

Search KC for

Enterprise Personal Tools Product Customer Services Partner Knowledge Help Sign Out

Home Customer Support Knowledge Bases Fax & Document Distributi... RightFax

RightFax - Fax Retention and Recovery

Article Number: 18603369

RightFax - Fax Retention and Recovery

Technical Article applies to: RightFax [General 7.x or Earlier 8.0 8.5 8.7 9.0 9.3 9.4]

Summary: In RightFax, fax retention is controlled by fax aging and deletion settings. When a fax has been aged or deleted (before the next daily maintenance cycle), it still exists in the SQL and Image folder. Therefore, the fax may be recovered without restoring a backup of the Image folder.

This Knowledge Base article will explain fax retention in RightFax regarding fax aging and fax deletion (purging).

Error Message:

Cause:

Fax Retention in RightFax



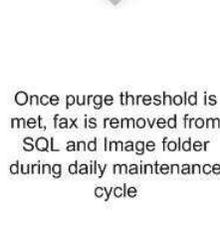
User deletes a fax



If configured, fax is moved to Trash folder



Fax is aged based on the configured threshold



Once purge threshold is met, fax is removed from SQL and Image folder during daily maintenance cycle



Solution:

RightFax Fax Retention

A deleted fax in RightFax goes through the following process:

1. If enabled, the fax is moved to the Trash folder.

- Faxutil: By default, Faxutil does not use the Trash folder, but this can be configured under the Tools menu by going to Options > More

Search the Knowledge Base

Email This Article

Add To Favorites

Notify Me of Revisions

View Related RightFax Articles

Print this Article

Add/View Comments

Rating Statistics:

Overall Rating: ★★★★★

Total Ratings: 1

My rating:

<None>

Options and selecting "Use Trash folder when deleting."

- Webutil: By default, Webutil uses the Trash folder. This setting cannot be changed.
2. If the Trash folder is being used, the fax stays in the Trash folder until it is aged, or manually deleted.
 3. Fax aging deletes any faxes that meet a threshold based on the fax creation time. In other words, if you set fax aging to 30 days, that means 30 days after the fax is created, it is aged.

There are two ways to use fax aging: automatic and manual.

- Automatic Fax Aging: Only for RightFax Enterprise or Satellite servers. For each group, go to the Automatic Fax Aging tab, and set the desired threshold, such as 30 days. Because this is a group setting, you must do this for each group you want to use automatic fax aging for. Automatic fax aging runs during the daily maintenance cycle, which by default is 2:00 A.M.

- Manual Fax Aging: For non-Enterprise versions of RightFax, fax aging can be run manually. To do so, install the RightFax administrative utilities. This installs faxage.exe to the RightFax\AdminUtils\ folder.

To age faxes older than 30 days:

```
<RightFax folder>\AdminUtils\faxage.exe -f<servername> -aAdministrator -d3 -s-30 -z
```

NOTE: If the AdminUtils folder does not exist, install the RightFax Administrative Utilities. To schedule faxage.exe, use Windows Task Scheduler. For more information, see the RightFax Administrative Utilities readme on Faxage.exe.

4. Once a fax has been aged, it is hidden from clients, but still exists in the SQL database and RightFax Image folder. This allows fax reports to pull data including deleted faxes.
5. After a fax has been aged, or if it has been "hard deleted" (no Trash folder), it is purged from the SQL database and RightFax Image folder based on the "Days to keep deleted fax records" threshold for each group.

In other words, if "Days to keep deleted fax records" is set to 30 days, any faxes that are aged or hard deleted that were created 30 days or more ago are purged from SQL and the Image folder.

To use an example, suppose you set fax aging to 30 days, and set "Days to keep deleted fax records" to 30 days. Thirty days after a fax is created, it is purged from SQL and the Image folder. The aging and purging happens during the same daily maintenance cycle.

Therefore, it is a good idea to set "Days to keep deleted fax records" greater than the fax aging threshold.

Restoring Deleted Faxes

To restore a deleted fax, first determine if it falls within aging and purging settings. Fax aging and purging use the fax creation date.

If someone deleted a fax 2 days ago, the fax was created 60 days ago, and "Days to keep deleted fax records" was set to 30 days, that means the fax was purged from SQL and the Image folder during the next daily maintenance, which by default would be 2:00 A.M. the next day. At this point, the fax would not be in SQL or the Image folder. Therefore, the fax must be restored from a backup of the Image folder.

If the fax is still in SQL and the Image folder because the faxage threshold was not hit, contact Open Text Technical support for assistance.

To restore a fax image from backup

1. Restore the Image folder from backup to an alternate location, such as c:\image\.
2. Run orphan.exe. This restores any faxes in the restored image folder (c:\image\) that are not referenced in the SQL database. The command is listed below for reference.

```
<RightFax Folder>\Database\orphan.exe -f<RightFax Server Name> -i<Restored Image Folder> -u<RightFax User to Restore to> -a -D
```

Example:

```
<RightFax Folder>\Database\orphan.exe -rFServer -id:\Image -uAdministrator -a -D
```

This can restore thousands of faxes. It is recommended to create a new RightFax user to restore the faxes to.

Once orphan.exe operation is complete, you will see new faxes for the user specified. Review each fax, and route desired faxes to the correct user.

s8e55e03e: Administrator [0]					
	Date/Time	To/From/File	Fax Number/E-mail/ID	Pages/Bytes	Status
↓	3/3/2011 12:42 PM	Recovered fax from file 000030A0		1 pgs	OK
↓	3/3/2011 12:42 PM	Recovered fax from file 000030A2		1 pgs	OK
↓	3/3/2011 12:42 PM	Recovered fax from file RR001D25		1 pgs	OK
↓	3/3/2011 12:42 PM	Recovered fax from file RR001D26		1 pgs	OK
↓	3/3/2011 12:42 PM	Recovered fax from file RR001D27		1 pgs	OK
↓	3/3/2011 12:42 PM	Recovered fax from file 0000309E		1 pgs	OK

Fax Purging

During the daily maintenance cycle (by default 2:00 A.M.), RightFax purges any faxes marked as deleted from SQL and the Image folder. To have more control over the process, use dbpurge.exe, located in the RightFax\Database\ folder.

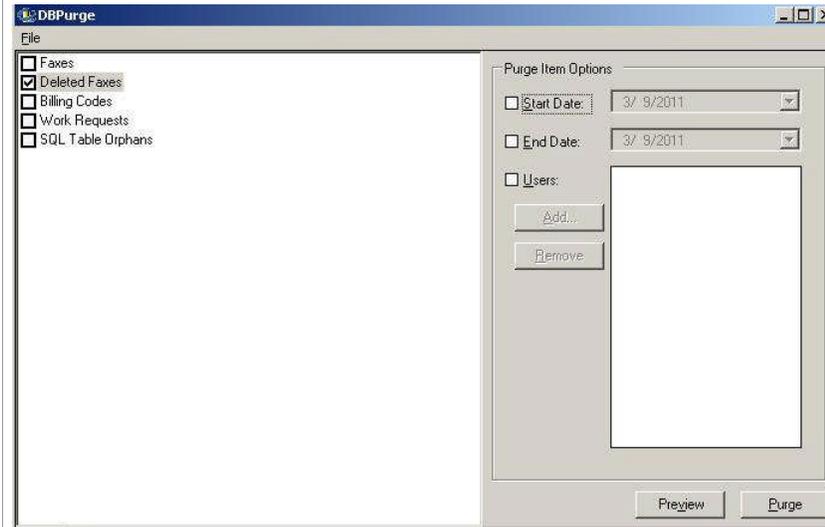
Manually purging faxes

The advantage of manually purging faxes is you do not have to wait for the next daily maintenance cycle, and you have more control over what faxes are purged.

Before continuing, back up the RightFax SQL database and Image folder. Purging faxes permanently removes faxes from SQL and the Image folder.

1. Go to the RightFax\Database\ folder.
2. Start Dbpurge.exe.
3. When prompted, enter the name of the RightFax server and RightFax credentials.

Dbpurge



4. On the left side, select the box for Deleted Faxes.
5. Click on the words, Deleted Faxes. This displays more options on the right side.
6. Select a start date and end date.
7. Select Preview to see how many faxes will be deleted.
8. To make the change, click Purge.

Attachments:

Keywords: fax aging, faxage, deleted, deletion, purge, purged, automatic, daily maintenance, dbpurge, dbpurge.exe, retention, restore

Reviewed: [2011-03]

Published: Tue Mar 22 09:04:29 2011

Last Revised: Mon Aug 15 21:50:43 2011

Comments for: RightFax - Fax Retention and Recovery

Pulse Comments



Russ Robinett

Add a comment...

There are no items to display.