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GlobalScan NX RightFax Plug-in
## Administrator's Guide

This guide explains how to install and configure GlobalScan NX RightFax Plug-in (also called "RightFax Plug-in").

"RightFax" is the name of an application created by Captaris for sending faxes and e-mail. It provides a highly usable, manageable, and reliable fax and e-mail sending solution that can be integrated seamlessly with virtually any business application in an enterprise.

"RightFax Plug-in" is a plug-in for GlobalScan NX (GSNX). It enables Send to RightFax functionality through the control panel of any compatible MFP. This plug-in provides a cost-effective, speedy, and reliable method of sending documents. Use of this plug-in will result in time and cost savings (paper, postage, etc).

To allow you to specify public or private destinations for faxes and e-mails, the RightFax Plug-in utilizes the Phonebook stored on your network's RightFax server.

You can also register destinations in the RightFax server's Phonebook directly, using the control panel of an MFP.
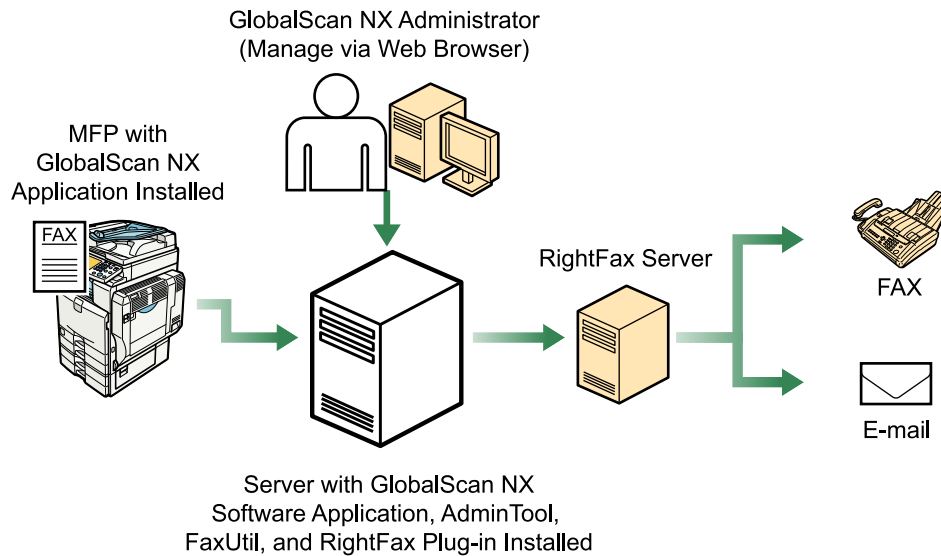
Fig. 1: RightFax Plug-in Workflow

⭐ **Important**

- **This plug-in supports only the functions provided by your version of RightFax. For details about RightFax functions, see your RightFax manuals.**

⬇ **Note**

- This reference provides a brief overview of basic procedures. For details about GSNX configurations, refer to *GSNX Administrator's Guide*.

Introduction

This manual contains detailed instructions and notes on the operation and use of this product. For your safety and benefit, read this manual carefully before using the product. Keep this manual in a handy place for quick reference.

Important

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- Do not remove or insert any disk while operating this software.

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Microsoft, Windows, and Windows Server are registered trademarks or trademarks of Microsoft Corporation in the United States and other countries.

Other product names used herein are for identification purposes only and might be trademarks of their respective companies. We disclaim any and all rights to those marks.

Abbreviations

The following abbreviations are used in this guide to shorten content.

Product / Name	Abbreviation
GlobalScan NX RightFax Plug-in	RightFax Plug-in
GlobalScan NX	GSNX
Multifunctional Device	MFP, Device

Before You Begin

System Requirements

To install RightFax Plug-in, the computer (GSNX server) must meet the following system requirements:

- The following GlobalScan NX edition must be installed:
    - GlobalScan NX Business Server Edition (Ver. 2.0 or later)
    - GlobalScan NX Enterprise Server Edition (Ver. 2.0 or later)
- RightFax Client (FaxUtil) Ver. 9.0, 9.3, 9.4, or 10.0 must be installed on the GSNX server. (You can also install FaxUtil after you have installed RightFax Plug-in.)

RightFax Server Requirements

RightFax Ver. 9.0, 9.3, 9.4, or 10.0 must be installed on the RightFax server.

⭐ **Important**

- **Create a RightFax Proxy User Account with administrator privileges (this account must not integrate with Windows NT).**

Additional Information of RightFax Server

When specifying a fax number as a destination, please note the following points:

- An application that supports the format of the cover sheet file you are using must be installed on the RightFax server.
- Available filters depend on the version of RightFax you are using. Some filters such as PDF Converter may not be supported. For details, see the RightFax manuals.

Depending on the settings for the [**Sending Required Fields**] in [**Customize Cover Sheet Information**], the fax may not be sent. Do not make any settings apart from "To Name" and "From Name".

Installing the RightFax Plug-in

1. Close all applications currently running on GSNX server.

2. Double-click *GSLaunch.exe*.

   "GlobalScan NX RightFax Plug-in Setup" screen displays.

3. Click [**RightFax Plug-in**].

   "Language selection" screen displays.

4. Select language, and then click [**OK**].

   "Welcome" window appears.

   If an error message appears, check the system requirements on "Before You Begin".

5. Click [**Next**].

6. Read the licensing agreement, and then select "I accept…".

7. Click [**Next**].

   ⬇ Note

   - The Installation folder is automatically selected where GSNX is installed.

8. Click [**Next**].

   Installation starts.

   ⬇ Note

   - To halt the installation process, click [**Interrupt**]. Click [**Next**] to resume.
   - To cancel the installation, click [**Cancel**]. Click [**Yes**] to exit the installation. Click [**No**] to resume installation.

9. Click [**Finish**].

   If you are required to restart the computer, a restart confirmation message will appear. Click [**OK**] to proceed with the restart.

10. Activate the RightFax Plug-in.

    ⬇ Note

    - To activate the plug-in, select its name under [License Name] in the GlobalScan NX Activation Tool. For details about how to activate the RightFax Plug-in, see *GSNX Installation Guide*.

Uninstalling the RightFax Plug-in

To uninstall the plug-in, in Windows [Control Panel], click [Uninstall a Program] or [Programs and Features].

★ Important

- Before uninstalling the plug-in, be sure to deactivate it. Note that deactivating the plug-in will also deactivate the licenses of GlobalScan NX, its optional software, and other plug-ins. For details about uninstalling and deactivation, see GSNX Installation Guide.

Adding the RightFax

Step 1: AdminTool Login

To log in to the AdminTool, you must use either a Built-in Administrator account, set during software installation, or an Administrator account previously set via the AdminTool.

1. Open your web browser.

2. Enter the AdminTool URL.

   e.g., **http://IP address:8080/gsnx/**

3. Press [**ENTER**] or click [**Go**].

   The AdminTool Login Page displays.

Fig. 2: AdminTool Login Page

4. Select an Authentication Profile and enter the password.

   ⬇ Note

   - Only Active Directory can be specified for use with RightFax Plug-in. For details about Authentication Profiles, see *GSNX Administrator's Guide*.

5. Select the language from the drop-down list.

6. Click [**Login**].

   The AdminTool Home Page displays.

Step 2: Add a Profile

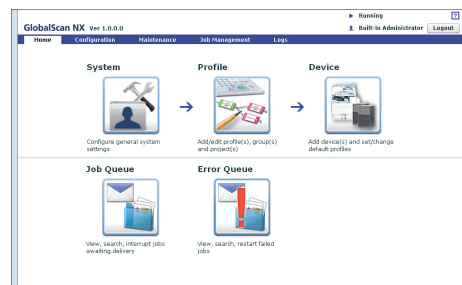1. Click [**Profile**].

Fig. 3: AdminTool Home Page

2. Click [**Create**].

   The Profile Properties screen displays.

   If adding RightFax service to an existing Profile, proceed to "Step 3: Add a Group".

3. Enter the **Profile Name** and **Screen Title**.

⬇ Note

- The Profile Name can contain up to 128 characters.
- The Screen Title can contain up to 50 characters.
- For more details about Profile settings, see *GSNX Administrator's Guide*.

4. Click [**OK**].

Adding the RightFax Cont.

Step 3: Add a Group

1. On the Profile List, double-click "**Profile Name**" you want to add RightFax service to.

Fig. 4: Group/Project screen

2. Click [🖼] (top left).

The Group Properties screen displays.

3. Enter **Group Name**.

⬇ Note

- The Group Name can contain up to 128 characters.

4. **Display** status should be [**On**].

5. Click [**OK**] to save the settings.

The Group appears as a tab on Group/Project screen when the Standard Operation Pane is used, and in a list when the Smart Operation Panel is used.

⬇ Note

- For more details about Group settings, see *GSNX Administrator's Guide.*

Step 4: Add a Project

1. Drag and drop the [🖼] button (below the [🖼] button) to Group/Project screen.

The Project Properties screen displays.

⬇ Note

- If adding RightFax service to an existing Project, proceed to "Step 5: Add a Service/Create a Flow".

2. Enter **Project Name**

e.g., Sent to RightFax.

⬇ Note

- If an Authentication Profile is registered to the system, click the drop-down list to select a default Authentication Profile.
- Only Active Directory can be specified for use with RightFax Plug-in. For details about Authentication Profiles, see *GSNX Administrator's Guide*.
- For details about Project settings, see *GSNX Administrator's Guide*.

3. Click [**OK**].

A new Project button displays.

Step 5: Add a Service/Create a Flow

1. Double-click "**Project**" button, e.g., Send to RightFax.

The Project Configuration screen displays.

2. Under **New Service(s)**, drag and drop **Send to RightFax** to the Flow Editor screen.
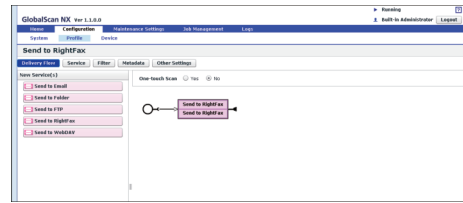

Fig. 5: Flow Editor screen

⬇ Note

- To automatically align Service(s), click the [🖼] button (below the [🗑] button).
- Available filters depend on the version of RightFax you are using. Some filters such as PDF Converter may not be supported. For details, see the RightFax manuals.
- For more details about creating a flow, see *GSNX Administrator's Guide*.

3. Click [**Apply**], and then [**OK**] to return to Group/Project screen.

Step 6: Configure the MFP (s)

Lastly, identify the MFP(s) that will join in GSNX operations by adding the device manually or searching the network. In this step, you will also assign a Profile to the device.

1. From Home Page, click [**Device**] shortcut.
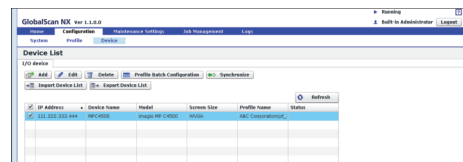
The Device List displays.

Fig. 6: Device List

2. Select one of the following methods:

Manually Add MFP(s)

a. Click [**Add**].
The Add Device screen displays.

b. With [**Specify Manually**] selected, enter IP address or host name of MFP to add, and then click [**Next**].

c. Go to 3.

Search for Connected MFPs

a. Click [**Add**].
The Add Device screen displays.

b. Select [**Select from list**].

c. Click [**Search**].
GSNX-enabled MFPs display.

d. Select check boxes of MFP(s) to add, and then click [**Next**].

e. Go to 3.

3. Specify Device Properties, i.e., [**Device Name**], [**Profile Name**], [**Use Scanner > Yes**], and then click [**OK**].

Configuring the RightFax Service

The Properties screen of the RightFax service is divided across two screens. Use the radio buttons to access the different settings.
- [**RightFax Server Settings**]

    Configure settings for the connection with the RightFax server.
- [**Phonebook Display and Search Settings**]

    Configure settings for allowing MFP users access to the Phonebook.

⬇ Note
- Service settings can be configured at both the System and Profile level. Service settings that are configured at the System level are automatically applied to every new Profile, allowing you to save time. Service settings that are configured at the Profile level are applied to that specific profile only, and not to any other Profiles.

RightFax Server Settings Overview

Use this screen to specify the account details and configure the Authentication Profile. The information you enter on this screen is required for both connectivity testing and operational connection with the RightFax server.

Fig. 7: RightFax Server Settings

⬇ Note
- Settings on the screen that are marked with an asterisk (*) must be specified.

A. Display Name

B. RightFax Server (required)

Specify the name or IP address of the RightFax server.

The name of the RightFax server can contain up to 256 characters.

Test the connection to the RightFax server by clicking [**Ping**]. If the name or IP address that you have specified is correct, the test will be successful.

C. User ID (required)

This is required for access to the RightFax server. Enter the user ID of a RightFax server account that has administration's privileges.

The User ID can contain up to 21 characters.

⬇ Note
- The Proxy User must have RightFax administrator's privileges.

D. Password

If necessary, enter a password.

The password can contain up to 11 characters.

E. Authentication Method

Select the authentication method used for connection to the RightFax server. You can select either [**Proxy User**] or [**Login**].

If you select [**Proxy User**], faxes and e-mail will be sent through the account specified in [**User ID**].

If you select [**Login User**], faxes and e-mail will be sent through the user account registered in GSNX.

⬇ Note
- If you select [**Login User**], you must add Active Directory to the Authentication Profile.

F. Enforce Strict Security

If this is checked, the login user has to be integrated with NT. If this is not checked, the login user is not required to be integrated with NT.

G. Test Fax Number

Enter the fax number of a known good remote fax device , and then click the [**Test**] button. The test result will tell you whether or not your RightFax server settings are correct.

Phonebook Display and Search Settings Overview

Use this screen to specify Phonebook search settings and to configure the display of the MFP Destination Selection screen.

Fig. 8: Phonebook Display and Search Settings

Fig. 9: Phonebook Display and Search Settings

⬇ **Note**

• Settings on the screen that are marked with an asterisk (*) must be specified.

A. Search Fields

Enter the items you want to search by. Separate each item with a comma. Do not insert spaces before or after commas.

The default setting is **name**.

You can enter up to 80 characters in the Search Fields box.

Click the drop-down box next to the Search Fields box and select an item to insert a syntax of the item to the Search Fields box.

If you select [**ALL ITEMS**], all items will be inserted in Search Fields box.

⬇ **Note**

• Selected items can be deleted manually from the Search Field box.

• Search fields containing invalid syntax will be recomposed with valid syntax applied when the user moves the cursor to another box or closes the service properties screen by clicking [**OK**].

B. Display Format

Enter tokens the way you want them displayed on the MFP touch screen. The cardinal number (e.g., 0, 1,) should correspond to the ordinal position of the fields in Display Fields, (e.g., name, company). The default setting is **{0}[{1}]**.

You can enter up to 60 characters in the Display Format box.

C. Display Fields

Enter a list of valid RightFax phonebook fields to be used for formatting the search results display. The default setting is **name**, **fax1**.

You can enter up to 80 characters in the Display Fields box.

Click the drop-down box next to the Display Fields box and select an item to insert a syntax of the item to the Display Fields box.

⬇ Note

• Selected items can be deleted manually from the Display Fields box.

• If the entry in the Display Fields box contains invalid syntax, the entry will be recomposed with valid syntax applied when the user moves the cursor to another box or closes the service properties screen by clicking [**OK**].

D. Preferential Order

Specify the order of the fields to use.

The textbox is editable. The default value is fax1.

The following can be entered for values: fax1, fax2, email, voice1, voice2

In search, this feature is used to eliminate contacts for which all the specified fields are blank. If the contact has at least one non-blank value, the search result will be shown.

In sending a scanned document, this feature is used to identify the preferred order of destinations. The first non-blank value is chosen as the destination.

E. Disallow Phonebook Search

If this is checked, [**Search**] on the Destination Selection screen will be disabled. If this is not checked, [**Search**] will be enabled.

F. Disallow Manual Entry

If this is checked, [**Manual Entry**] on the Destination Selection screen will be disabled. If this is not checked, [**Manual Entry**] will be enabled.

⬇ Note

• If [**Manual Entry**] is disabled, the Phonebook Entry function cannot be used.

G. Disallow Recent Destinations Selection

If this is checked, [**Recent Destinations**] on the Destination Selection screen will disappear. If this is not checked, [**Recent Destinations**] will be displayed.

⬇ Note

• If Load Balancing or Failover is used in the GSNX environment, the Recent Destinations function cannot be used. If this is the case, select the [**Disallow Recent Destinations Selection**] to disable the Recent Destinations function. For details about Load Balancing and Failover, see the *GSNX Administrator's Guide*.

H. Auto Load Private Phonebook

If this is checked, the user's private phone entries list will be displayed in the searched list area on the Destination Selection screen. If this is not checked, no list will be displayed in the searched list area on the Destination Selection screen.

I. Auto Load Public Phonebook

If this is checked, public phone entries list will be displayed in the searched list area on the Destination Selection screen. If this is not checked, no list will be displayed in searched list area on the Destination Selection screen.

J. Require Manual Entry Confirmation

If this check box is selected, the user must enter the destination twice when using Manual Entry to specify a destination on the Destination Selection screen. A destination is set only if the second destination entered matches the first. If this check box is not selected, a destination needs only to be entered once in Manual Entry.

⬇ Note

• If [**Disallow Phone Search**], [**Disallow Manual Entry**], and [**Disallow Recent Destinations Selection**] are all selected, and both [**Auto Load Private Phonebook**] and [**Auto Load Public Phonebook**] are unselected, and no destination has been specified on the Service screen, an error message will appear. This happens because there is no method by which the destination could be specified. Be sure to enable one of the destination specification methods shown below.

• The Searched list area will be empty if the total number of destinations to be automatically loaded exceeds the following maximum and [**Auto Load Private Phonebook**] or [**Auto Load Public Addressbook**] is enabled:

  • MFP display panel: 100 destinations
  • AdminTool (MFP Service screen): 50 destinations

ODBC and Group Search Settings Overview

Use this screen to specify ODBC and group search settings.
If you use OBCD, the search for RightFax user using [**Search**] on the MFP Service screen becomes faster.

Fig. 10: ODBC and Group Search Settings

Fig. 11: ODBC and Group Search Settings

A. Use ODBC?

If this check box is selected, the ODBC information will be used.

All ODBC related fields are required and enabled.

B. RightFax Database Server

Specify the server name or IP address of the server hosting RightFax's database.

C. RightFax Database User

Specify the SQL user ID to access the SQL database.

This must be independently configured before the ODBC search can be used.

D. RightFax Database Password

Specify the SQL user password to access the SQL database.

This must be independently configured before the ODBC search can be used.

E. RightFax Database Name

This is the name of the database where RightFax stores its address book.

The default value is "RightFax".

F. Record Limit

Use this to limit the amount of data coming back from the SQL server and to the device.

The device accepts no more than 1000 items in its search results list.

The default value is 200.

G. Group Display

Specify how groups are displayed in search results. Enable "Use ODBC?" for Group Search support.

The following options can be selected:

- Items Only
- Items first, then Groups
- Group first, then Items
- Items and Groups Sorted Together

H. Prefix

Specify the prefix which is applied to group items.

I. Suffix

Specify the suffix which is applied to group items.

Job Settings Overview

Use this screen to specify the job settings.
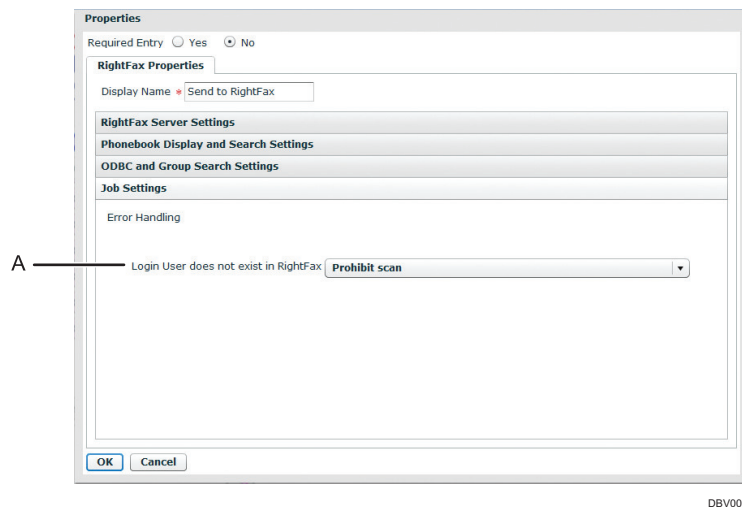
Fig. 12: Job Settings

A. Error Handling(Login User does not exist in RightFax)

Specify how to handle when login user is not in RightFax database.

The following options can be selected:

- Use Proxy User Authentication
  Apply the proxy user information for authentication. If "Enforce Strict Security" is selected, the authentication is possible with the proxy user.
- Enforce delivery (see error on RightFax Server)
  Try to output the job which is created by a login user if the delivery error occurs. The administrator can add the user by checking the error log information.
- Prohibit Scan
  Does not create RightFax delivery job.

Instructions

To specify the RightFax Server Settings / Phonebook Display and Search Settings, proceed as follows:

1. Click [**Home**], and then click the [**Profile**] shortcut.

   The Profile screen displays.

2. Select the desired Group, and then double-click the desired Project.

   The Flow screen displays.

3. Double-click the lower half of a Service.

   The Properties screen displays.

4. Edit the settings as desired.

5. Click [**OK**] to save the settings and return to the Flow Editor screen.

Configuring the MFP Service Screen

The MFP Service screen settings are divided across two screens. Use the radio buttons to access the different settings.

- **MFP Service Screen**

  Use this screen to specify preset options and specify which options are hidden or displayed. The preset options are displayed on the MFP's control panel. For details about which options can be preset or specified as hidden or displayed, see the explanation for each option.

- **MFP Options Screen**

  Use this screen to specify preset options and specify which options are hidden or displayed. For details about each option on the MFP Options Screen, see "Appendix 1: Adding to Phonebook", *User's Guide*.

  All setting items in the MFP Options screen can be preset or specified as hidden or displayed.
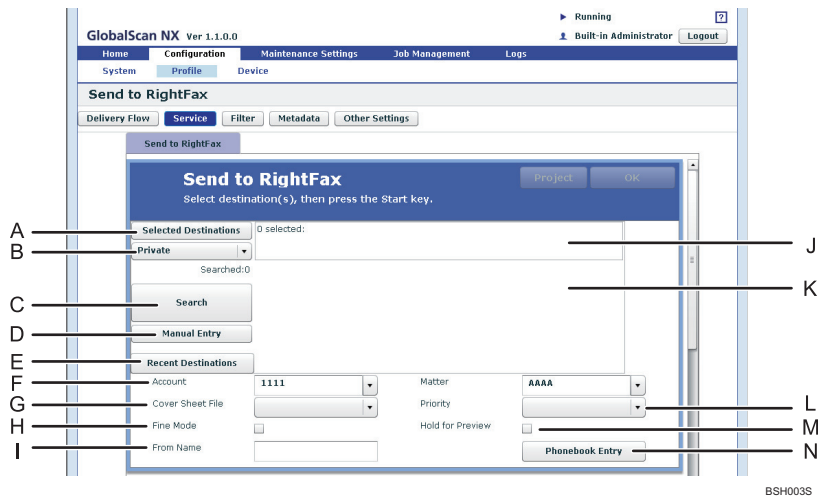
MFP Service Screen Settings Overview

Fig. 13: MFP Service screen

🔽 Note
- Display/hide cannot be specified individually for [**Selected Destinations**], [**Private/Public**], [**Search**], [**Manual Entry**], the "Selected Items" area, the "Searched list" area, or [**Recent Destinations**]. Display/hide can only be specified collectively for these items.

A. Selected Destinations (display/hide only can be set)

Displays a list of currently selected fax destinations.

B. Private/Public (Preset Options and display/hide can be set)

Select [**Private**] or [**Public**] as the Phonebook to search within.

C. Search (display/hide only can be set)

Click this to search the Phonebook.

You can specify display/hide for this option in the Properties screen of the RightFax Service. This screen is also used to set items to be searched for in the Phonebook.

Search keywords can contain up to 256 characters.

🔽 Note
- If you press [**OK**] without entering a keyword, the search will retrieve every address in the Phonebook.

D. Manual Entry (display/hide only can be set)

Click this to manually specify a fax number or e-mail address. The fax number or e-mail address that you enter will then be added to the destination list.

You can set this item to be visible or invisible in the Properties screen of the RightFax Service.

Fax numbers and e-mail addresses can contain up to 256 characters.

E. Recent Destinations (display/hide only can be set)

Displays a list of the ten most recent fax destinations. The list will be displayed in the searched list area.

You can specify display/hide for this option in the Properties screen of the RightFax Service.

Recent Destinations information is saved in the following folder: "*SGNX-installed folder***data\plugins\@RightFaxPlugin**recent*user name"*. If necessary, this file can be manually deleted or relocated.

🔽 Note
- Recent destinations are stored for each User ID.

F. Account, Matter (Preset Options and display/hide can be set)

Specify (or enter) a billing code based on your login credentials. Matter is determined by the settings made for Account, and is only enabled after Account is specified.

The availability of this setting depends on the configuration of the RightFax Server.

The setting name of Account and Matter is depends on the configuration of the RightFax Server.

The default value is determined by a combination of user permissions settings configured on the RightFax server, and the preset option settings configured using AdminTool. For details, see "Appendix 2: About Default Values".

⬇ Note
• For details about RightFax Server settings, see RightFax manuals.

G. Cover Sheet File (Preset Options and display/hide can be set)

Select the cover sheet file used for sent faxes.

The availability of fax cover sheets depends on the configuration of the RightFax Server.

The default value is determined by a combination of user permissions settings configured on the RightFax server, and the preset option settings configured using AdminTool. For details, see "Appendix 2: About Default Values".

⬇ Note
• For details about RightFax Server settings, see RightFax manuals.

• An application that supports the format of the cover sheet file you are using must be installed on the RightFax server.

H. Fine Mode (Preset Options and display/hide can be set)

Use this to enable or disable Fine Mode.

Fine Mode supports 200 x 200 dpi. Deselecting this option enables Standard resolution at 100 x 100 dpi.

I. From Name (Preset Options and display/hide can be set)

Specify the sender's name that will be printed on the fax cover sheet.

If a preset value has been specified, that value will be displayed.

If no preset value has been specified, the "From Name" value configured on the RightFax server is displayed instead. If no preset value has been configured on the RightFax server, the User ID will be displayed.

The From Name can contain up to 59 characters.

J. Selected items area (Preset Options and display/hide can be set)

Displays the number of selected addresses, along with addresses that have been entered/selected.

K. Searched list area (display/hide only can be set)

Displays the entries retrieved by the search as a list of buttons. To select a destination, the user simply has to click the corresponding button.

Specify the Phonebook items that are displayed as search results on the Properties screen of the RightFax service.

The maximum numbers of destinations that can be displayed in the Searched list area are as follows:

• MFP display panel: 100 destinations
• AdminTool (MFP Service screen): 50 destinations

⬇ Note
• The group address in the Phonebook will not be displayed.

L. Priority (Preset Options and display/hide can be set)

Select a priority among the three options; "Low", "Normal", and "High".

The "High" option is dependent on the RightFax server settings. For details, see RightFax manuals.

The default value is determined by a combination of user permissions settings configured on the RightFax server, and the preset option settings configured using AdminTool. For details, see "Appendix 2: About Default Values".

M. Hold for Preview (Preset Options and display/hide can be set)

Use this to specify whether or not to apply Hold for Preview.

N. Phonebook Entry (Preset Options and display/hide can be set)

Press this button to display Options Screen. For details about the Options Screen, see "Appendix 1: Adding to Phonebook", *User's Guide*.

MFP Service Screen Settings Instructions

1. Click [**Home**], and then click the [**Profile**] shortcut.

   Profile screen displays.

2. Select the desired Group, and then double-click the desired Project.

   The Flow screen displays.

3. Click [**Service**].

4. Edit the Service screen settings as desired.

5. Click [**OK**] to save the settings and return to the Flow Editor screen.

Configuring the MFP Filter Screen

Use this screen to specify the preset options for fax transmission and specify which options are displayed or hidden.
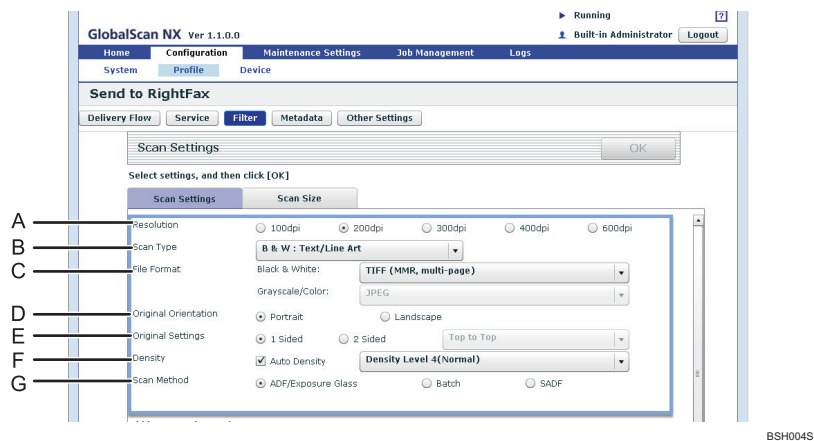
MFP Filter Screen Overview

Fig. 14: MFP Service screen

A. Resolution

Specify the default resolution to display as the default on the MFP display panel.

   ⬇ Note

   • Specify 200dpi for most applications. The higher the resolution, the sharper the image. The higher the resolution, the larger the file size, so care should be taken when you specify resolution.

B. Scan Type

Specify the Scan Type to display on the MFP display panel

   ⬇ Note

   • Within the Scan Type properties, if you deselect all Black & White format check boxes, the Black & White File Format drop-down may still display Black & White settings on both the AdminTool and MFP display panel. This scenario also applies if you deselect all Color format check boxes. In that case, the Grayscale/Color File Format drop-down may still display Grayscale/ Color settings on both the AdminTool and MFP display panel. To correct the above scenarios, it is suggested that you first select the [**Scan Type**] settings, either all Black & White check boxes or all Grayscale/Color check box, and then the associated File Formats will automatically populate the associated drop-down.

C. File Format

GlobalScan NX supports a variety of file formats, so to simplify the [**Black & White:**] and [**Grayscale/Color:**] dropdown lists, the default formats have been separated into visible and invisible groups. If you wish to add an invisible format to the visible list, double-click on the file format line, for example Black & White. The available settings display. To select/deselect a format, check/uncheck the associated box. Selected formats will automatically appear in the dropdown list within the Scan Settings screen in both the AdminTool and MFP display panel.

D. Original Orientation

When using the ADF, specify the document orientation.

E. Original Settings

Select the type of original.

When using the ADF, this setting ensures accurate image capture and later viewing of the scanned file.

F. Density

Selecting [**Auto Density**] corrects scanning density to improve resolution of paper types such as non-white paper like newspaper or transparent originals.

To adjust image density, select the following Density Levels from the drop-down list. Selected items display on the MFP display panel.

G. Scan Method

Specify the default Scan Method, or how the user will scan the original on the MFP. If you wish to limit selections, double-click on [**Scan Method**].

⬇ Note

• For more details about Scan Settings, see *GSNX Administrator's Guide*.

MFP Filter Screen Instructions

1. Click [**Home**], and then click the [**Profile**] shortcut.

   Profile screen displays.

2. Select the desired Group, and then double-click the desired Project.

   The Flow screen displays.

3. Click [**Filter**].

4. Edit the Filter screen settings as desired.

5. Click [**OK**] to save the settings and return to the Flow Editor screen.

Appendix 1: Confirming Job Status

★ Important

• **The status of jobs sent to RightFax can be checked using the RightFax utility only. Use the following procedure to check the status of jobs sent to RightFax.**

1. Open the FaxUtil and login.

2. Select your account from the account list.

3. Select [**All**].

4. Check the status of the job you have sent.

⬇ Note

If two or more destinations are specified for sending the original, the RightFax server generates a separate job for each of the destinations. In the same way, FaxUtil also generates separate job status information for each destination. If you are sending the original to two or more destinations, check the job status information for each destination.

Appendix 2: About Default Values

Among settings that can be configured on the MFP Service screen, any preset option settings for [**Account**], [**Matter**], [**Cover Sheet File**], or [**Priority**] that were configured using GSNX AdminTool will not be displayed as default values on the MFP's control panel. The default values for those settings are determined by a combination of related settings configured on the RightFax server and the preset option settings configured using AdminTool.

Example default values for [**Account**] and [**Matter**]:
The default values displayed on the MFP control panel vary for these settings, depending on the combination of user permissions and the default values configured on the RightFax server.

Relative Settings				Result				
RightFax server			GSNX	MFP's control panel				
Permissions		Default Billing Codes	Preset for Billing Code 1	Account		Matter		Default Settings
Disallow Billing Code Lookup	Disallow Editing of Billing Codes			State	Displayed List	State	Displayed List	
Allowed (not checked)	Allowed (not checked)	Set	Set	Editable	Specified list and "(blank)"	Editable	Specified list (depends on billing code 1 selection)	GSNX preset
			Note set (blank)					GSNX preset (blank)
		Not set (blank)	Set					GSNX preset
			Note set (blank)					GSNX preset (blank)
	Disallowed (checked)	Set	Set	Disable	Listed only default setting	Disable	Listed only default setting	RightFax server default
			Note set (blank)					RightFax server default
		Not set (blank)	Set					RightFax server default (blank)
			Note set (blank)					RightFax server default (blank)
Disallowed (checked)	Allowed (not checked)	Set	Set	Editable	GSNX preset, RightFax server default, and "(blank)"	Editable	GSNX preset and RightFax server default	GSNX preset
			Note set (blank)					GSNX preset (blank)
		Not set (blank)	Set					GSNX preset
			Note set (blank)					GSNX preset (blank)
	Disallowed (checked)	Set	Set	Disable	Listed only default setting	Disable	Listed only default setting	RightFax server default
			Note set (blank)					RightFax server default
		Not set (blank)	Set					RightFax server default (blank)
			Note set (blank)					RightFax server default (blank)

Appendix 3: Troubleshooting

GSNX SDK application connects to RightFax Server via GSNX Server during user operation. If there is any network or configuration error, the user's operation is interrupted with the "Failed to switch screens" error. The following table shows the possible causes.

🔽 Note

The detailed messages in ***bold italic*** are logged only for GSNX v2.1.0.0 or later.

System Log	Possible Cause and Solution
RightFaxPluginJNI#getServerInfo was failed:fail:Invoke ***(The user or object does not exist.)***:80020009	The user specified in the plug-in for authentication does not exist. Input the correct user ID registered with the RightFax server.
RightFaxPluginJNI#getServerInfo was failed:fail:Invoke ***(The password is incorrect.)***:80020009	The password for the user input in the plug-in is incorrect. Input the correct password for the target RightFax user.
RightFaxPluginJNI#addPhoneEntry was failed:fail:Invoke ***(An entry already exists with that ID.)***:80020009	GSNX tried to add a user to the RightFax address book who has already been registered.
RightFaxPluginJNI#getServerInfo was failed:fail:Invoke ***(The RPC server is unavailable.)***:80020009	The RPC connection has failed. This is likely to occur when the RightFax server address is incorrect or a network problem causes GSNX/SLNX timeout. Increase GSNX plug-in timeout as necessary.
RightFaxPluginJNI#getServerInfo was failed:fail:CLSIDFromProgID,800401f3 fail:***CreateComDispatch,800401f3***	The COM connection to the RightFax Server failed. The FaxUtil tool may not be installed on the GSNX Server. Install FaxUtil on the GSNX Server.
the login user is not an [**NT integrated**] user on the rightfax server	The user configured for authentication in the Right Fax plug-in does not have the correct settings on the RightFax Server. • On the RightFax Server (Enterprise Fax Manager), GSNX's Login Users and Proxy Users require different settings. Set the User ID's "Use Integrated Windows NT Security?" appropriately: • If the RightFax Plug-in is set to "Login User", check (On). • If the RightFax Plug-in is set to "Proxy User", unchecked (Off).