



Version 9.4
Connector for SAP Guide

v. 1.0
August 22, 2008

Edition

Information in this document applies to version 9.4 of the RightFax Connector for SAP Guide.

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Chapter 1

Overview and Installation

The mysap.com certified RightFax Connector for SAP™ is a supplement to the RightFax server that lets you integrate your organization's RightFax network fax system with SAP business systems integration software versions 4.6c and higher. With the RightFax Connector for SAP you can:

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

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

The RightFax Connector for SAP supports the following SAP versions:

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

How the Connector for SAP Works

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

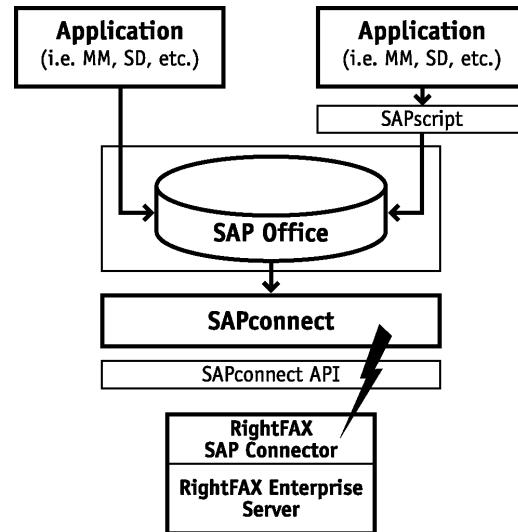
The connector software is installed on the RightFax server only and is run as a service. No software installation to SAP clients is necessary. You must have a RightFax Enterprise or Satellite server version 9.4 or greater to install the connector.

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 directly from via remote function call (RFC) technology (described in the following section). SAPconnect manages the sending and receiving of fax messages as well as status notifications. The following diagram illustrates the architecture of information flow between RightFax and SAP.

Figure 1.1 Information Flow between RightFax and SAP



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

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

Remote function call model

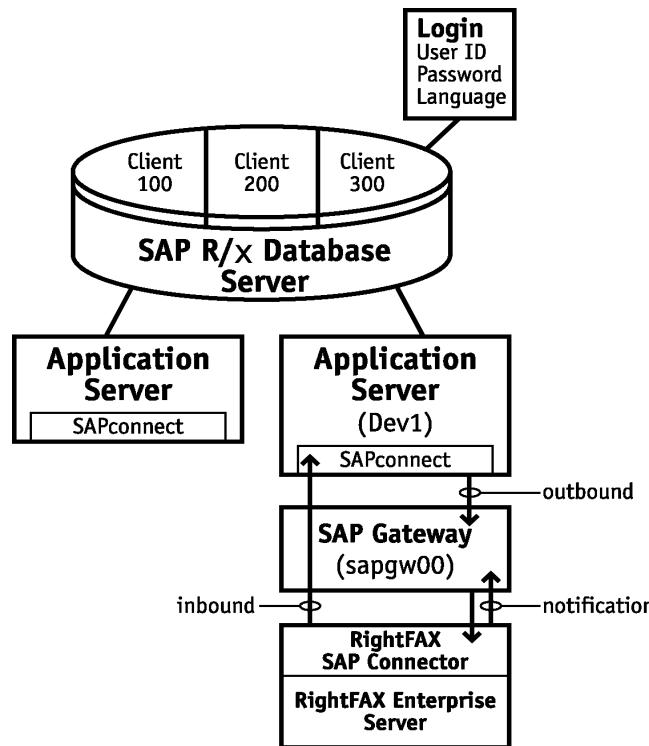
The RightFax Connector for SAP communicates with the SAP system via remote function calls (RFCs). RFCs use information gathered during installation and stored in the SAPrfc.ini file on the fax server (see [Appendix A, “Files Installed by the Connector”](#)) to serve as a communication link between RightFax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

Information necessary for inbound and outbound faxing includes:

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

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

Figure 1.2 How RFCs Pass Data



Activating the Connector for SAP on the RightFax server

The files required by the Connector for SAP are installed on all RightFax servers during the server installation. However, the Connector for SAP must be licensed and activated before its functionality will be enabled. To use the Connector for SAP no installation on individual client computers is required.

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

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

Configuring the Connector for SAP

You must configure the connector for SAP to communicate with your SAP client computers.

Installing the Connector for SAP

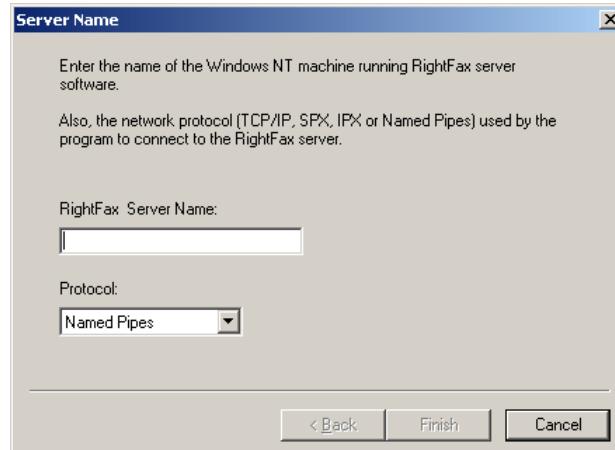
The RightFax Connector for SAP is installed on your RightFax server and is run as a service.

Installing the Connector for SAP requires the following steps:

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

Open the RightFax SAP Gateway program from Windows Control Panel on the RightFax server. The SAP configuration wizard opens.

Figure 1.3 The SAP configuration wizard



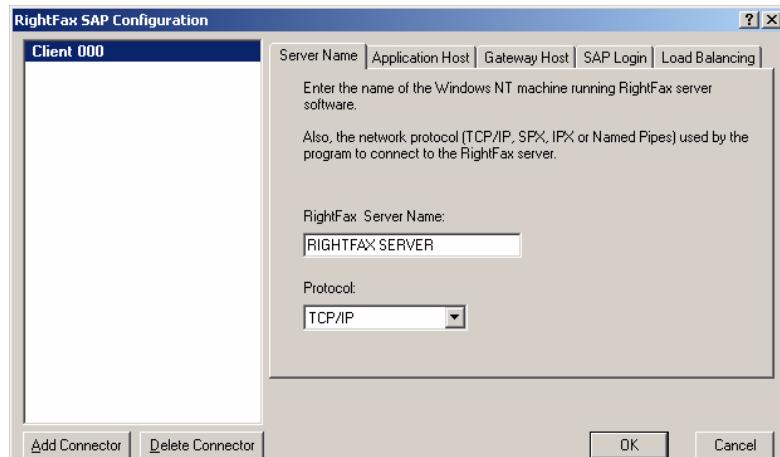
1. Enter the name of the fax server that the SAP client will use to send and receive fax messages.
2. Select the network protocol that is used for communication between the RightFax server and SAP client. Click **Next**.
3. Enter the name of the computer running the SAP application software (This is usually the computer name of the SAP server) and the SAP system number that the application server falls under. Click **Next**.
4. Enter the name of the computer running the SAP Gateway host program (This is usually the computer name of the SAP server) and the name of the SAP Gateway service through which the connector will communicate. Click **Next**.
5. Enter an SAP user account name and password that the connector can use to log on to the SAP system.

6. Enter the SAP system number of the SAP client where the user specified in the User ID box is located and the description of the SAP system where the user specified in the User ID box is located.
7. Select the language to use for the user specified in the User ID box. Click **Next**.
8. Select the check box to enable the load-balancing features of the SAP Message server (optional).
9. Enter the name of the SAP Message Server, the name of the SAP system where the Message server resides and (if required) a group name. Click **Finish**. The RightFax SAP Configuration Control Panel opens (shown below).
10. Click **OK** to create the new gateway service.

Connecting Multiple SAP Clients

The RightFax Connector for SAP allows you to connect up to 15 SAP clients to the RightFax server. To add additional SAP clients, run the RightFax SAP Gateway Control Panel on the RightFax server. This opens the **SAP Configuration** dialog box.

Figure 1.4 .The RightFax SAP Configuration Control Panel



Click **Add Connector** and complete the configuration dialog boxes according to the instructions for installing the RightFax Connector for SAP ([page 7](#)).

You can easily disconnect an SAP client from the connector by clicking the SAP client name in the the **SAP Configuration** dialog box and clicking **Delete Connector**. A dialog box will prompt you to confirm that you want to disconnect the SAP client.

■ ■ ■

Chapter 2

Configuring a SAP Version 4.6c and 4.7 System

After the RightFax SAP connector has been installed on the RightFax server, you must configure SAP to properly communicate with the connector. The instructions in this chapter help you configure an SAP version 4.6c and 4.7 system.

The following procedures are required to configure SAP version 4.6c and 4.7 for use with RightFax:

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

Each of these procedures is described in this chapter.

Create a New System User

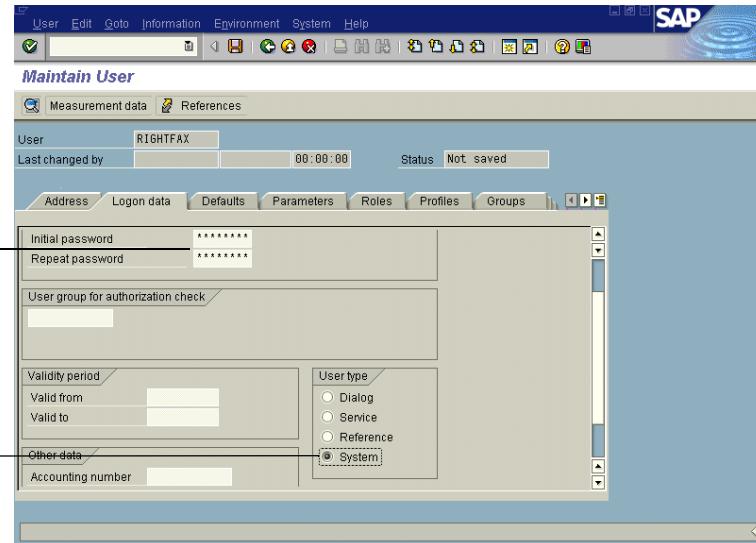
This step creates a new user account with the level of control needed by the fax server when communicating with the SAP system.

To create a new system user

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

5. Click the Logon Data tab.

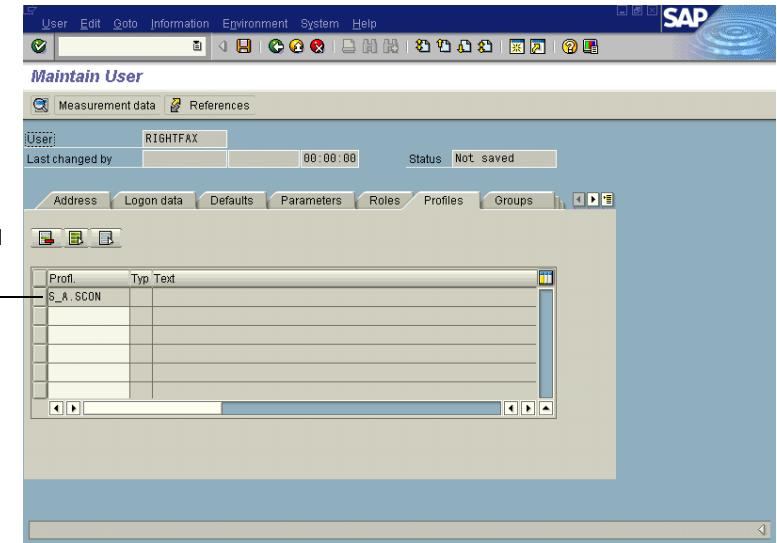
Figure 2.1 Completing the Logon Data Tab



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

7. Click the Profiles tab.

Figure 2.2 Assigning the S_A.SCON User Profile



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

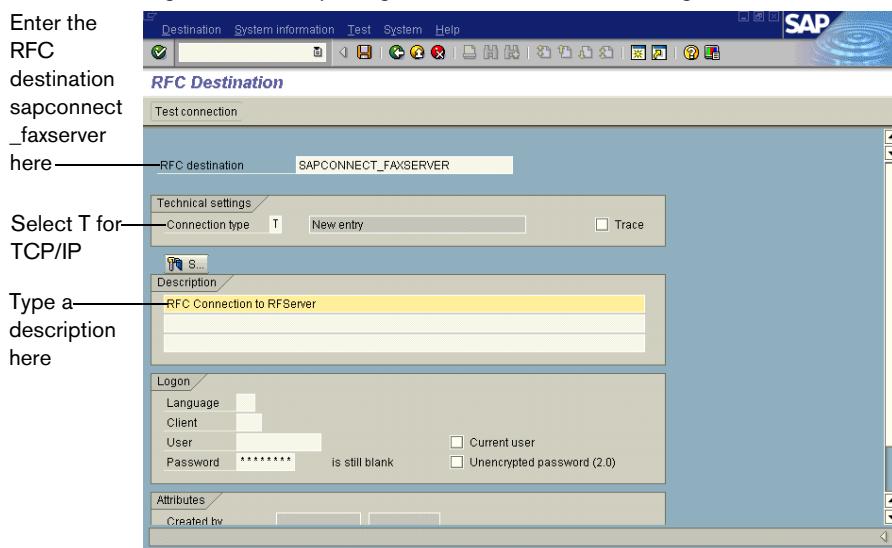
Create an RFC Destination

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

To create an RFC destination

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

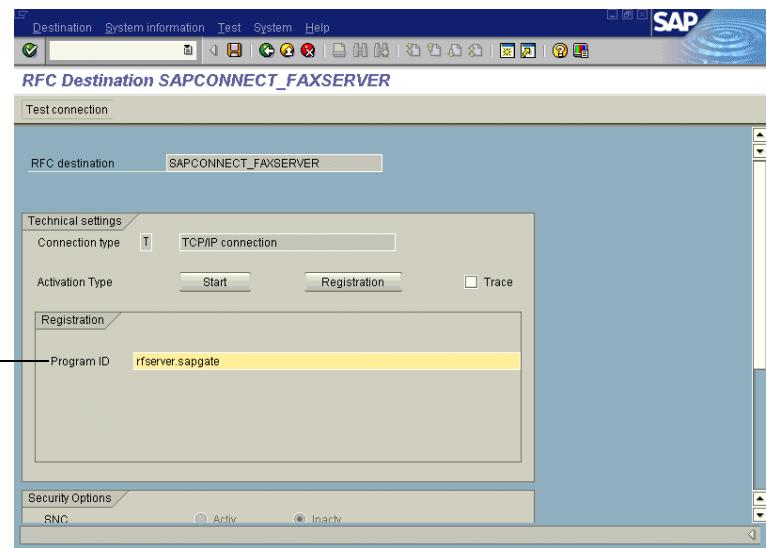
Figure 2.3 Completing the RFC Destination Dialog Box



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

- Click **Enter** (green checkmark). This opens the **RFC Destination** dialog box for SAPCONNECT_FAXSERVER.

Figure 2.4 Completing the RFC Destination Dialog Box



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

Note This box must match the exact spelling and case found in the SAPRFC.INI file on the RightFax server. If not, the connector will not be able to communicate with SAP. For a description and example of the SAPRFC.INI file, see [Appendix A, "Files Installed by the Connector"](#).

- Under the **Gateway Options** tab enter the gateway host and gateway service names of the SAP gateway that the connector will be talking to.

Figure 2.5 Entering the Gateway Host and Gateway Service Names



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

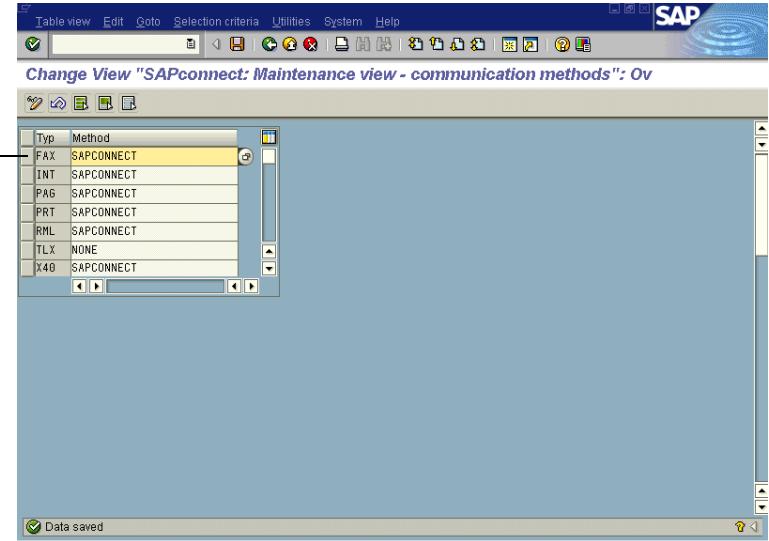
SAPconnect Configuration

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

To configure SAPconnect

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

Figure 2.6 Setting the Fax Type Method



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

Create a New SAPconnect Node

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

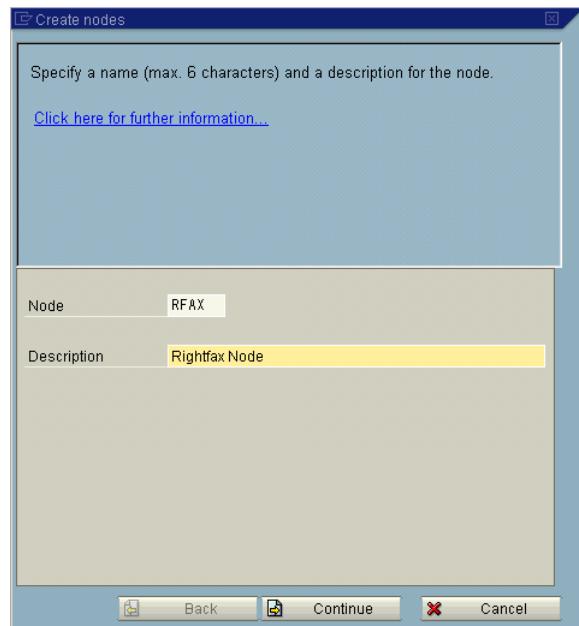
To create the new SAPconnect node

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



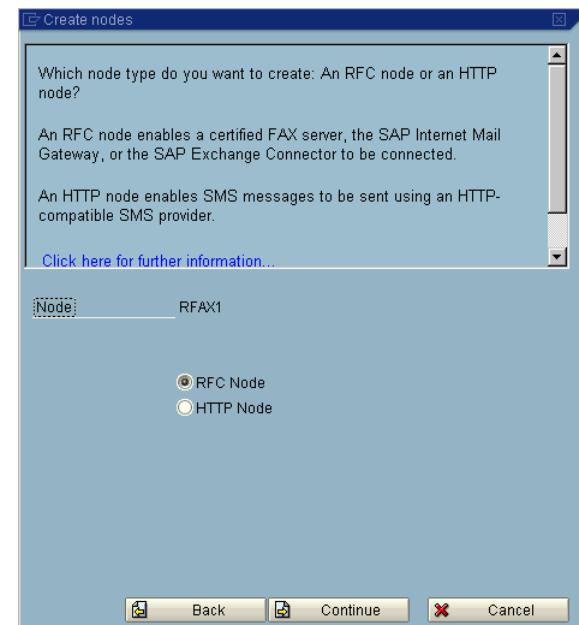
Note The options displayed in the **Create nodes** dialog box will change each time you click **Continue**.

Figure 2.7 The Create Nodes Dialog Box

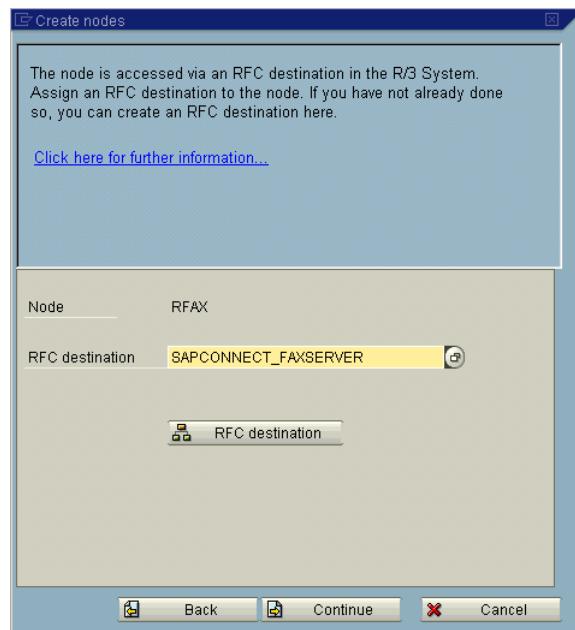


- Type a name for the new SAPconnect node in the **Node** box, and then type a description in the **Description** box.

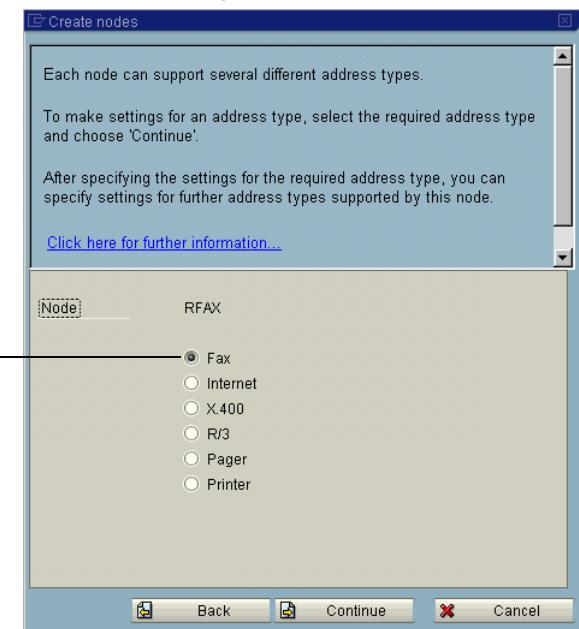
- Enable the RFC Node option. Click **Continue**.



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



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



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

Figure 2.8 Assigning the Node's Address Area

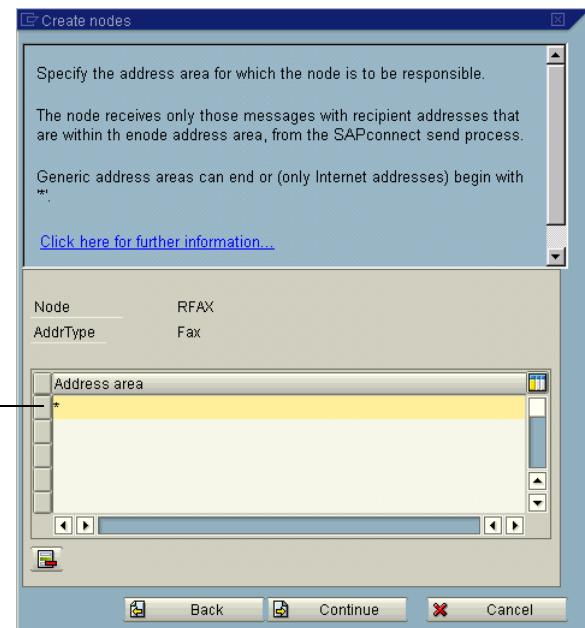
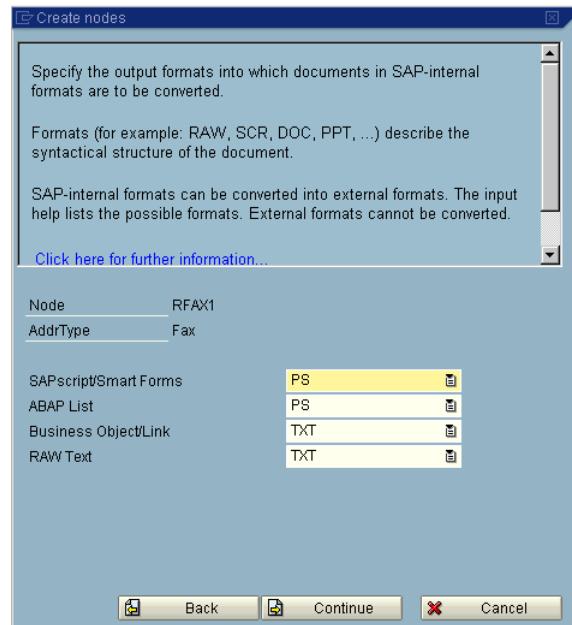


Figure 2.9 Assigning Supported Document Types

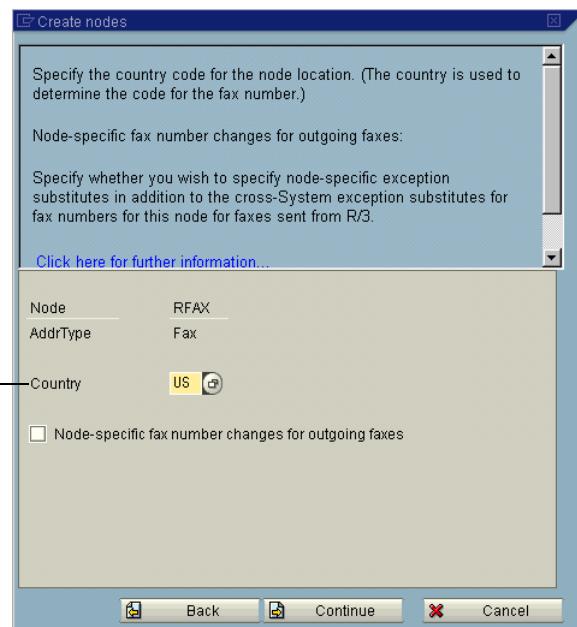


- The screen above allows you to specify output format of converted SAP data. Use the drop-down arrows located in each row to select a file format to be converted. Only the document types specified here will be passed to the RightFax server. If a user attaches a document type not included on this list, 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 will return an error message to the user indicating that the fax could not be sent.

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

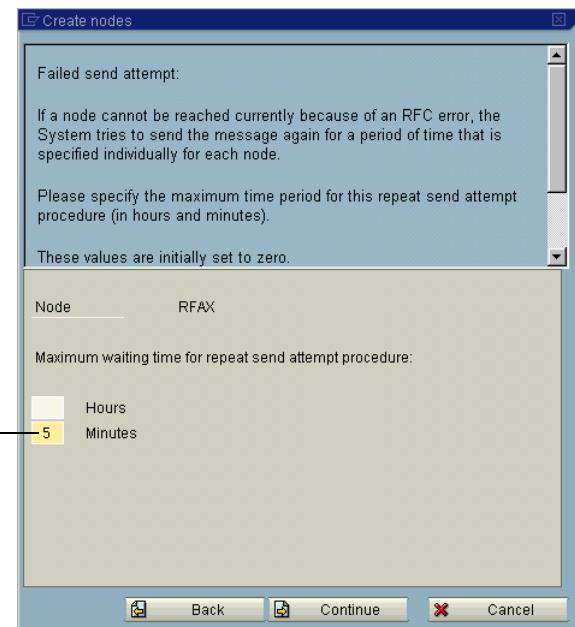
8. In the **Country** box, enter the country code of the node's location. Click **Continue**.

Figure 2.10 Setting the Node's Country Code



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

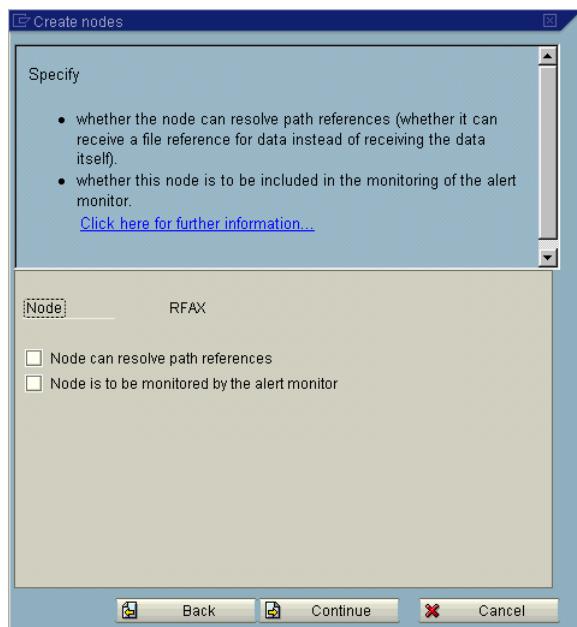
Figure 2.11 Setting the Maximum Time for Re-send Attempts



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

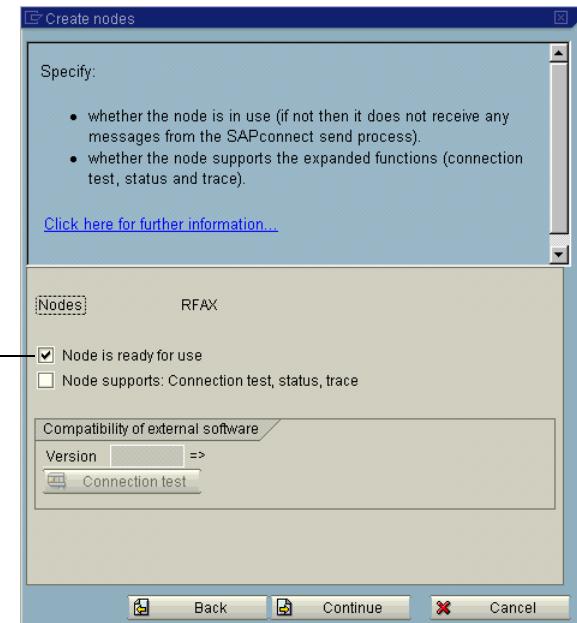
11. Click **Continue**. This displays two additional node options.

Figure 2.12 Additional Node Options



13. Click **Continue**. This displays the final set of options on this dialog box.

Figure 2.13 Completing the Node Configuration



12. Set these options according to your SAP system configuration.

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

Schedule a SAPconnect Background Send Process

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

To schedule the background send process

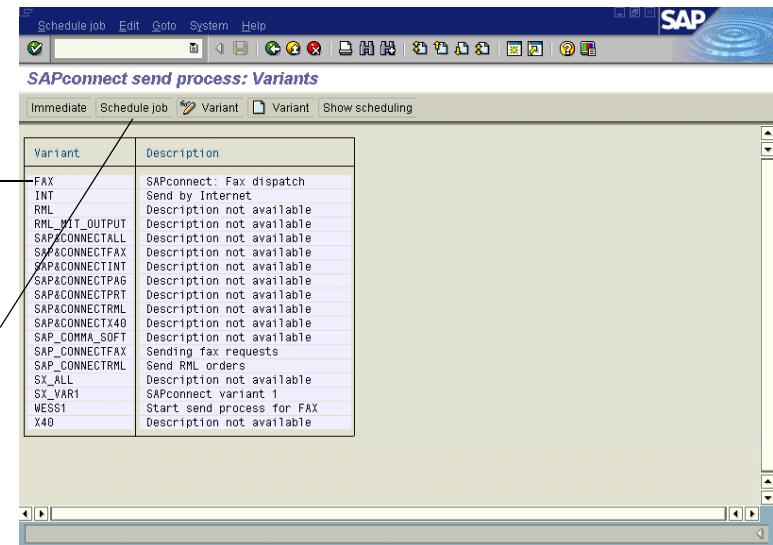
1. From the main menu execute SAP transaction SCOT and select **Jobs** from the **View** menu.
2. Select **Create** from the **Jobs** menu. This opens the **Schedule send process** dialog box.

Figure 2.14 Naming the New Send Process



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

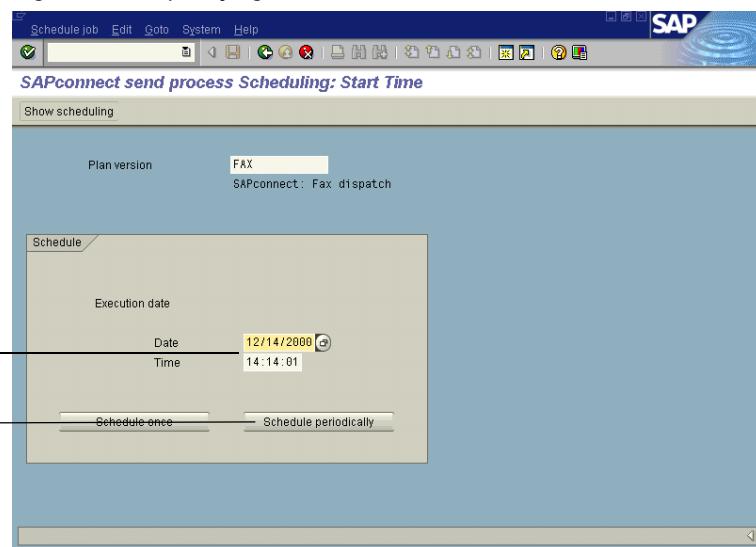
Figure 2.15 Selecting the FAX Variant



4. Click **FAX** in the **Variant** column.

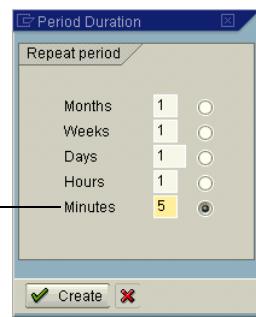
- Click **Schedule job**. This opens the **Start Time** dialog box.

Figure 2.16 Specifying the Date and Time for the First Send Process



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

Figure 2.17 Setting the Period Duration



- Click **Minutes**, and set the number of minutes to 5.
- Click **Create**. The duration will be saved automatically.

Note Although RightFax recommends setting the period duration to five minutes, you can adjust this setting as necessary for batch faxing or fax scheduling. For more information on batch faxing, see "Batch Faxing" on page 67.

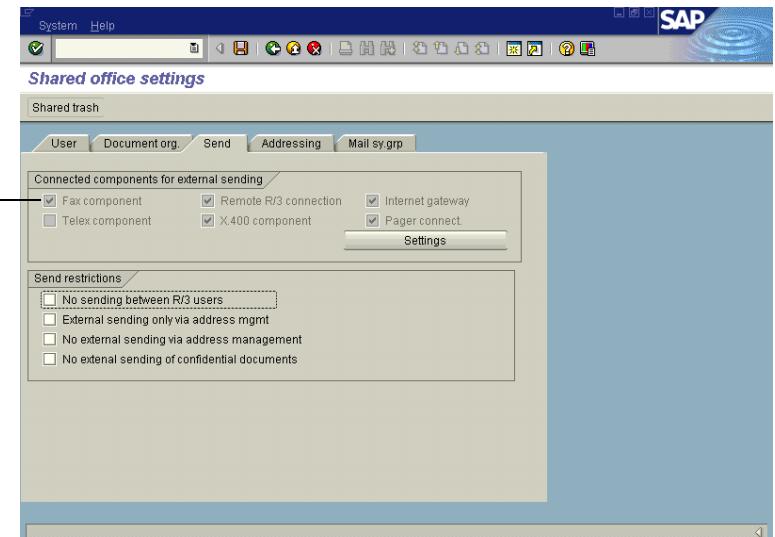
Ensure That the Fax Component is Activated

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

To ensure that the Fax component is activated

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

Figure 2.18 The Shared Office Settings Dialog Box



2. On the **Send** tab, make sure that the **Fax component** check box is selected.
3. Click **Enter** (✓). Complete the **Change Request** dialog box if it appears.

Assign a Fax Number to Each SAP User

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

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

To associate the SAP fax number with the user in RightFax, edit the user information in Enterprise Fax Manager. For instructions, see “[Routing Received Faxes into SAPoffice](#)” on page 53.



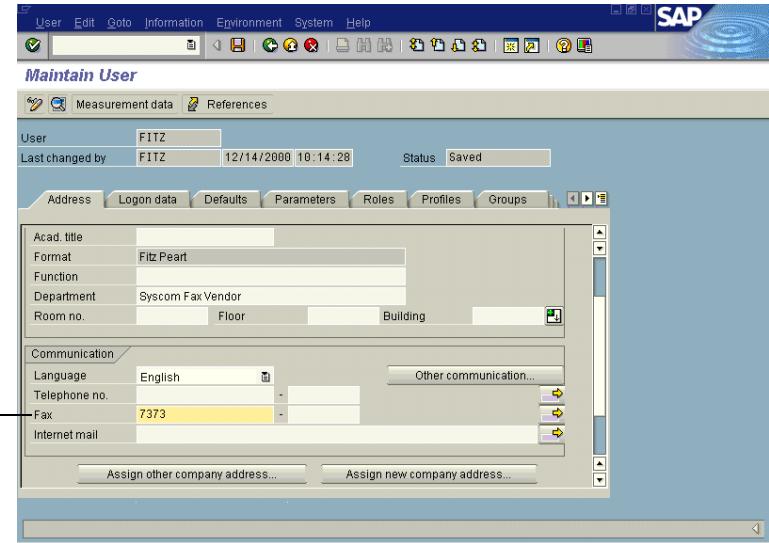
Note *Fax status notifications back to SAP users do not use the SAP fax number to identify the user. These notifications will be sent to the correct user regardless of whether the user has a unique fax number in SAP.*

2. On the **Send** tab, make sure that the **Fax component** check box is selected.
3. Click **Enter** (✓). Complete the **Change Request** dialog box if it appears.

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

1. From the main menu execute SAP transaction SU01. This opens the **Maintain User** dialog box.
2. Select a user to edit, and then select **Change** from the **User** menu.

Figure 2.19 Adding a Fax Number to a User Record



2. On the **Send** tab, make sure that the **Fax component** check box is selected.
3. Click **Enter** (✓). Complete the **Change Request** dialog box if it appears.

Assign a Fax Number to Each SAP User

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

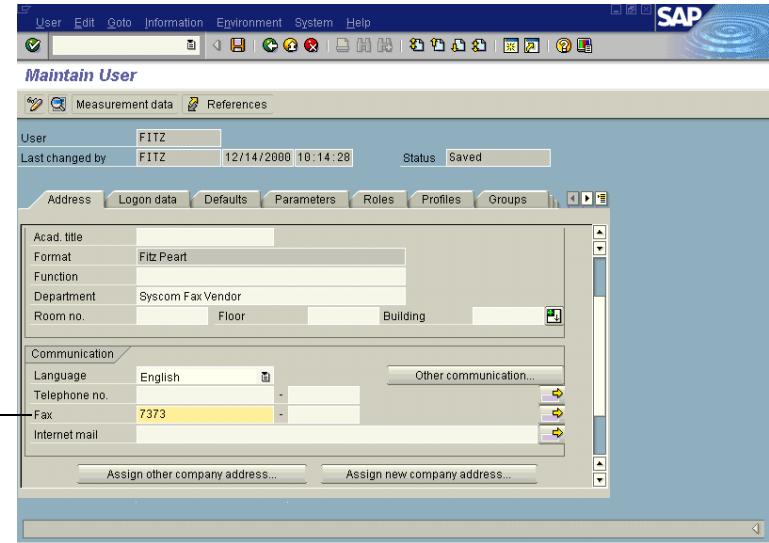
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Note *Fax status notifications back to SAP users do not use the SAP fax number to identify the user. These notifications will be sent to the correct user regardless of whether the user has a unique fax number in SAP.*

2. On the **Send** tab, make sure that the **Fax component** check box is selected.
3. Click **Enter** (✓). Complete the **Change Request** dialog box if it appears.

Figure 2.19 Adding a Fax Number to a User Record



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

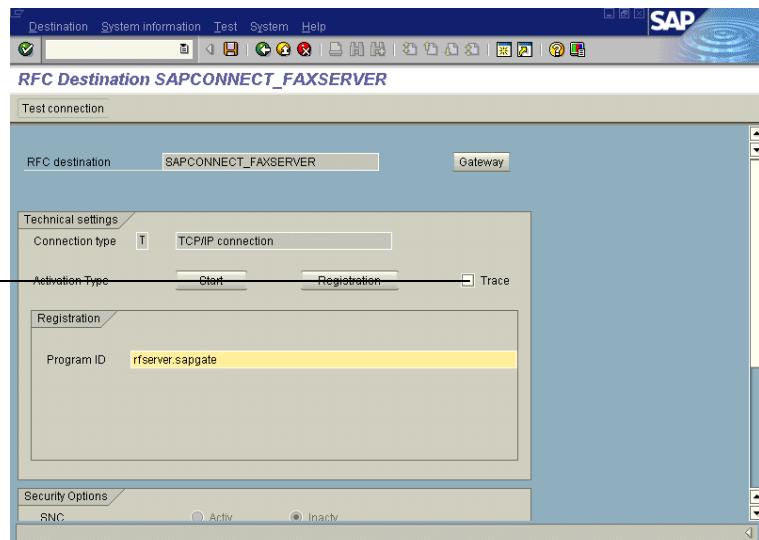
Testing the Connection in SAP

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

To test the fax connection

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

Figure 2.20 Testing the Connection



4. Make sure that the **Trace** option is *not* checked.



Warning Testing the connection with the **Trace** option enabled will cause an error in the SAP connector on the RightFax server and launch the Dr. Watson application. For more information on the cause of this error, refer to SAP tech note 308827.

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

▪ ▪ ▪

Chapter 3

Configuring a SAP ECC 5.0 System

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

The following procedures are required to configure SAP ECC version 5.0 for use with RightFax:

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

Each of these procedures is described in this chapter.

Create a New System User

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

To create a new system user

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

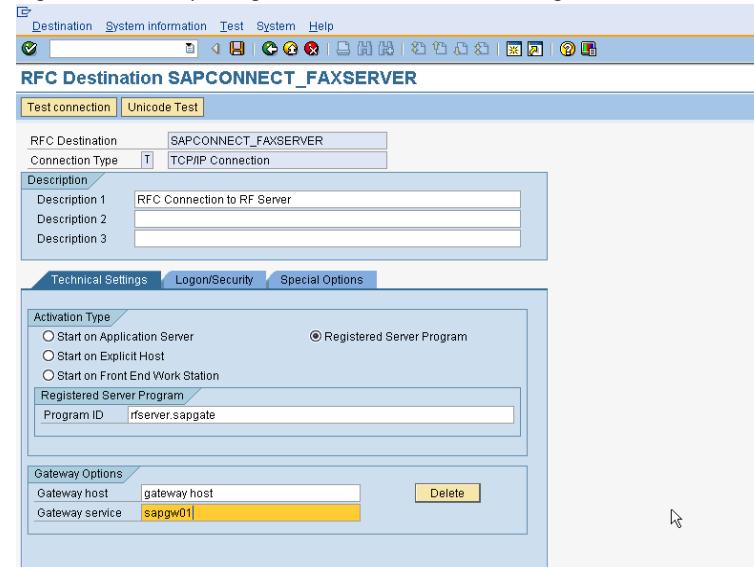
Create an RFC Destination

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

To create an RFC destination

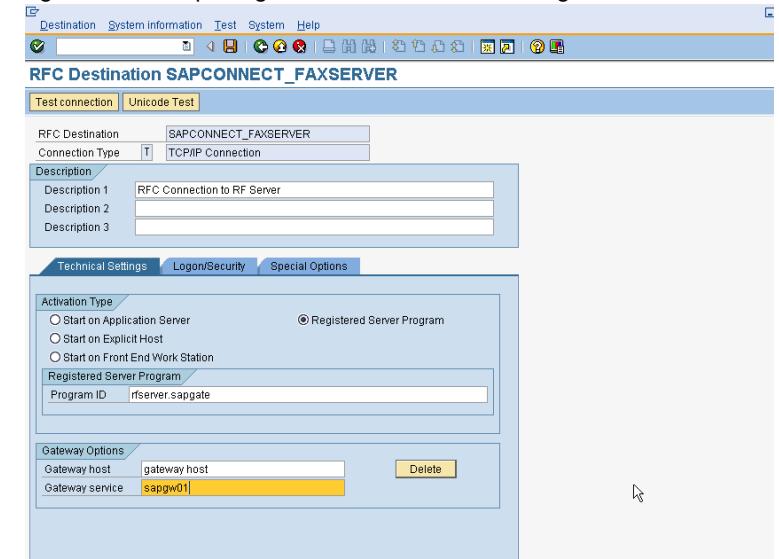
- From the main menu execute SAP transaction SM59, and then click **Create** to open the **RFC Destination** dialog box.

Figure 3.1 Completing the RFC Destination Dialog Box



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

Figure 3.2 Completing the RFC Destination Dialog Box



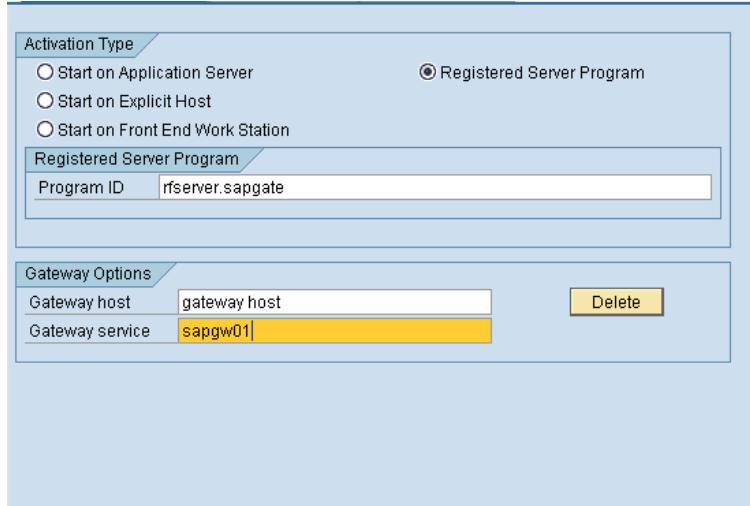
- In the **Program ID** box, enter the value defined for the PROGID parameter in the SAPRFC.INI file on the fax server. In most cases, this will be the Windows NT name of your RightFax server followed by a period and then "sapgate." For example, "rfserver.sapgate."



Note This box must match the exact spelling and case found in the SAPRFC.INI file on the RightFax server. If not, the connector will not be able to communicate with SAP. For a description and example of the SAPRFC.INI file, see [Appendix A, "Files Installed by the Connector"](#).

- Under the **Gateway Options** enter the gateway host and gateway service names of the SAP gateway that the connector will be talking to.

Figure 3.3 Entering the Gateway Host and Gateway Service Names



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

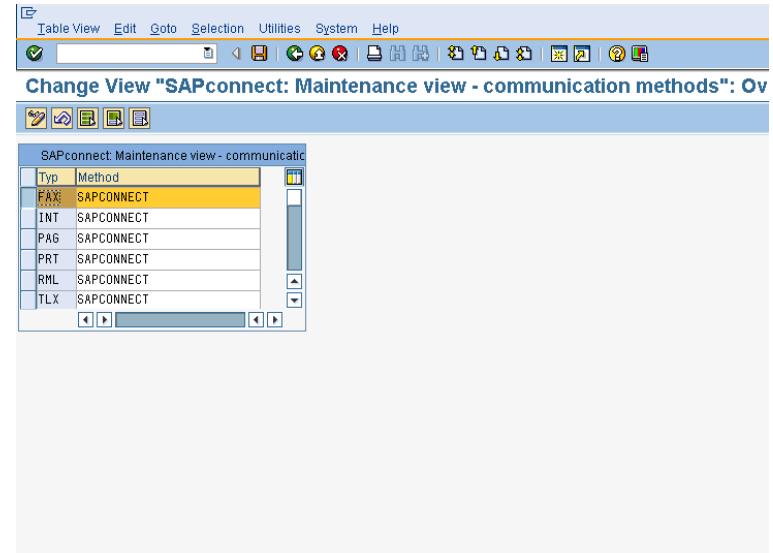
SAPconnect Configuration

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

To configure SAPconnect

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

Figure 3.4 Setting the Fax Type Method



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

Create a New SAPconnect Node

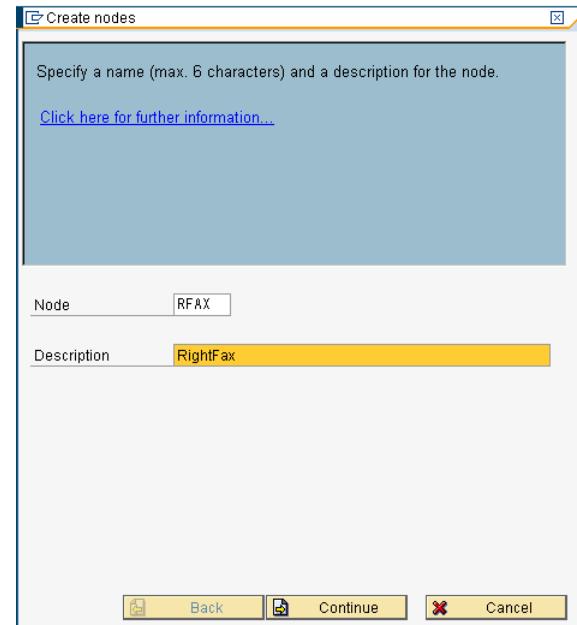
This step creates and configures the SAPconnect node that will serve as the link between the SAP and RightFax servers.

To create the new SAPconnect node

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

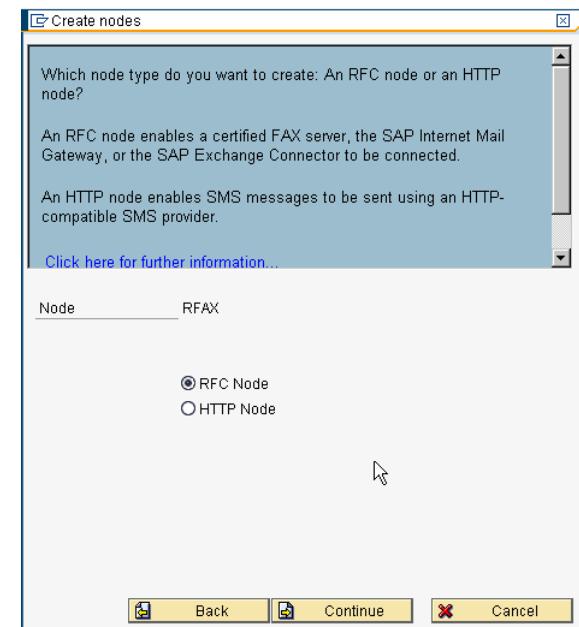
Note *The options displayed in the **Create nodes** dialog box will change each time you click **Continue**.*

Figure 3.5 The Create Nodes Dialog Box

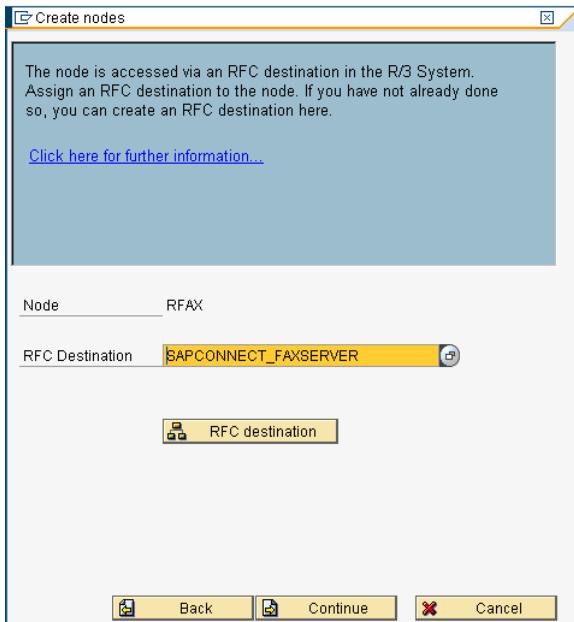


- Type a name for the new SAPconnect node in the **Node** box, and then type a description in the **Description** box. Click **Continue**.

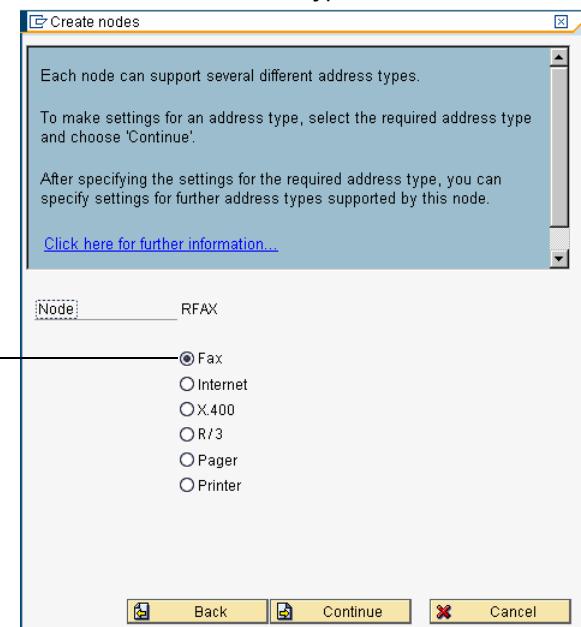
- Place a bullet in the **RFC Node** option. Click **Continue**.



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



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



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

When you have entered all the address areas to service, click **Continue**.

Figure 3.6 Assigning the Node's Address Area

The screenshot shows the 'Create nodes' dialog box. In the top left, there is a note: 'To support all address areas, type an asterisk here'. Below this, the 'Address area' field is highlighted with a yellow background. The 'Node' field is set to 'RFAX' and the 'AddrType' field is set to 'Fax'. At the bottom of the dialog are buttons for 'Back', 'Continue', and 'Cancel'.

- When you have entered all the address areas to service, click **Continue**.

- The window shown below allows you to specify output format of converted SAP data. Use the drop-down arrows located in each row to select a file format to be converted. Only the document types specified here will be passed to the RightFax server. 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 will return an error message to the user indicating that the fax could not be sent.

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

Figure 3.7 Assigning Supported Document Types

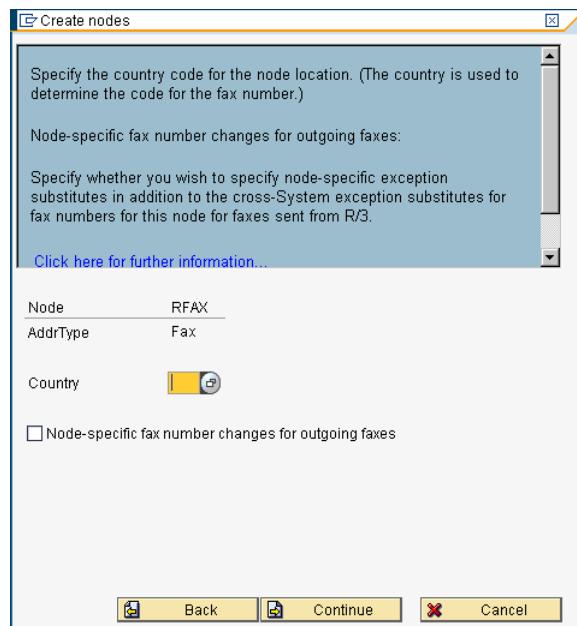
The screenshot shows the 'Create nodes' dialog box. The 'Address area' field is highlighted with a yellow background. The 'Node' field is set to 'RFAX' and the 'AddrType' field is set to 'Fax'. On the right side, there is a table for selecting document types:

SAPscript/Smart Forms	PS
ABAP List	PS
Business Object/Link	TXT
RAW Text	TXT

At the bottom of the dialog are buttons for 'Back', 'Continue', and 'Cancel'.

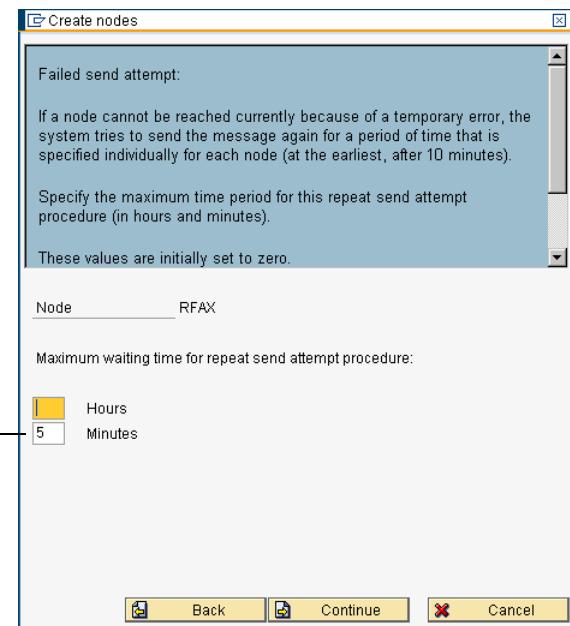
9. In the **Country** box, enter the country code of the node's location. When you are prompted to set further address types, select the **N** option and click **Continue**.

Figure 3.8 Setting the Node's Country Code.



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

Figure 3.9 Setting the Maximum Time for Re-send Attempts

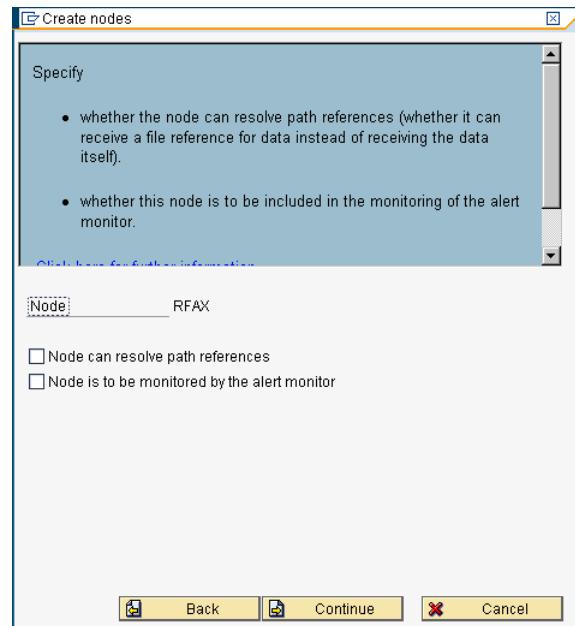


Enter your
country
code here >

Enter an
appropriate
length of
time to
reattempt
failed send
attempts

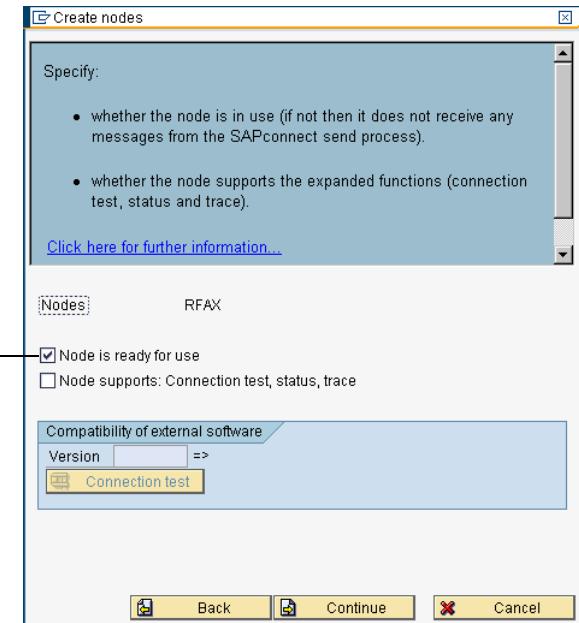
- 11.** Set the options in the next two dialogs according to your SAP system configuration. Click **Continue**.

Figure 3.10 Additional Node Options



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

Figure 3.11 Completing the Node Configuration



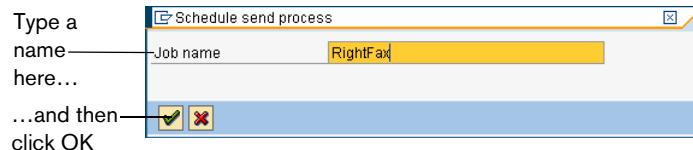
Schedule a SAPconnect Background Send Process

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

To schedule the background send process

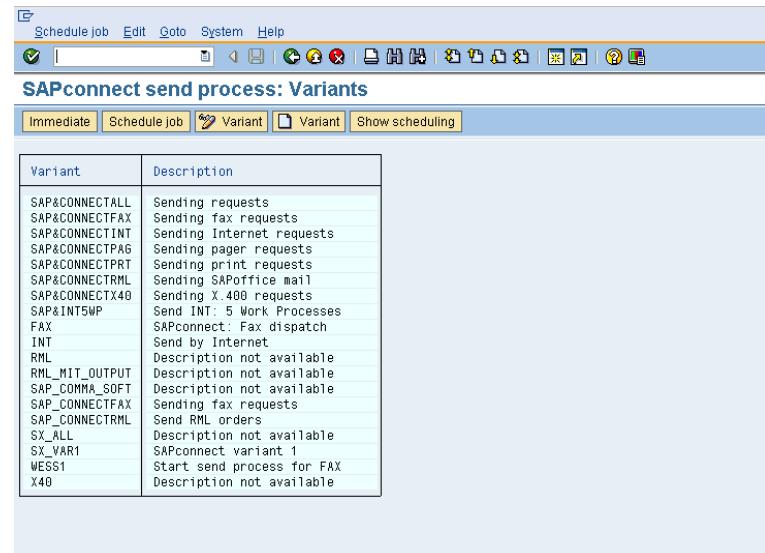
1. From the main menu execute SAP transaction SCOT and select **Jobs** from the **View** menu.
2. Select **Create** from the **Jobs** menu. This opens the **Schedule send process** dialog box.

Figure 3.12 Naming the New Send Process



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

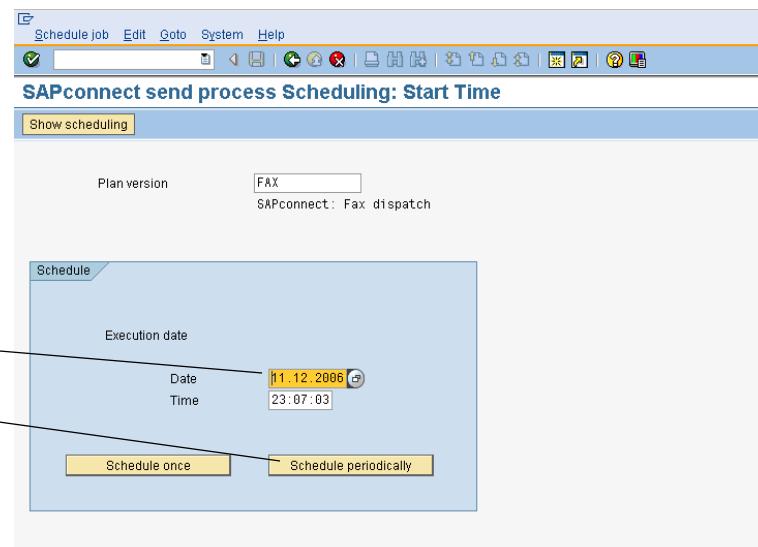
Figure 3.13 Selecting the FAX Variant



4. Click **FAX** in the **Variant** column.

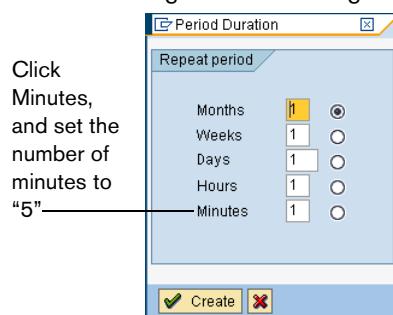
- Click **Schedule job**. The **Start Time** dialog box opens.

Figure 3.14 Specifying the Date and Time for the First Send Process



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

Figure 3.15 Setting the Period Duration



- Click **Minutes**, and set the number of minutes to 5.

- Click **Create**. The duration will be saved automatically.

Note Although RightFax recommends setting the period duration to five minutes, you can adjust this setting as necessary for batch faxing or fax scheduling. For more information on batch faxing, see "Batch Faxing" on page 67.

Assign a Fax Number to Each SAP ECC 5.0 User

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

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

To associate the SAP fax number with the user in RightFax, edit the user information in Enterprise Fax Manager. For instructions, see "Routing Received Faxes into SAPoffice" on page 53.

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

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

- From the main menu execute SAP transaction SU01. This opens the **Maintain User** dialog box.
- Select a user to edit, and then select **Change** from the **User** menu.

3. Enter the user's fax number in the **Fax Number** box on the **Address** tab.
4. Select **Save** from the **User** menu. Complete the **Change Request** dialog box if it appears.

Testing the Connection in SAP

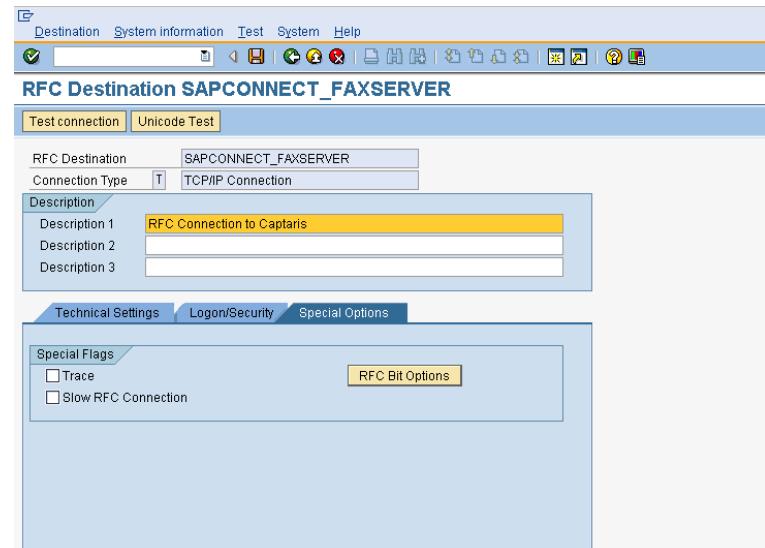
After you have installed the RightFax connector software and properly configured the RightFax and SAP ECC 5.0 servers, you should test the connection to ensure that faxes can be sent and received via SAP ECC 5.0.

To test the fax connection

1. Start the RightFax SAP Gateway service on the RightFax server.
2. From the SAP ECC 5.0 main menu, execute transaction SM59.

3. Select **SAPCONNECT_FAXSERVER** under **TCP/IP Connections** in the **RFC Destinations** tree. The **RFC Destination** dialog box opens.

Figure 3.16 Testing the Connection



4. Click the **Special Options** tab. Make sure that the **Trace** option is not checked.



Warning Testing the connection with the **Trace** option enabled will cause an error in the SAP connector on the RightFax server and launch the Dr. Watson application. For more information on the cause of this error, refer to SAP tech note 308827.

5. Click **Test connection**. SAP ECC 5.0 will attempt to communicate with the fax server and report on the outcome.

6. If a connection error is displayed, make sure that the SAPGATE service is running on the RightFax server and then run this test again.
- ■ ■

Chapter 4

Configuring a SAP ECC 6.0 System

After the RightFax SAP connector has been installed on the RightFax server, you must configure SAP ECC 6.0 to properly communicate with the connector. The instructions in this chapter help you configure an SAP ECC 6.0 system.

The following procedures are required to configure SAP ECC version 6.0 for use with RightFax:

1. Create a new system user.
2. Create a remote function call (RFC) destination.
3. Configure SAPconnect.
4. Create a new SAPconnect node.
5. Schedule a SAPconnect background send process.
6. Ensure that the fax component is activated.
7. Assign a fax number to each SAP ECC 6.0 user.

Each of these procedures is described in this chapter.

Create a New System User

This step creates a new user account with the level of control needed by the fax server when communicating with the SAP ECC 6.0 system.

To create a new system user

1. From the main menu execute SAP transaction SU01 to open the **User Maintenance** dialog box.
2. In the **User Name** box, enter the user name you configured for the connector to use when logging on to the SAP ECC 6.0 system ([page 7](#)). Leave the **Alias** box blank.
3. Click **Create**. This opens the **Maintain User** dialog box and displays the **Address** tab.
4. Type **RightFax** in the **Last Name** box. This is an entry required by SAP.
5. Click the **Logon Data** tab.
6. Enter a password in the **Initial password** and **Repeat password** boxes, and then click **System** under **User type**.
7. Click the **Profiles** tab.
8. Click the first line in the profiles list and select the profile **S_A.SCON** from the list.
9. To save the new user, select **Save** from the **User** menu. Complete the **Change Request** dialog box if it appears.

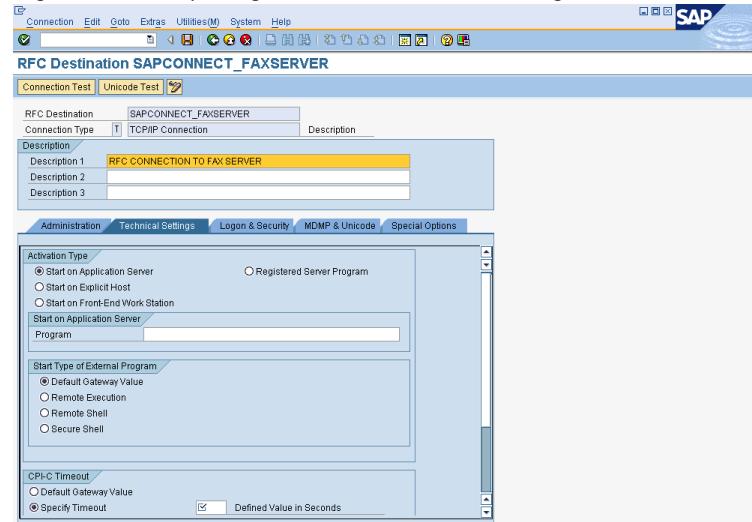
Create an RFC Destination

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

To create an RFC destination

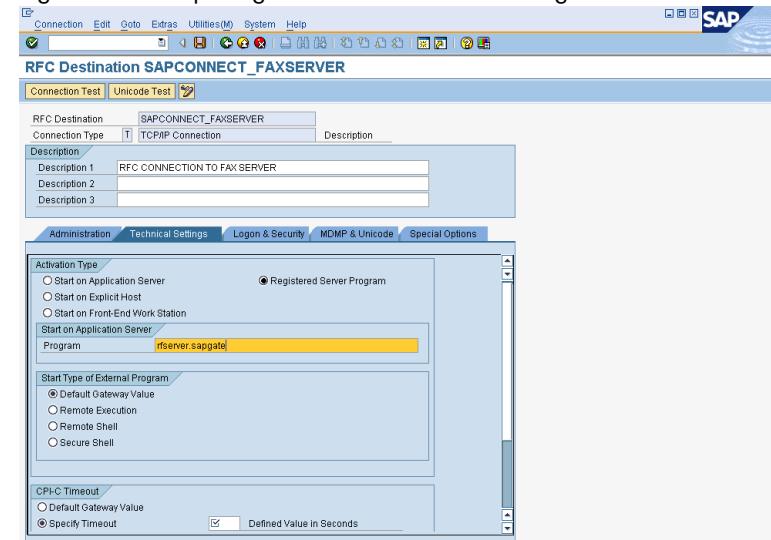
- From the main menu execute SAP transaction SM59, and then click the **Create** icon to open the **RFC Destination** dialog box.

Figure 4.1 Completing the RFC Destination Dialog Box



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

Figure 4.2 Completing the RFC Destination Dialog Box



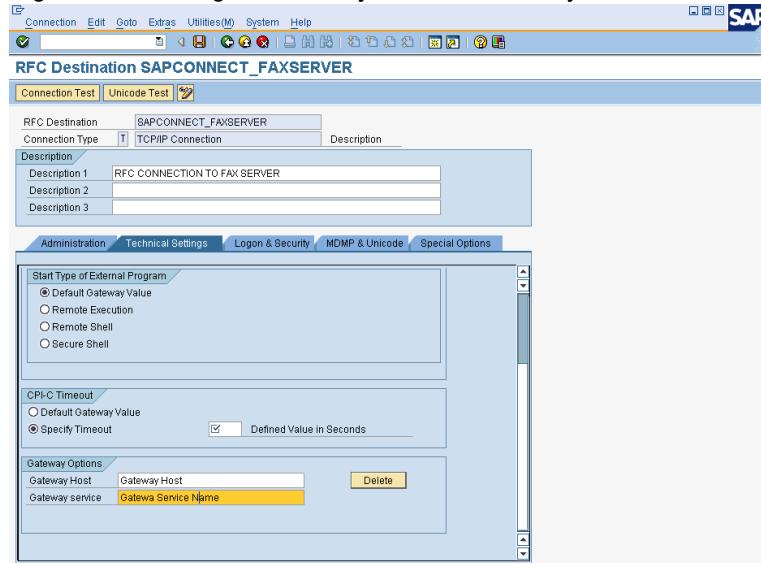
- In the **Program** box, enter the value defined for the PROGID parameter in the SAPRFC.INI file on the fax server. In most cases, this will be the Windows NT name of your RightFax server followed by a period and then "sapgate." For example, "rfserver.sapgate."



Note This box must match the exact spelling and case found in the SAPRFC.INI file on the RightFax server. If not, the connector will not be able to communicate with SAP. For a description and example of the SAPRFC.INI file, see [Appendix A, "Files Installed by the Connector"](#).

- Under **Gateway Options** enter the gateway host and gateway service names of the SAP gateway that the connector will be talking to.

Figure 4.3 Entering the Gateway Host and Gateway Service Names



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

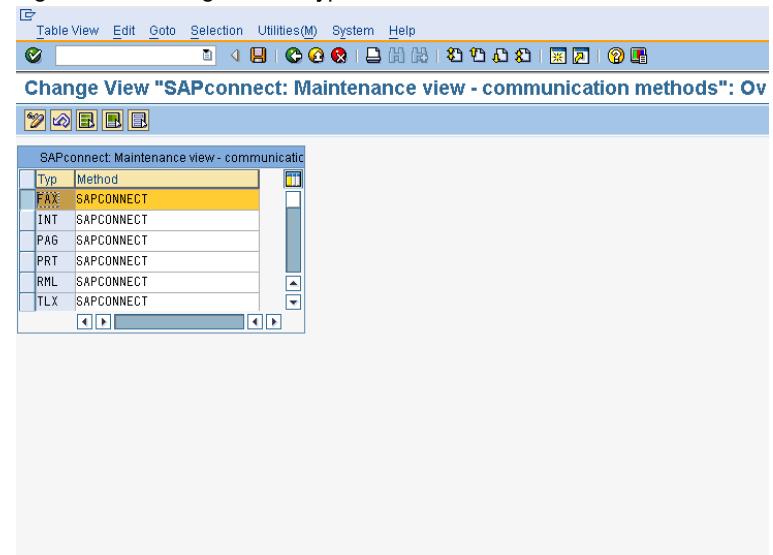
SAPconnect Configuration

This step lets you configure the communication method, conversion rules, and other protocols in SAPconnect to ensure proper communication between the SAP ECC 6.0 and RightFax servers.

To configure SAPconnect

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

Figure 4.4 Setting the Fax Type Method



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

Create a New SAPconnect Node

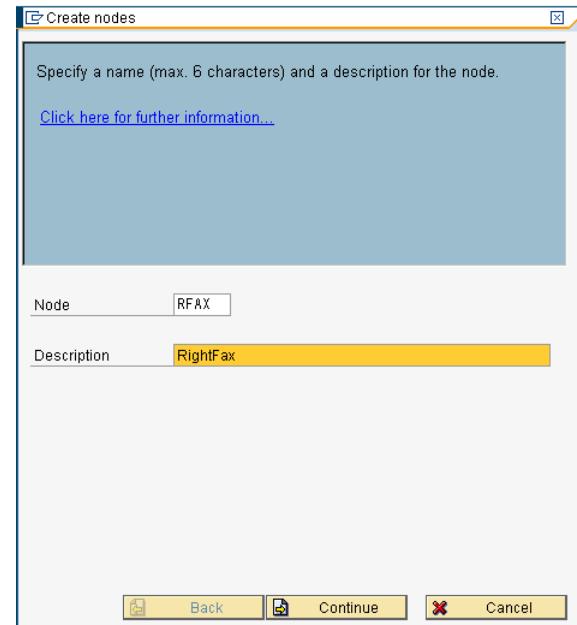
This step creates and configures the SAPconnect node that will serve as the link between the SAP and RightFax servers.

To create the new SAPconnect node

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

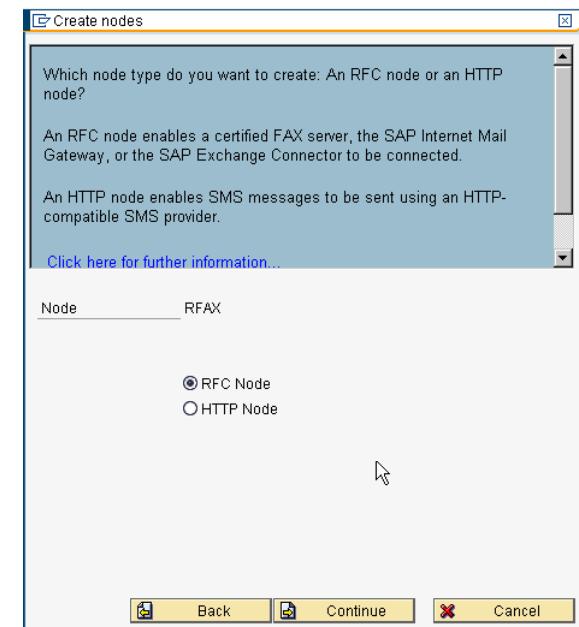
Note *The options displayed in the **Create nodes** dialog box will change each time you click **Continue**.*

Figure 4.5 The Create Nodes Dialog Box

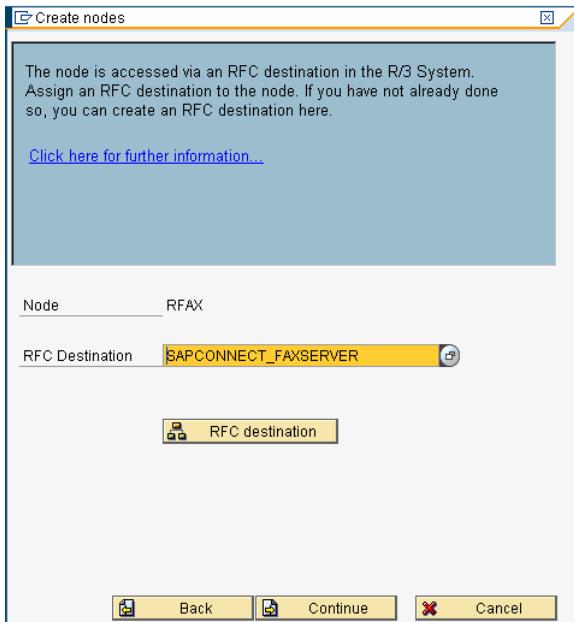


- Type a name for the new SAPconnect node in the **Node** box, and then type a description in the **Description** box. Click **Continue**.

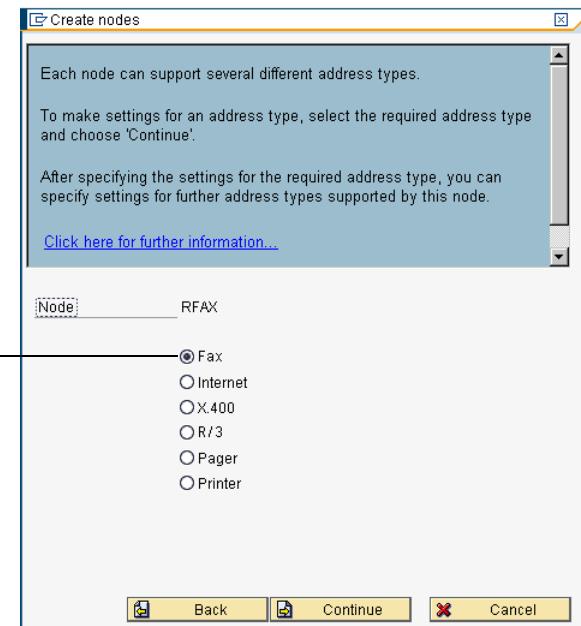
- Select the **RFC Node** option. Click **Continue**.



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



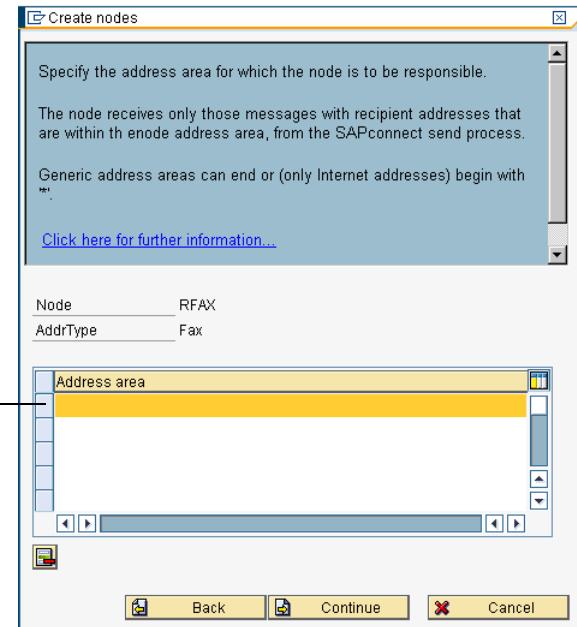
5. Enable the Fax address type. Click **Continue..**



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

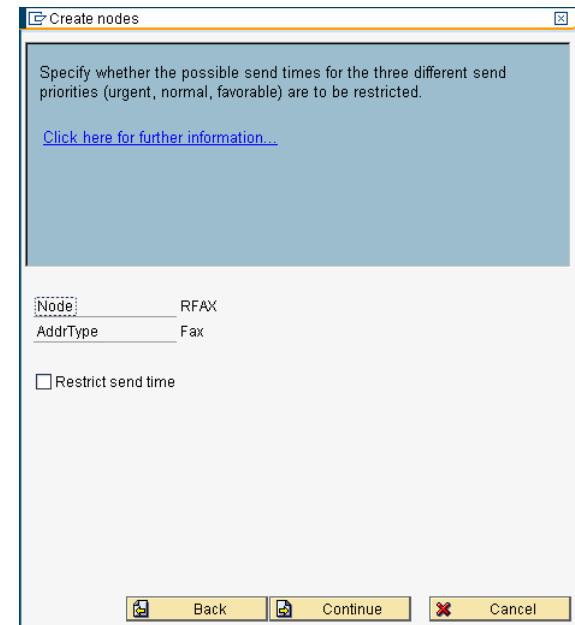
When you have entered all the address areas to service, click **Continue**.

Figure 4.6 Assigning the Node's Address Area



7. Select the **Restrict send time** option if you wish to enable send priority restrictions. Click **Continue**.

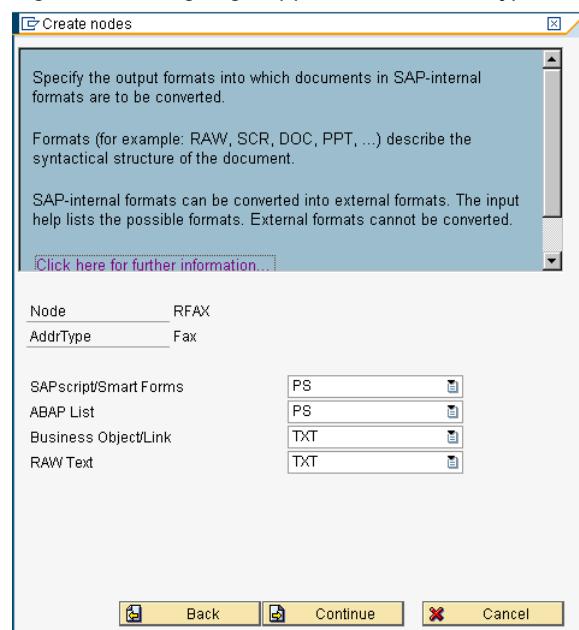
Figure 4.7 Enabling send priority restrictions



- The window shown below allows you to specify output format of converted SAP data. Use the drop-down arrows located in each row to select a file format to be converted. Only the document types specified here will be passed to the RightFax server. 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 will return an error message to the user indicating that the fax could not be sent.

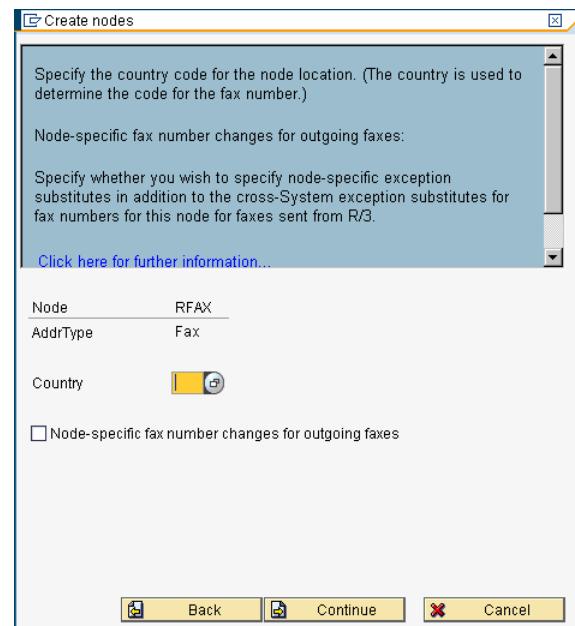
For plain ASCII documents, use the extension RAW. For PostScript documents, use the extension PS. When you have entered all the supported file types, click **Continue**.

Figure 4.8 Assigning Supported Document Types



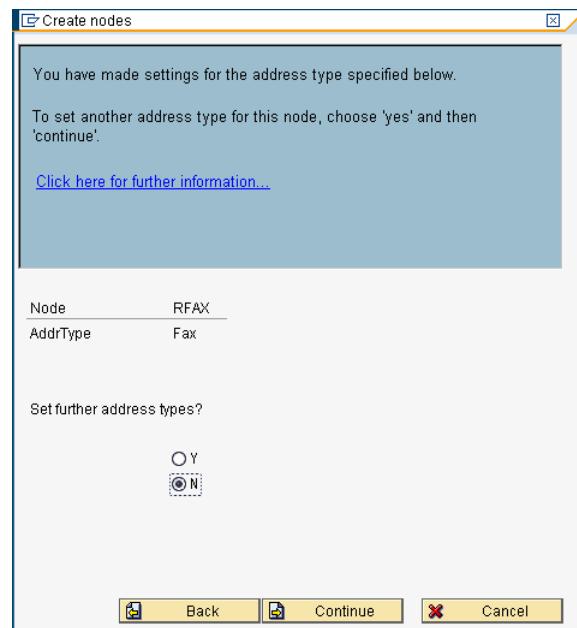
- In the **Country** box, enter the country code of the node's location. When you are prompted to set further address types, select the **N** option and click **Continue**.

Figure 4.9 Setting the Node's Country Code.



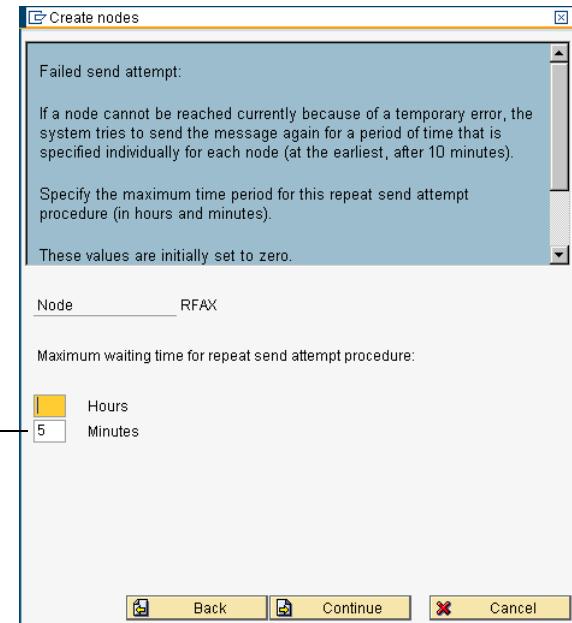
- 10.** Click **N** at the **Set Further Address Types** dialog box.. Click **Continue**.

Figure 4.10 Additional Node Options



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

Figure 4.11 Setting the Maximum Time for Re-send Attempts

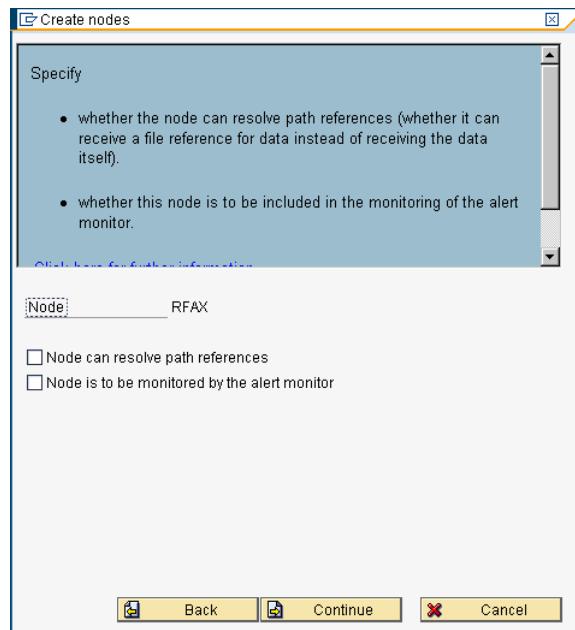


11.

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

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

Figure 4.12 Additional Node Options



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

Figure 4.13 Completing the Node Configuration



Select this
check box
to enable
the new
node

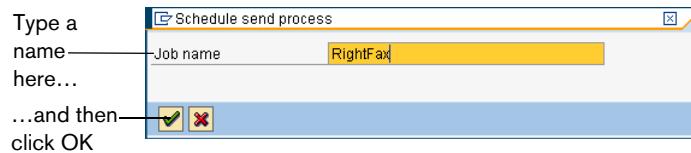
Schedule a SAPconnect Background Send Process

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

To schedule the background send process

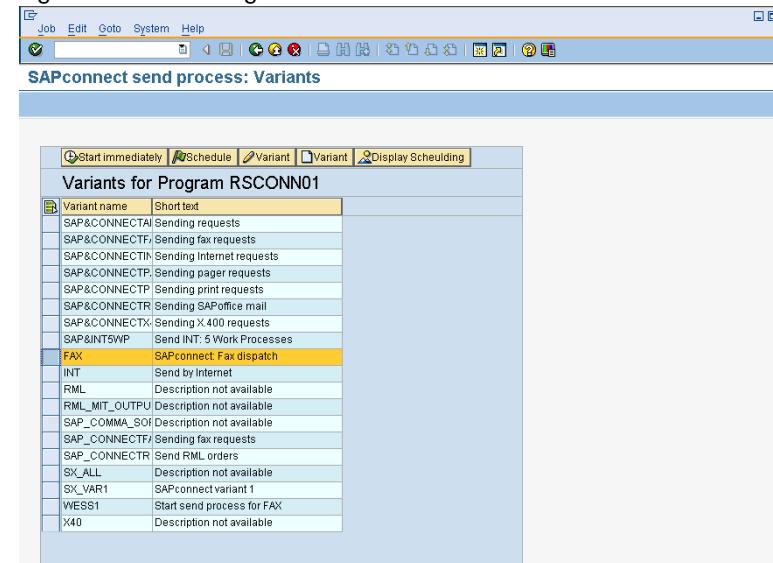
1. From the main menu execute SAP transaction SCOT and select **Jobs** from the **View** menu.
2. Select **Create** from the **Jobs** menu. This opens the **Schedule send process** dialog box.

Figure 4.14 Naming the New Send Process



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

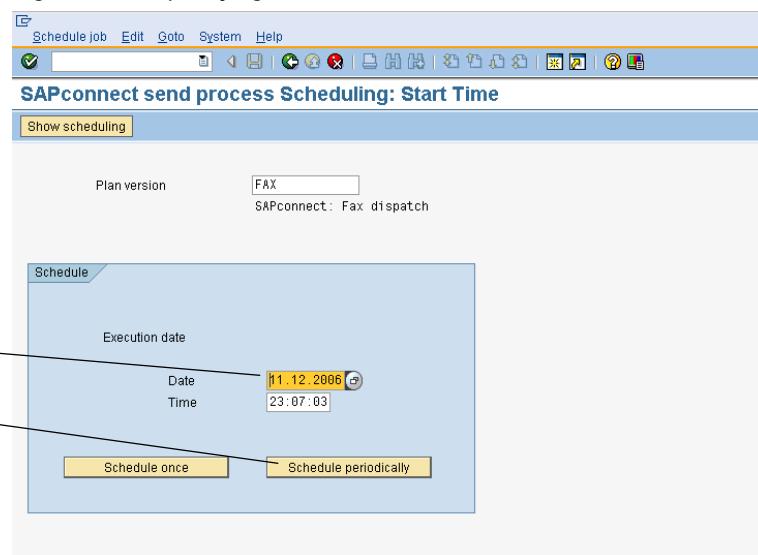
Figure 4.15 Selecting the FAX Variant



4. Click **FAX** in the **Variant** column.

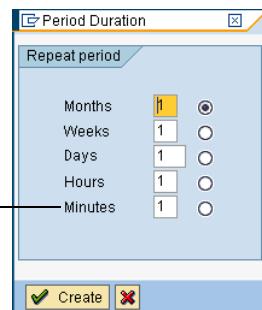
- Click **Schedule job**. The **Start Time** dialog box opens.

Figure 4.16 Specifying the Date and Time for the First Send Process



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

Figure 4.17 Setting the Period Duration



- Click **Minutes**, and set the number of minutes to 5.
- Click **Create**. The duration will be saved automatically.

Note Although RightFax recommends setting the period duration to five minutes, you can adjust this setting as necessary for batch faxing or fax scheduling. For more information on batch faxing, see "Batch Faxing" on page 67.

Assign a Fax Number to Each SAP ECC 6.0 User

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

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

To associate the SAP fax number with the user in RightFax, edit the user information in Enterprise Fax Manager. For instructions, see "Routing Received Faxes into SAPoffice" on page 53.

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

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

- From the main menu execute SAP transaction SU01. This opens the **Maintain User** dialog box.
- Select a user to edit, and then select **Change** from the **User** menu.

3. Enter the user's fax number in the **Fax Number** box on the **Address** tab.
4. Select **Save** from the **User** menu. Complete the **Change Request** dialog box if it appears.

Testing the Connection in SAP

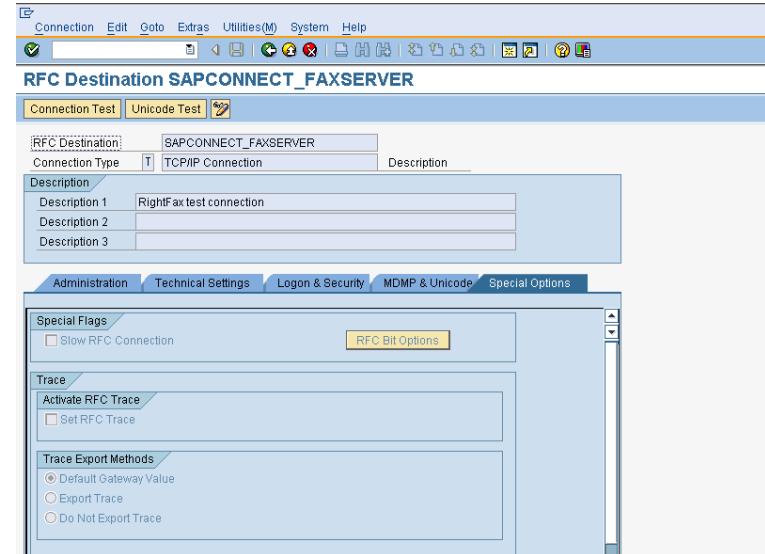
After you have installed the RightFax connector software and properly configured the RightFax and SAP ECC 6.0 servers, you should test the connection to ensure that faxes can be sent and received via SAP ECC 6.0.

To test the fax connection

1. Start the RightFax SAP Gateway service on the RightFax server.
2. From the SAP ECC 6.0 main menu, execute transaction SM59.

3. Select **SAPCONNECT_FAXSERVER** under **TCP/IP Connections** in the **RFC Destinations** tree. The **RFC Destination** dialog box opens.

Figure 4.18 Testing the Connection



4. Click the **Special Options** tab. Make sure that the **Set RFC Trace** option is *not* checked.



Warning Testing the connection with the **Set RFC Trace** option enabled will cause an error in the SAP connector on the RightFax server and launch the Dr. Watson application. For more information on the cause of this error, refer to SAP tech note 308827.

5. Click **Connection Test**. SAP ECC 6.0 will attempt to communicate with the fax server and report on the outcome.

6. If a connection error is displayed, make sure that the SAPGATE service is running on the RightFax server and then run this test again.
- ■ ■

Chapter 5

Sending and Receiving Faxes in SAPoffice

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

Sending Faxes from SAPoffice Version 4.6c and 4.7

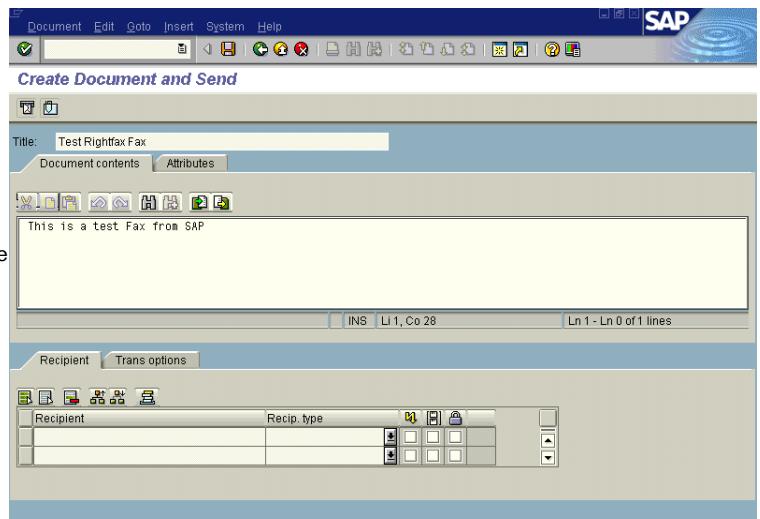
With the RightFax SAP connector, messages, including file attachments, can be sent directly from your SAPoffice Outbox as faxes via the RightFax server.

To send a fax from SAPoffice

1. From the main menu execute SAP transaction SO02 (or from the Startup screen, select **Outbox** from the **Office** menu). This opens your SAP Outbox.

2. Click **New Message**. This opens the **Create Document and Send** dialog box.

Figure 5.1 The Create Document and Send Dialog Box



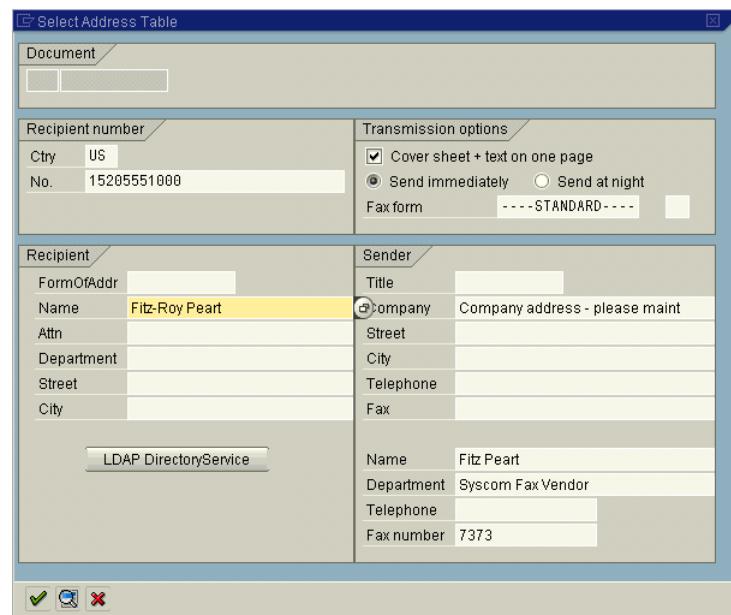
3. Type a title for the fax in the **Title** box. This will appear on the fax cover page.

- Type the message text and specify any file attachments on the **Document contents** tab. The message text and any attached document files will appear as the body of the fax.

The types of files that can be attached to fax-bound SAPoffice messages are specified when you create the SAPconnect node for faxing via RightFax. Attached files are automatically converted to fax format using the RightFax conversion engine or server-side application conversion, depending on your RightFax configuration. For a list of all native file formats that can be converted by RightFax, please refer to the *RightFax Administrator's Guide*.

- Select **Fax Entry** from the **Goto** menu. This opens the **Select Address Table** dialog box.

Figure 5.2 Addressing a Fax



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



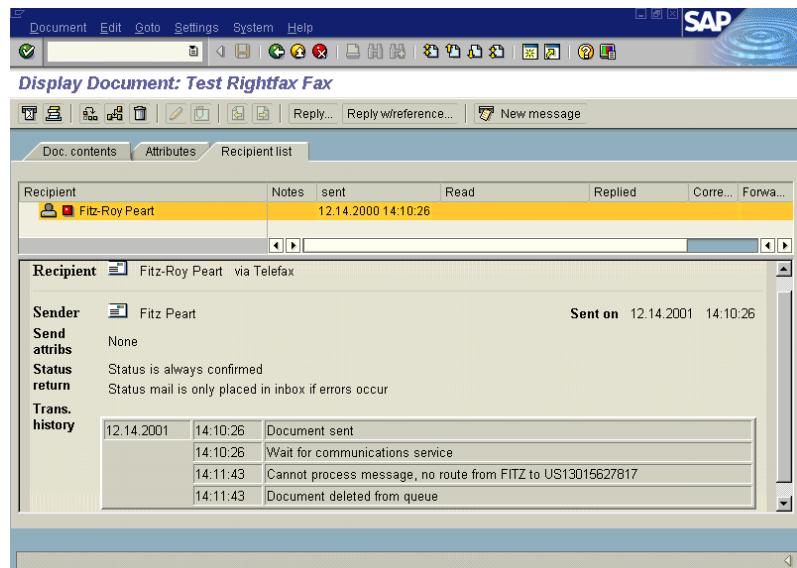
Note The settings under **Transmission options** apply to the SAP server only. If the **Cover sheet** check box is selected, SAP will attach a cover sheet to the fax before sending the fax image to RightFax. If RightFax is configured to add cover sheets, it will add an additional cover sheet.

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

Fax Status Information and Notification

When you double-click a fax message in your SAPoffice Outbox, the **Display Document** dialog box appears.

Figure 5.3 The Display Document Dialog Box



Notification of unsent faxes

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

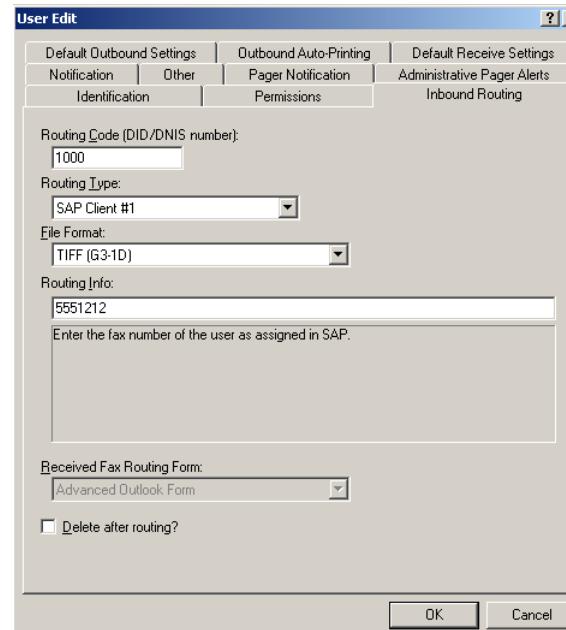
Because SAP does not associate faxes with an SAP user ID, RightFax uses the sender's assigned SAP fax number to send back failed fax notifications. To ensure that notifications reach the correct recipients, each SAP user must have a unique fax number assigned. For more information, see "[Assign a Fax Number to Each SAP User](#)" on page 22.

Routing Received Faxes into SAPoffice

After you have configured 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 directly to his SAPoffice Inbox.

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

Figure 5.4 The User Edit Inbound Routing Dialog Box in RightFax



Set the **Routing Type** box to "SAP Client #1."

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, but this does not need to be an actual fax number.

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

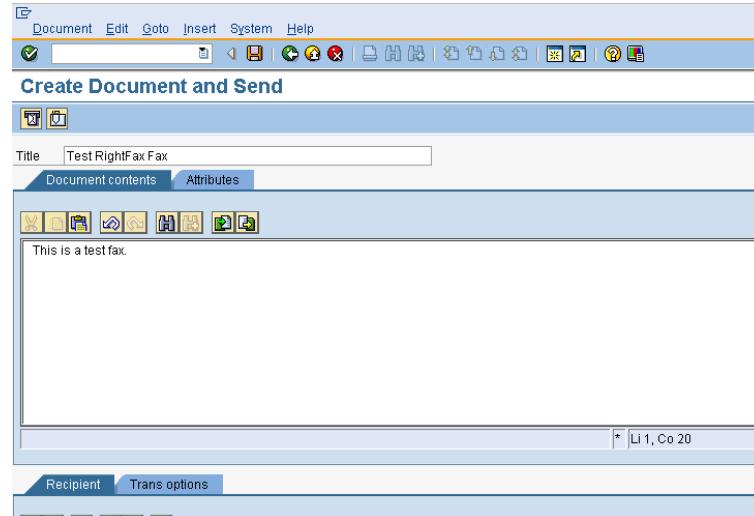
Sending Faxes from SAPoffice Version 5.0

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

To send a fax from SAPoffice

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

Figure 5.5 The Create Document and Send Dialog Box



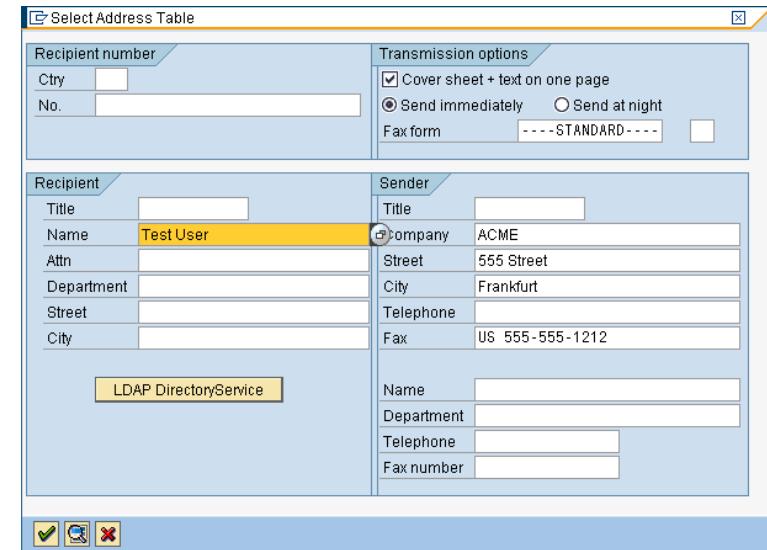
3. Type a title for the fax in the **Title** box. This will appear on the fax cover page.

4. Type the message text and specify any file attachments on the **Document contents** tab. The message text and any attached document files will appear as the body of the fax.

The types of files that can be attached to fax-bound SAPoffice messages are specified when you create the SAPconnect node for faxing via RightFax. Attached files are automatically converted to fax format using the RightFax conversion engine or server-side application conversion, depending on your RightFax configuration. For a list of all native file formats that can be converted by RightFax, please refer to the *RightFax Administrator's Guide*.

5. Select **Fax Entry** from the **Goto** menu. This opens the **Select Address Table** dialog box.

Figure 5.6 Addressing a Fax



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



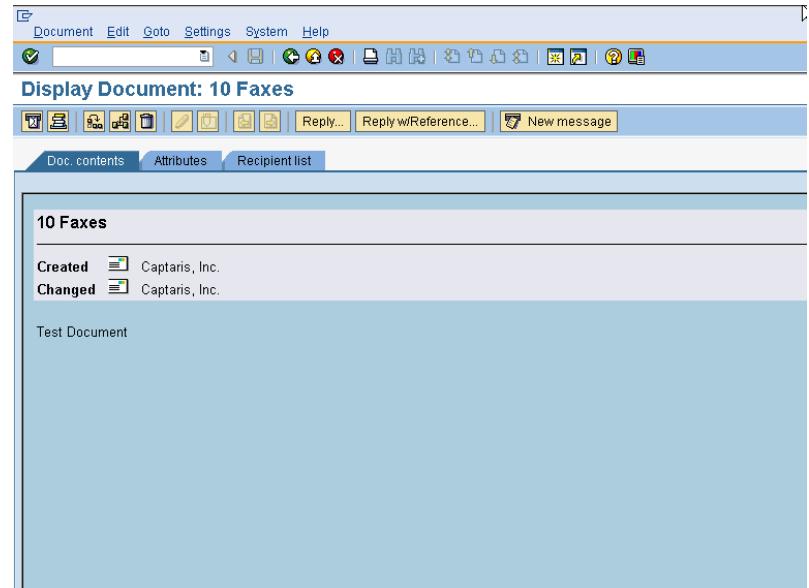
Note The settings under **Transmission options** apply to the SAP server only. If the **Cover sheet** check box is selected, SAP will attach a cover sheet to the fax before sending the fax image to RightFax. If RightFax is configured to add cover sheets, it will add an additional cover sheet.

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

Fax Status Information and Notification

When you double-click a fax message in your SAPoffice Outbox, the **Display Document** dialog box appears.

Figure 5.7 The Display Document Dialog Box



Notification of unsent faxes

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

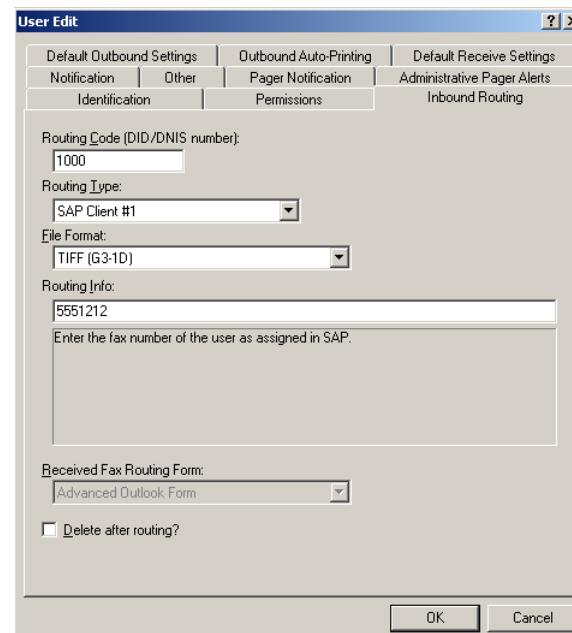
Because SAP does not associate faxes with an SAP user ID, RightFax uses the sender's assigned SAP fax number to send back failed fax notifications. To ensure that notifications reach the correct recipients, each SAP user must have a unique fax number assigned. For more information, see "[Assign a Fax Number to Each SAP User](#)" on page 22.

Routing Received Faxes into SAPoffice

After you have configured 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 directly to his SAPoffice Inbox.

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

Figure 5.8 The User Edit Inbound Routing Dialog Box in RightFax



Set the **Routing Type** box to "SAP Client #1."

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, but this does not need to be an actual fax number.

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

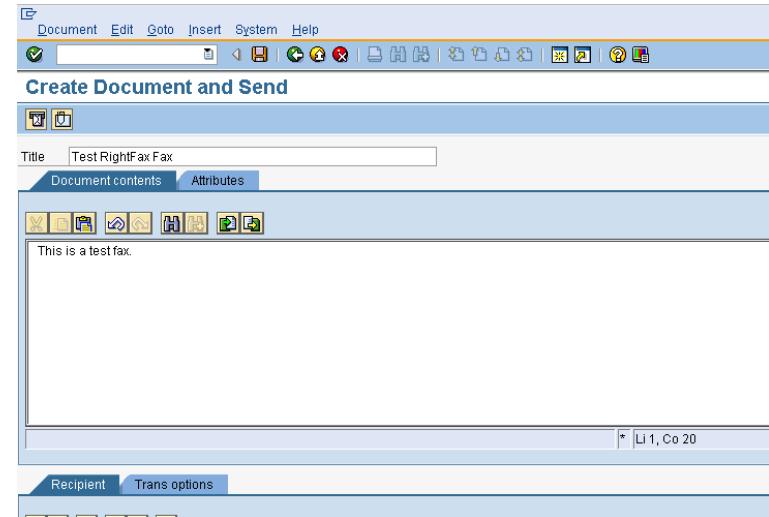
Sending Faxes from SAPoffice Version 6.0

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

To send a fax from SAPoffice

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

Figure 5.9 The Create Document and Send Dialog Box

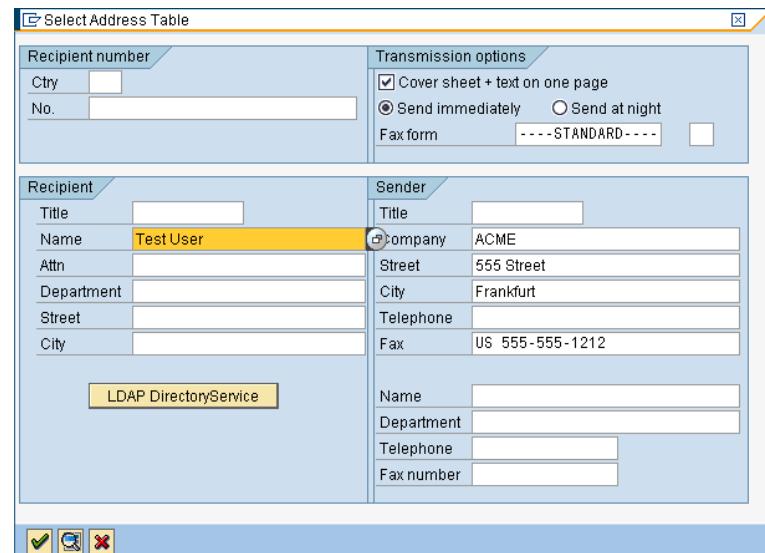


3. Type a title for the fax in the **Title** box. This will appear on the fax cover page.
4. Type the message text and specify any file attachments on the **Document contents** tab. The message text and any attached document files will appear as the body of the fax.

The types of files that can be attached to fax-bound SAPoffice messages are specified when you create the SAPconnect node for faxing via RightFax. Attached files are automatically converted to fax format using the RightFax conversion engine or server-side application conversion, depending on your RightFax configuration. For a list of all native file formats that can be converted by RightFax, please refer to the *RightFax Administrator's Guide*.

5. Select **Fax Entry** from the **Goto** menu. This opens the **Select Address Table** dialog box.

Figure 5.10 Addressing a Fax



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



Note The settings under **Transmission options** apply to the SAP server only. If the **Cover sheet** check 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.

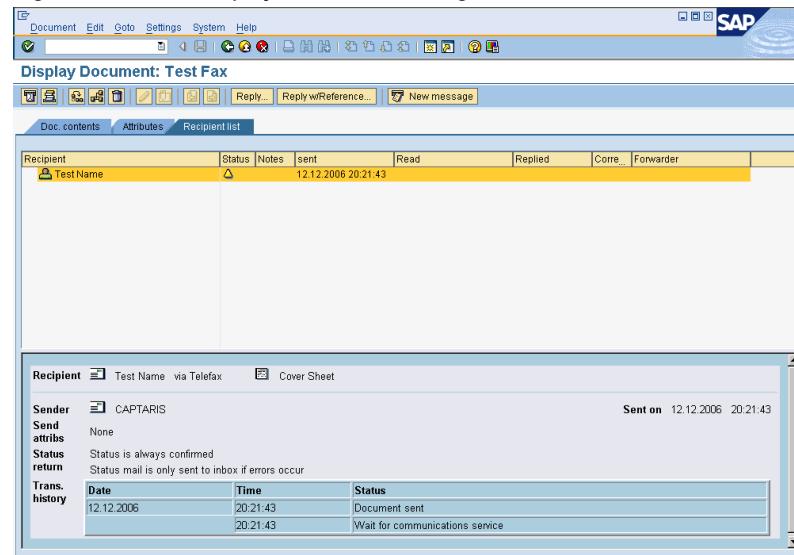
6. Enter the required country code and fax number of the intended recipient in the **Recipient number** group box. You can also select a recipient from the address book.
7. Click **OK** to return to the **Create** dialog box. Repeat steps 5–7 for each intended recipient.

8. After you have entered all the recipients, click **Send**. A dialog box appears showing confirmation that the fax was sent. The fax message is placed in the SAP message queue and will be picked up and faxed by RightFax at the next cycle of the SAPconnect background job.

Fax Status Information and Notification

When you double-click a fax message in your SAPoffice Outbox, the **Display Document** dialog box appears.

Figure 5.11 The Display Document Dialog Box



Notification of unsent faxes

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

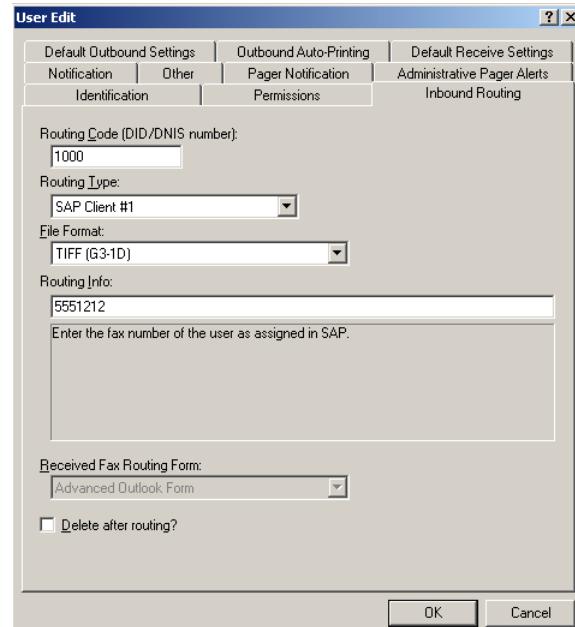
Because SAP does not associate faxes with an SAP user ID, RightFax uses the sender's assigned SAP fax number to send back failed fax notifications. To ensure that notifications reach the correct recipients, each SAP user must have a unique fax number assigned. For more information, see "[Assign a Fax Number to Each SAP User](#)" on page 22.

Routing Received Faxes into SAPoffice

After you have configured 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 directly to his SAPoffice Inbox.

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

Figure 5.12 The User Edit Inbound Routing Dialog Box in RightFax



Set the **Routing Type** box to "SAP Client #1."

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, but this does not need to be an actual fax number.

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

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Chapter 6

Sending Faxes From Modules

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

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

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

Configuring Business Rules to Automatically Fax a Document

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

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

Faxing a Pre-Existing Document

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

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

Adding Fax Commands to Output Forms Via SAPscript

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

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

RFSAP_ATDATE (RFSAP_AT_DATE)

Format <RFSAP_ATDATE:date>

Schedules the fax to send on a specific date. Dates can be expressed as relative or absolute. Relative dates give the number of days from today's date. For example, "+7" represents one week from today. Absolute dates specify the exact date to send the fax. Absolute dates must be written 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>
<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>
<RFSAP_AT_TIME:+2>

RFSAP_CHANNEL

Format <RFSAP_CHANNEL:channel#>

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

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

Example <RFSAP_CHANNEL:3>

RFSAP_COVER

Format <RFSAP_COVER>

Automatically generates a 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, whether or not the send was successful. This code overrides the default RightFax auto-delete setting.

RFSAP_FCSFILE

Format <RFSAP_FCSFILE:*file name*>

Uses the specified file as the RightFax-generated cover sheet. The cover sheet file 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_FINE

Format <RFSAP_FINE>

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

RFSAP_PAPERTYPE

Format <RFSAP_PAPERTYPE:*formID*>

Automatically overlays the fax onto the specified RightFax form.

Example <RFSAP_PAPERTYPE:LETTERHEAD>

RFSAP_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's general 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:*name*>

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

Example <RFSAP_FROMGENPHONE:John User>

RFSAP_FROMPHONE (RFSAP_FROM_PHONE)

Format <RFSAP_FROMPHONE:*phonenumbers*>

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_FROMFAXNUM:(520)555-4567>

RFSAP_IGNORE

Format <RFSAP_IGNORE>

Causes all subsequent RFSAP embedded codes to be ignored.

RFSAP_LIBDOC

Format <RFSAP_LIBDOC:documentID>

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

Example <RFSAP_LIBDOC:INFOPACK1>

RFSAP_LIBDOC2

Format <RFSAP_LIBDOC2:documentID>

Sends the specified RightFax library document *in addition to* sending the document containing the code. Multiple library documents may be specified, each as a separate RFSAP_LIBDOC2 code.

Example <RFSAP_LIBDOC2:INFOPACK1>

RFSAP_NOCOVER

Format <RFSAP_NOCOVER>

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

RFSAP_NORMAL

Format <RFSAP_NORMAL>

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

RFSAP_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>
 <RFSAP_PRIORITY:N>
 <RFSAP_PRIORITY:L>

RFSAP_SAVE

Format <RFSAP_SAVE>

Instructs RightFax *not* 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 to work, you *must* have selected a PCL printer driver in the **Dev Type**. field when configuring SAPconnect. If you selected PostScript, this feature will not work.

For information on creating and using signature files see the *RightFax Administrator’s Guide*.

RFSAP_TOCOMPANY

Format <RFSAP_TOCOMPANY>

Specifies the fax recipient's company name.

RFSAP_TOFAXNUM

Format <RFSAP_TOFAXNUM>

Specifies the fax number the document will be sent to.

RFSAP_TONAME

Format <RFSAP_TONAME>

Specifies the name of the fax recipient.

RFSAP_UNIQUEID

Format <RFSAP_UNIQUEID:*faxID*>

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

Example <RFSAP_UNIQUEID:XYZ120396>

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Chapter 7

Advanced Fax Control Features

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

Fax Cover Sheets

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



Note If fax cover sheets are enabled on both SAP and RightFax, the fax 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, please refer to your SAP documentation or system administrator. For information on creating and using cover sheets in RightFax, please refer to your *RightFax Administrator's Guide*.

Batch Faxing

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

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

Because different SAP modules have different requirements for delaying faxes sent to SAPconnect, please refer to your SAP module's user documentation or SAP administrator for information on delaying faxes at the application level. The interval that SAPconnect periodically picks up queued faxes and forwards them to RightFax is set when you configure the background send process for faxes (described in Chapter 3 or 4, depending on your version of SAP).

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



Appendix A

Files Installed by the Connector

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

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

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

SAPgate.exe

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

SAPrfc.ini

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

```
;Outbound information
DEST=SAP_Srv
TYPE=R
PROGID=RFAXSRV.sapgate
GHOST=Dev01
GSERV=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

All Windows registry entries added by the RightFax Connector for SAP are installed on the RightFax server. The following tables list all Windows registry entries added to the RightFax server by the SAP connector Setup program.

HKEY_LOCAL_MACHINE\Software\RightFax\SAP\SAP#

Table B1 SAP Registry Settings in HKEY_LOCAL_MACHINE\Software\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.

Table B1 SAP Registry Settings in HKEY_LOCAL_MACHINE\Software\RightFax\SAP\SAP# (Continued)

Key	Type	Definition
GWHostIP	String	Name or IP address of application server running the SAP Gateway.
GWServer	String	Name of SAP Gateway (SAPGW##).
Language	String	Language to use when connecting to the client.
Logon Retries	DWORD	Times to retry logon to SAP system.
Message Server	String	IP address used for SAP load balancing.
Password	String	Password of CPIC user account.
Program ID	String	Machinename.sapgate.
Protocol	String	Protocol to use to talk to the RightFax Server. <i>Not</i> the protocol used to talk to SAP which is always IP.
SysNumber	DWORD	SAP system number.
System Name	String	Name or IP address of SAP system.
System Type	DWORD	Set to 0 normally. Set to 1 for load balancing on SAP side.
Username	String	Name of CPIC user created for the Gateway to use.

HKEY_LOCAL_MACHINE\Software\RightFax\SAPTable B2 SAP Registry Settings in HKEY_LOCAL_MACHINE\Software
 \RightFax\SAP

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

■ ■ ■

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