save the changes and exit.

Configuring an email address for subscribers

NOTE The email address configured in this section must match the **SMTP Address** configured for the RightFax user explained in the [Creating a RightFax user for each MiCollab AM subscriber mailbox](#) section.

To add an Email address to the subscriber mailbox:

- 1 Log on to **MiCollab AM Admin**.

- 2 Open the Subscriber Mailbox to edit, and then click the **Main** tab.

The screenshot shows the 'Subscriber Mailbox' configuration window in MiCollab AM. The 'Main' tab is selected, displaying various configuration options. The 'Subscriber Information' section is highlighted, showing fields for First Name, Middle Name, Last Name, Display Name, TTS Name, and E-mail. The E-mail field is currently empty. The Status is 'Set to Default' and the last update was '8/22/2016 9:02:07 AM'. Buttons for 'Update Subscriber...', 'Reset Mailbox', 'OK', 'Cancel', and 'Help' are visible at the bottom.

- 3 In the **Subscriber Information** section **E-mail** field, enter an email address.
- 4 Click **OK** to save the changes and exit.

Integrating RightFax with MiCollab AM

To ensure that the RightFax server can deliver faxes to MiCollab AM, you must perform the following tasks:

- Assign MiCollab AM to two WorkServers.
- Assign channel capability to the board servers.
- Configure the administrator account on RightFax for use with MiCollab AM.
- Set up the fax default user account.
- Create a RightFax user for each MiCollab AM subscriber mailbox.

Assigning MiCollab AM to two WorkServers

You must assign MiCollab AM to exactly two RightFax WorkServers, typically WorkServers 4 and 5. These WorkServers must have Telephony Server Routing enabled and must be assigned exclusively to the FileRoute service.

IMPORTANT Be sure to create two new WorkServers to assign MiCollab AM to instead of re-configuring existing work servers. Failure to do so can result in an inability to send outbound faxes.

To enable Telephony Server Routing for two WorkServers:

- 1 Start the RightFax Enterprise Fax Manager.
- 2 In the lower pane of the server status display in the main Enterprise Fax Manager window, go to **Services** and locate the WorkServer you want to enable and double-click it.
- 3 In the Telephony Server Routing box, select **Enable**.
- 4 Proceed according to whether this WorkServer is the first one you have configured.

Table 2. WorkServer configuration possibilities

| If this WorkServer is... | Then... |
|----------------------------------|---------------------------------|
| The first WorkServer configured | Select Route Documents . |
| The second WorkServer configured | Clear Route Documents . |

- 5 If you want RightFax to delete all incoming fax messages after routing them to MiCollab AM, select **Delete after route**.
- 6 In the Services list, select **FileRoute** and clear all other selected items.

- 7 Click **OK** to save your changes.
- 8 Repeat steps 2 through 7 for the second WorkServer that should support Telephony Server Routing.

For more information, refer to the online help or the RightFax documentation.

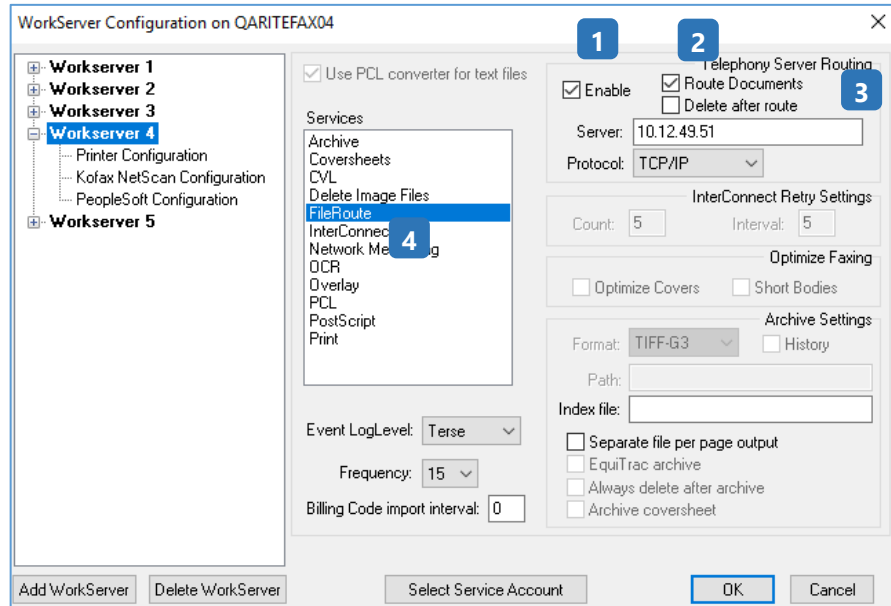


Figure 2. WorkServer Configuration

- 1 Click Here to enable Telephony Server Routing.
- 2 Click here to designate this as the initial WorkServer assigned to Telephony Server Routing.
- 3 Click here to delete fax messages after routing them to MiCollab AM.
- 4 Select this option for both WorkServers.

Assigning channel capability to the BoardServers

The Board Configuration screen in the RightFax Enterprise Fax Manager utility lets you configure the channels (ports) used for fax. Using the Capability box shown in Figure 4 and Figure 5, you can specify how each channel will be assigned. For FoIP, MiCollab AM can use only the **Both** setting, so that setting must be used for all RightFax BoardServer channels that will be used for communication between the telephony and fax servers. Setting the Capability box to **Both** allows MiCollab AM to receive and send faxes while allowing the fax server to use the channel as well.

To edit the settings configured in the BoardServer module:

- 1 Start the RightFax Enterprise Fax Manager.
- 2 In the lower pane of the server status display in the main Enterprise Fax Manager window, go to **Services** and locate the **RightFax Doc Transport Module** and double-click it.

- 3 In the tree diagram on the **DocTransport Configuration** dialog box, expand **Brooktrout** and select your **RightFax BoardServer**.
- 4 Expand the **RightFax BoardServer** and select the channel you want to edit.

IMPORTANT MiCollab AM can interact with only one BoardServer. Make sure that the fax board associated with that BoardServer has enough ports to support communication between MiCollab AM and the fax server.

The type of board you use dictates how you may assign channel capability. For example, if you use a SR140 or Right OEM, you may set the channel capability for all channels at the board level as shown in Figure 3.

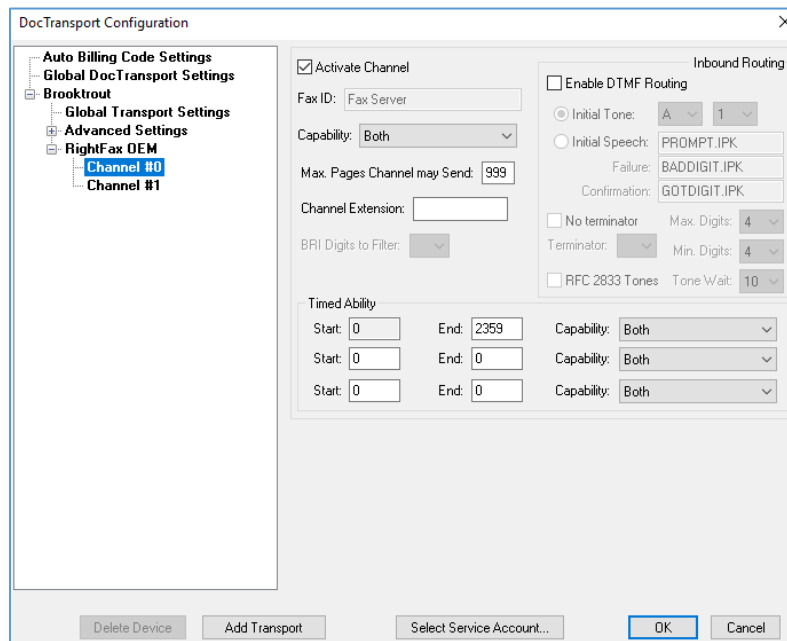


Figure 3. Assigning channel capability at the board level

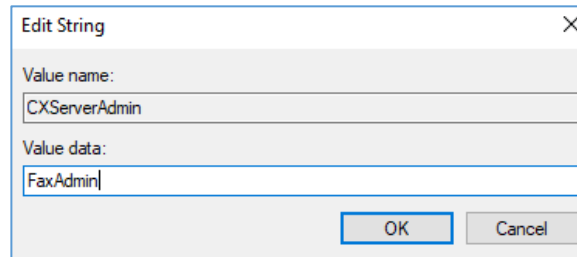
Configuring the administrator account on RightFax for use with MiCollab AM

You must configure an administrator account and password on RightFax for use with MiCollab AM so that faxes received on RightFax server can be routed to MiCollab AM.

To configure an administrator account and password on RightFax:

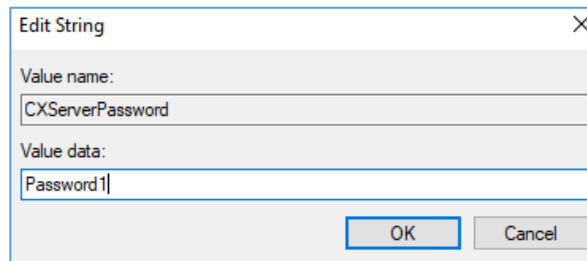
- 1 Right-click **Start**, then click **Run**. Type **regedit** in the **Open** box, and then click **OK** to open **Registry Editor**.
- 2 In the editor, go to the following location:
HKEY_LOCAL_MACHINE\SOFTWARE\WOW6432Node\RightFax\WorkServer\WorkSrv4

- 3 Right-click the key location where you want to add the new key. Point to the **New** option in the menu that opens, then select **String Value** from the submenu that opens after that.
- 4 Type **CXServerAdmin** for the value name and specify the administrator account you created previously in the [Creating an administrator account for MiCollab AM web services connection](#) section for the value data.



The screenshot shows a standard Windows 'Edit String' dialog box. It has a title bar with a close button (X). Below the title bar, there are two text input fields. The first is labeled 'Value name:' and contains the text 'CXServerAdmin'. The second is labeled 'Value data:' and contains the text 'FaxAdmin'. At the bottom right of the dialog, there are two buttons: 'OK' and 'Cancel'. The 'OK' button is highlighted with a blue border.

- 5 Repeat step 3. Enter **CXServerPassword** for the value name and specify the administrator account password you created previously in the [Creating an administrator account for MiCollab AM web services connection](#) section for the value data.



The screenshot shows a standard Windows 'Edit String' dialog box. It has a title bar with a close button (X). Below the title bar, there are two text input fields. The first is labeled 'Value name:' and contains the text 'CXServerPassword'. The second is labeled 'Value data:' and contains the text 'Password1'. At the bottom right of the dialog, there are two buttons: 'OK' and 'Cancel'. The 'OK' button is highlighted with a blue border.

NOTE Repeat step 2 through step 5 for the second WorkServer by navigating to **HKEY_LOCAL_MACHINE\SOFTWARE\WOW6432Node\RightFax\WorkServer\WorkSrv**
5

Setting up the default user

This section shows how to take advantage of the default user account on the fax server to speed up subscriber configuration for MiCollab AM integration. The default user account is installed with the RightFax software to contain the default settings that will be applied to all actual user accounts as they are created.

Adding routing information to the RightFax default user ensures that new fax user accounts automatically contain the correct routing information. You can also create and manage fax user accounts using normal RightFax administration.

The fields in the following section are required to route faxes to MiCollab AM. You can use this information to set up the default user or to configure subscriber fax user accounts individually.

IMPORTANT Make sure to set up the default user account correctly if you plan to use any MiCollab AM automatic mailbox creation feature, such as mailbox import, to create a large number of subscriber mailboxes.

Identification tab and Inbound Routing tab of the Edit User dialog box

When setting up the default user account in RightFax, you do not need to enter data in the **Voice Mail Subscriber ID** box. This information will be added later through the **Fax** tab in the MiCollab AM subscriber mailbox for each new subscriber.

When setting up a user individually in RightFax, however, make sure the **Voice Mail Subscriber ID** box displays the correct information. *This is a required value.*

Configure the other boxes on the **Identification** and **Inbound Routing** tabs as shown in Figures 4 and 5, using the values provided in [Table 3](#).

The screenshot shows the 'User Edit' dialog box with the 'Identification' tab selected. The dialog box has a title bar 'User Edit' and a close button 'X'. The main area contains several fields and buttons:

- User ID:** A text box containing 'DEFAULT'.
- Authentication:** Three radio buttons: 'RightFax' (selected), 'Windows', and 'OpenID Connect'.
- Set Password:** A button.
- User Name:** A text box containing 'Default for new user'.
- Distinguished Name:** A text box.
- Group ID:** A dropdown menu showing 'EVERYONE'.
- Voice Mail Subscriber ID:** A text box containing '100'.
- Email address:** A text box.
- SMS/Mobile Address:** A text box.
- Compute Disk Usage:** A button.
- May take several seconds on a server with many faxes:** A text label.

At the bottom right, there are 'OK' and 'Cancel' buttons.

Figure 4. **Identification** Tab of **Edit User** dialog box.

Figure 5. **Routing** Tab of **Edit User** dialog box.

IMPORTANT The configuration specified in [Table 3](#) applies only if you are using Telephony Server Routing. If you are using email gateway routing, configure the values as appropriate for the gateway.

Table 3. **Routing** Tab of **Edit User** dialog box.

| Field | Description |
|------------------------------------|---|
| Fax Number/Routing Code box | Do not set to zero (0). Specify any other code that is appropriate to your telephone system. |
| Routing Type box | Select Telephony Server . This setting causes subscriber faxes to be routed to MiCollab AM. |

| Field | Description |
|---------------------------------|--|
| Routing Info box | <p>Specify the location of the MiCollab AM System Server, using the following format: <i>Protocol:Name/SourceMB/SecurityCode/SubscriberEmailAddress</i></p> <p>Example for the default user: TCP:255.17.42.0/0100//</p> <p>Example for a fax user account: TCP:255.17.42.0/0100//user@domain.local</p> <p>The above examples assume that TCP/IP protocol is used on the LAN.</p> |
| | <p><i>Protocol</i> Specify NP (Named Pipes) or TCP (TCP/IP) depending on the network protocol used. Follow with a colon (:).</p> <div> IMPORTANT Mitel strongly recommends the use of TCP/IP because it is a routable LAN protocol and provides the best performance between the telephony and fax servers. </div> |
| | <p><i>Name</i> Specify the name of the MiCollab AM System Server (Named Pipes) or the server's explicit IP address (TCP/IP).</p> <div> NOTE Providing an explicit IP address prevents communication between the two servers from breaking down later due to a Domain Naming System (DNS) delay or failure. </div> |
| | <p><i>SourceMB</i> Specify the call processor or subscriber mailbox number of the source mailbox used to distribute faxes to MiCollab AM mailboxes.</p> |
| | <p><i>Security Code</i> Specify the security code of the source mailbox if it has one.</p> |
| Delete after routing box | <p>Select this box if the subscriber does not intend to use FaxUtility, the RightFax graphical user interface, to manage fax messages. Faxes can also be managed using Mitel unified messaging client software for Microsoft Exchange Server, Lotus Notes/Domino Server, or any IMAP compliant email server.</p> <p>Selecting this box prevents duplicate faxes from accumulating and therefore saves space on the server.</p> |

Creating a RightFax user for each MiCollab AM subscriber mailbox

Create as many RightFax users as required in the RightFax Enterprise Fax Manager utility, one user for each MiCollab AM subscriber mailbox, with the following minimum required properties:

- **SMTP Address:** (In **Routing Info** of the **Routing** tab) Enter the MiCollab AM subscriber's email address.
- **Fax Number/Routing Code:** (In **Routing** tab) Enter the fax device number associated with the MiCollab AM subscriber mailbox.

NOTE The fax number should be configured if you plan to have MiCollab AM to answer fax calls.

RightFax uses the SMTP address of the user (recipient) for which Fax attribute matches the DID of the fax when delivering inbound faxes to MiCollab AM. Therefore, it is important to make sure that each subscriber in MiCollab AM has the email address configured that matches the SMTP address for the user you created in RightFax.

For more information on configuring email address for the MiCollab AM subscribers, refer to the [Configuring an email address for subscribers](#) section.

To add RightFax users:

- 1 Launch the RightFax Enterprise Fax Manager utility, and then go to **Fax Servers** > **<Your RightFax Server Name>** > **Users**.
- 2 Right-click on **Users** and select **New** to add a user. The **User Edit** window appears in the **Users** tab.

The 'User Edit' dialog box features a tabbed interface with the following tabs: Automatic Printing, Default Inbound Settings, Notification, Other, Messaging, Administrative Alerts, Post Fax Processing, Identification, Permissions, Routing, and Default Outbound Settings. The 'Identification' tab is currently active, displaying the following fields and options:

- User ID:** A text field containing 'USER1'.
- Authentication:** Three radio buttons: 'RightFax' (selected), 'Windows', and 'OpenID Connect'.
- Set Password:** A button located below the authentication options.
- User Name:** An empty text field.
- Distinguished Name:** An empty text field.
- Group ID:** A dropdown menu currently set to 'EVERYONE'.
- Voice Mail Subscriber ID:** A text field containing '100'.
- Email address:** An empty text field.
- SMS/Mobile Address:** An empty text field.
- Compute Disk Usage:** A button with a tooltip that reads 'May take several seconds on a server with many faxes'.

At the bottom right of the dialog are 'OK' and 'Cancel' buttons.

- 3 In the **User ID** field, enter a user ID. In this example, the user ID is *USER1*.
- 4 Configure all other options as necessary.
- 5 Click the **Routing** tab.

NOTE If you plan to have MiCollab AM to answer fax calls, continue to **Step 6** to configure the fax number. Otherwise, skip to **Step 7**.

- 6** In the **Fax Number/Routing Code** field, enter the fax number configured in the [Configuring a fax device for subscribers](#) section.
- 7** In the **Routing Type** field, click the dropdown menu and select **Telephony Server**.
- 8** In the **Routing Info** field, specify the location of the MiCollab AM System Server and routing info, using the following format:
Protocol:CXServerName/SourceMB/SecurityCode/SubscriberEmailAddress
 In this example, the routing info for a fax user account is:
 TCP:10.12.49.51/0000//user1@domain.local
- 9** Configure all other options as necessary.
- 10** Click **OK**.

NOTE The **Delete after routing** check box can be selected or cleared in individual subscriber mailboxes to meet the subscribers' messaging needs.