



**DOCUMENT
LOGISTIX**
MAKING WORK FLOW

Document Manager Administration Guide

For Version 2.7 Enterprise Edition

10 July 2013

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Software Release

This guide describes version 2.7 Enterprise Edition of the Document Manager software.

As the software evolves, this guide may not reflect exact screen layout changes, but core functionality remains the same.

Change Record

This table lists the changes in the Document Manager features since the previous version:

Software Version	Software Release Date	Feature Changes
Document Manager 2.6 EE	01-May-2010	- AD Manager added - Enhanced Full Text Search - OCR Assisted Indexing - Enhanced Screen Scrape Integration - Document Logistix Print Driver (print and store from any application) - Microsoft Office Add-In - Filing Assistant (monitors a folder for new files and saves them) - Windows® 7 Support - Sending emails from Document Manager using Microsoft Outlook® adds signatures to emails - Speed improvements in searching and displaying result lists - Speed improvements in WAN configuration
Document Manager 2.6 EE	21-May-2010	Support for Kofax Express 2 added
Document Manager 2.6 EE	31-Oct-2010	- Sub-domain functionality added - Integration with Update Service added
Document Manager 2.6 EE	28-Feb-2010	- Allow Multiple Logins permission added - Active Directory® Auto-Sync Service added
Document Manager 2.6 EE	09-Mar-2011	Document Logistix rebranding
Document Manager 2.6 EE	19-Oct-2011	New Email tab in Document Manager Settings

Software Version	Software Release Date	Feature Changes
Document Manager 2.7 EE	29-Jun-2012	• New Approval Lists feature • Number of document index fields now unlimited • File tab replaces logo menu. • Encryption methods Triple DES and AES added. • Document types can force 'New Version' on Check-In. • Customisable splash screen. • Support for PNG image type when saving colour images.

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1 Preface

This section provides an introduction to this guide.

1.1 About this Guide

This guide describes the Document Manager Administration Module, which is an application to help configure and maintain the Document Manager document management system.

1.2 Intended Audience

This guide is intended for system administrators and people responsible for administering part or all of Document Manager. Typically, these are advanced users.

Readers should have a basic knowledge of Document Manager and be familiar with administration.

1.3 Related Documents

For more information on using Document Manager, refer to the following:

- *Document Manager User Guide*
- *Document Manager Quick Start Guide*

For information on installing and configuring Document Manager, refer to the following:

- *Document Manager Installation Guide*

In addition to the above, there are a number of guides on major features in Document Manager. See the following for more information:

- *Screen Scrape Guide* – Screen Scraping is used to automate searching in Document Manager based on information displayed in an external application.
- *Workflow and Approvals Guide* – these are features that assist in the processing of documents within an organisation.
- *Retention Policy Module Admin and User Guide* – a guide to the Retention feature, which enables organisations to implement policies to determine how long documents are kept.

If you want to find out more about document management policies in general, you can read the following document:

- *Guide to Document Management*

1.4 Conventions

Throughout this manual, a number of conventions are used. The list below details these conventions:

- On-screen items, including buttons, tabs, menu items, field names and dialog box names are shown in bold, for example, click the **Save** button.
- Keys or key combinations that you have to press on the keyboard are shown in upper case and in angled brackets, for example: <CTRL> + <X>.
- User input (information that you have to enter), object names and references to completed fields are in single quotation marks, for example, enter the value '%PROMPT'.
- Cross-references are in italics; for example, see *1.4 Conventions* on page 1 for more information.
- Variables are displayed in italics in angled brackets, for example, select **Delete** *<annotation type>* (in this instance, *<annotation type>* should be replaced by the name of the selected annotation).
- Code is shown as red 9pt Courier New font (for example, `End Sub`) and code comments are shown in green 9pt font (for example, `This is the Pop-Up event`).

Additional information is provided using icons to draw attention to them:



NOTE: Notes are used to give supplemental information about the subject matter.



WARNING: Warnings are used to provide important pieces of information.



TIP: Tips are used to suggest shortcuts or things to do to make using Document Manager products easier.

1.4.1 Definitions

The following terms are used in this guide:

- **Document Manager Administration Module:** The Document Manager Administration Module from Document Logistix enables System Administrators to configure Document Manager. This has been abbreviated to the 'Administration Module' in this guide.
- **Document Manager:** The Document Manager program from Document Logistix. See the *Document Manager User Guide* for more information.
- **Ribbon:** The ribbon displays tabs containing buttons (for example, the **Administer** tab), which enable access to the Document Manager features.
- **Scanning Module:** The Document Scanning Module enables users to scan documents and add them to Document Manager.

- **Image Viewer:** The Document Manager Image Viewer allows users to work with images and add annotations, if required.
- **Application Documents:** Refers to documents within Document Manager that are associated with a PC application, for example a Microsoft® Office Word document. These documents will open in their associated application on a user's PC.
- **Image Documents:** Refers to documents in Document Manager that are saved in image file formats. These documents will open in the Image Viewer.
- **Pop-up Menus:** A context-sensitive pop-up menu containing commonly-used options is displayed when you right-click on an object in Document Manager.

Additional Document Logistix products are available to further enhance the document management process. For more information about them, please refer to our Website, www.document-logistix.com or speak to an authorised reseller.

2 System Requirements

2.1 Minimum Client Workstation Specification

- Microsoft® Windows XP, Windows Vista®, Windows® 7 with minimum 512 megabytes (MB) RAM (1 gigabyte (GB) recommended)
- SVGA adapter and compatible 15-inch monitor capable of displaying 1024 x 768 resolution
- 100 MB available disk space
- Optional Twain (32-bit) scanner drivers or Kofax® Adrenaline interfaced scanner (contact Document Logistix for list of recommended scanners and drivers)
- 64-bit versions of desktop operating systems may not support the use of scanners
- 100-megabits-per-second (Mbps) network interface (minimum)



NOTE: The workstation PC will require network access to the Document Manager database and document storage locations.

2.2 Database Server Specification

- Microsoft Windows XP, Windows Vista, Windows 7, Windows Server® 2003 or Windows Server® 2008 with minimum 2 GB RAM (4 GB recommended)
- 4 GB available disk space for the database
- 4 GB available disk space or more for database backups
- Additional document storage requirements (below) if also used as the Document Server
- 100-Mbps network interface (minimum)

2.3 Storage Specifications

Document Manager will utilise storage on any network device that provides storage accessible via a Universal Naming Convention (UNC) path. This includes Windows servers, Network Attached Storage (NAS) devices and UNIX® servers running Network File System (NFS)/SAMBA.

Document Manager users should have read/write permissions to the Document Manager database, and the Document Manager document paths. Security is assigned within Document Manager and at file system level, providing flexible and secure storage.

The following figures are provided as a guide for provisioning system storage space. More detailed figures are available from Document Logistix on request.

- 200 MB for the server software
- 10 MB for the initial database (10,000-page capacity using SQL server)

- 50 KB for each letter-sized single-sided black and white image page
- 100 KB for each legal-sized single-sided black and white image page
- 100 KB for a simple office application document
- 8 MB for each uncompressed legal-sized single-sided greyscale image
- 24 MB for each uncompressed legal-sized single-sided true colour image
- An allocation for other documents (for example, you could use the average file size of existing network drives to estimate the required storage)

Ensure sufficient space is available online, and that the system is regularly backed up with the backups stored in a secure, fireproof place, with another copy of the back-up media stored off-site for disaster recovery purposes.

Ensure that the configuration being implemented is in compliance with both legal and recommended document storage practices. This should be documented for each Document Type, where applicable, within the Document Policy. For example, Financial Data and certain Financial Documents must be retained for a minimum of seven years.

Before deploying Document Manager in a networked environment, check the current network usage level for saturation. As a test, time the transfer of a 10-MB file from a server to a workstation. As a guide, the transfer should complete in approximately one second on a 100-Mbps Ethernet connection and 10 seconds for a 10-Mbps connection. Also perform the transfer from the workstation to the server. If the transfer time on a 100-Mbps connection is more than about five seconds, the performance of Document Manager will be impaired.

Document Manager can be run across a WAN (Wide Area Network) but performance will not be as responsive as a LAN. For example, the time taken to open a document on a DSL connection could be in the region of seven seconds compared to two seconds for a LAN.

2.4 Document Manager Supported Databases

Document Manager supports the following Open Database Connectivity (ODBC) databases:

- Microsoft® SQL Server® 2005 and SQL Server 2008 (including Express editions)

The choice of database is dependent on a number of factors, including numbers of users, number of documents to be managed, network speed, and so on.

Microsoft SQL Server Express 2008 is provided on the Document Manager installation CD as a free alternative to the full Microsoft SQL Server product and may be used in multi-user workgroup environments with small numbers of concurrent users (typically 5) and up to 4 GB of data.



NOTE: When installing SQL Server, you may need to run the Surface Area Configuration Tool and allow remote connections.

3 Support Call Escalation

If assistance is required with Document Manager software and the local System Administrator is not able to resolve the issue, contact the Document Logistix supplier or reseller.

Document Logistix carefully selects suppliers and resellers of Document Manager to provide a good level of post-sales service. The purchase of the annual maintenance and support service is required for post-sales service.

When contacting the supplier or reseller for assistance, always make a note of the person contacted and the time contacted, and any call reference number they supply.

If the supplier is unable to resolve the problem, they will contact Document Logistix for assistance, and a Document Logistix System Engineer will be assigned responsibility for the call. If the support call is not being serviced satisfactorily, contact the Document Logistix Support Service direct on (+44) 1908 366722 (UK) or (+1) 866 865-2476 (USA), or by any of the other methods listed in *Contact Details* on page i of this manual.

Before contacting the supplier or reseller or Document Logistix for support, please have the following information available. Failure to supply this information could result in a poorer quality support service due to lack of information, and costs being incurred.

- Contact details
- Application version
- Operating System version
- Any affected hardware
- Description of the problem
- Severity of the problem (impact on the business)

3.1 Remote Diagnostic Facility

Document Logistix are able to remotely perform diagnostics via Internet-connected workstations, usually through remote access software that allows Document Logistix support staff to view and control your computer remotely. The connection is secure and is initiated by the customer. At the time of writing, Document Logistix use Rescue[®] by LogMeIn[®], which can be accessed from www.logmein123.com. Contact Document Logistix or your reseller for further details.

4 Pre-Installation Considerations

Document Manager is installed with a SQL Server database. The database is used for managing the document and folder indexes; actual documents are saved to a conventional shared directory structure. All users must have read/write access to both the database and the document share. Security can be applied to individual users within the Document Manager Administration Module.

Ensure the computer to be used as the document server has file sharing enabled.

Ensure the computer to be used as the database server does not have a firewall blocking ports 1433 or 1434.



NOTE: All users must share the same 'mapping' to the database and document repository. For example, if the documents are located on *P:\Document Manager\Documents*, all users of Document Manager must have their P: drive mapped to the same place. For this reason, we recommend using the UNC convention for specifying locations within Document Manager, for example, *\\DOCSERVER\DOCUMENTMANAGER*. This is specified when installing the Document Manager application. For more on installation, see the *Document Manager Installation Guide*.

5 Overview of Installing Document Manager

The normal sequence of events for a successful Document Manager installation is as follows:

1. On the server machine, install the Document Manager Server component (from the Enterprise Edition CD) and prerequisites:
 - a. Install Microsoft SQL Server (Full or Express Edition) and its prerequisites.
 - b. Create the Document Database.
 - c. Create a file share for the Application files.
 - d. Create a file share for the Documents.
 - e. Run the Document Manager Server setup.
2. Install the Document Manager Client from the 'DMClient' share on the Document Manager Server.
 - a. Run the client setup.
 - b. Run the optional installers for the Office Add-In and Filing Assistant.
3. Install the Document Logistix Service Manager and Search Service (this should be done on just one machine, usually a Server).
4. Run the Administration program and activate a valid license.
5. Configure your specific settings in the database:
 - a. Names of Users.
 - b. Groups (optional but highly recommended to ease administration overheads)
 - c. Domains and Common Fields.
 - d. Drawers.
 - e. Storage Locations (if you require more than the default location)
 - f. Document Types (if you require additional document types)
6. Install workstation scanner drivers and test them.
7. Run the Document Manager program and test all features.

It is recommended that a test database is created in addition to the live document database. A sample database (for quick configuration) can be installed during the Document Manager Enterprise Edition setup. This can be used to build upon for live data use (or to create a test database). Create a copy to be used for testing and experimenting with Document Manager features without affecting live documents.

6 Introduction to Document Manager

Document Manager is a dynamic electronic document management program. A typical order for using Document Manager is as follows:

1. Scan document.
2. Index and save document into a Document Manager folder.
3. Search and retrieve documents.

Document Manager organises documents in a hierarchical structure of Databases, Drawers, Folders and Documents, and has strong security and access controls. Document Manager stores documents by index information relating to the subject matter. Index fields are typically fields containing information about the document, much like a folder label in a filing cabinet. With Document Manager, index fields can be highly configurable and significantly ease the retrieval of documents. A folder or sub-folder can have many different document types stored in it.

Setting up the core structure (i.e. the Drawers, Index fields, Document Types and Storage Locations) is performed in the Document Manager Administration Module.



NOTE: It is highly recommended that the person(s) setting up Document Manager reads the *Document Manager User Guide* for version 2.7, and, using a copy of the Document Manager sample (quick configuration) database, learns Document Manager thoroughly.

6.1 Licensing

Document Manager is a multi-user document management application. The client application may be installed on any number of machines. However, if more than one database is required, additional licenses must be purchased. Licenses can be viewed using the Administration Module. This allows the administrator to see which features are licensed and how many users are licensed to use the system.



NOTE: Altering the license file in any way will render the license invalid and result in the system ceasing to work.

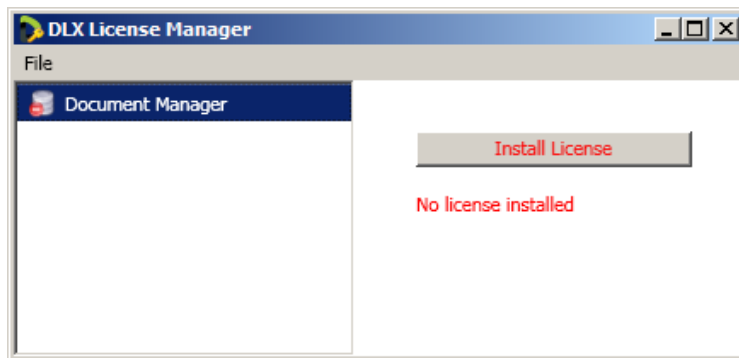
6.1.1 Activating a License

You need to activate your license before you can use Document Manager. Licenses are activated using the DLX License Manager, which is automatically installed with Document Manager Enterprise Edition server.

To activate a license:

1. To open the License Manager, click **Start > Program Files > Document Logistix > License Manager**.

2. In the **DLX License Manager**, click the **Install License** button:



3. The **Import License** wizard starts. Follow the on-screen instructions to activate your license. If the machine on which Document Manager is installed cannot connect to the Internet, you need to complete the offline activation procedure, which requires another machine with an Internet connection. See the *Document Manager Installation Guide* for more on license activation.
4. Once the license is activated, you can view its details in the Administration Module. To do this, click the **Display** button on the **Administer** tab. The **License Details** dialog box displays (see image below). The dialog box contains company information and other relevant details.



NOTE: The features displayed vary based on the license purchased.

Field	Value
Customer Name	DLX
Customer Address	8 Copperhouse Court, Caldecotte,
Customer City	Milton Keynes
Customer Post Code	MK7 8NL
Reseller Name	Document Logistix Ltd
Reseller Email	dm.support@document-logistix.com
Reseller Telephone No.	01908 366 388
Reseller Web Address	http://www.document-logistix.com
License Key	
Product Version	2.7
Drawers	Unlimited
Full Users	15 Concurrent
View Only Users	15
Sorting Office Users	15
Workflow Users	15

- When you have finished viewing the license file, click **OK**. The status bar in the Administration Module will display the currently-connected database (the Administration Module can administer more than one database), the customer name and also the host machine for Document Manager:



6.1.2 Named Licensing for Users

With the **Named User** license model, individual named users cannot log in at more than one workstation simultaneously. If a user logs into Document Manager at two different workstations, the user will be asked if he or she wants to delete the existing (previous) session:

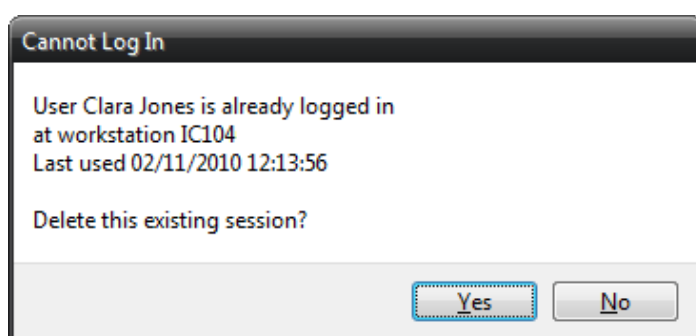


Figure 1: User Delete Existing Session Message

6.1.3 Concurrent User Licensing

If your organisation has a **Concurrent User** license, users can log in to more than one Document Manager session, unless the total concurrent sessions exceed the number of licensed concurrent users. However, in order to log in to multiple sessions, users must be granted the 'Allow multiple Logins' permission (located on the **Misc** sub-tab on the **Permissions** tab in **Modify User Account**) or belong to a user group with that permission. If they do not and they attempt to log in to a second Document Manager session, they will be unable to log in and a message will be displayed. See *11.2 Adding and Modifying a User Account* on page 40 to grant this permission to users and *12 Groups* on page 57 for more on granting permissions to groups.

6.1.4 View Users and Full Users

Depending on the type of license purchased, Document Manager users fall into one of two categories: View Users and Full Users. Document Manager View-Only Users can perform all document search and retrieval functions using the Document Manager Desktop.

View-Only User functions include:

- View
- Email
- Print
- Export

In addition to the privileges of a View-Only User, Full Users have full functions plus the following options:

- Ad-Hoc Scanning
- Document Creation
- Check Documents Out/In
- Advanced Annotations
- Version Control

6.1.5 Logged-In Users

Document Manager System Administrators can see who is logged in to the system by clicking the **System Usage** button available on the **Administer** tab in the Document Manager Administration Module and displaying the **Connected Sessions** dialog box:

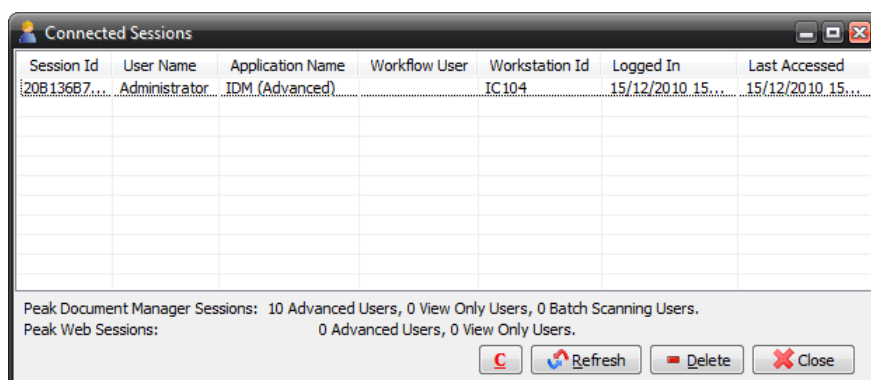


Figure 2: The Connected Sessions Dialog Box

Each connected user has a unique session ID while connected and may be disconnected by the administrator if necessary. To disconnect a user from, select the user and click the **Delete** button.

6.2 Drawers

Drawers are the highest organisational level within a Document Manager database. Each drawer has its own indexing structure for both folders and documents. There can be as many drawers as the company needs; limited only by disk space. More information on drawers can be found in section *19 Drawers* on page 116.

6.3 Folders

Working with folders is a common daily operation and understanding how folders work is essential to the successful operation of Document Manager. Document Manager will not permit two folders in the same drawer with the same index fields.

Sub-folders are folders within folders. Sub-folders are not indexed as they inherit the index fields of the folder in which the sub-folder resides (the 'parent' folder). Sub-folders simply have a sub-folder name only. More information on folders can be found in *19.4 Adding Index Fields to a Drawer* on page 123 and in *19.6 Resetting Sub-Folder Permissions* on page 131.

6.4 Documents

A document (file) can be a typical document, such as a scanned document (PDF or TIF file), as well as other digital file formats, including:

- Digital Images (.jpg, .bmp, etc.)
- Emails and email attachments
- Application files (.doc, .pdf, .xls, etc.)
- Multimedia clips (such as .mp3, .wma, etc.)
- Transaction files

These items are categorised by Document Types in Document Manager. More information on Document Types can be found in section *16 Document Types* on page 77 and in *19.7 Configuring Document Types for Drawers* on page 132.

6.5 Indexing

In order for the 'Search and Retrieval' aspect of Document Manager to work, users are required to index (categorise) every folder and every document that is added to Document Manager. Entering values into the index fields assists in efficient and accurate searching and retrieval of documents. Consider the example shown in Figure 3:

The invoice contains the following information:

- Invoice Number:** 2859772
- Invoice Date:** 14/05/01
- Company Name:** Systemax The Perfect PC
- VAT Registration number:** GB 576 7492 84
- ACCOUNT NO:** 1790683
- TERMS:** NET MONTHLY
- ORDER NO:** 2615087
- DATE RECEIVED:** 14/05/01
- TIME RECEIVED:** 15:23
- DISPATCH DATE & ORDER METHOD:** 14/05/01
- CUSTOMER ORDER NUMBER:** PETER FORD
- CATALOGUE CODE:** SE16009, SE16039
- QUANTITY DESPATCHED:** 2, 2
- DESCRIPTION:** TONER LASERJET 4L/P (74A 6956), HP TONER LASERJET 5SI/MX
- UNIT PRICE:** 51.05, 111.95
- VAT CODE:** 2, 2
- TOTAL AMOUNT (Excluding VAT):** 102.10, 223.90

Figure 3: Example Invoice

The invoice above is scanned and when it is added to Document Manager, the values for the Invoice Number, Invoice Date, VAT Registration Number and Company Name are entered into index fields. The result of indexing allows other users to easily and quickly search in Document Manager for any or all of these values.

More information on indexes can be found in *19.4 Adding Index Fields to a Drawer* on page 123.

6.6 Storage Location

Storage Locations define areas for physical document storage. When documents are created in Document Manager, they are stored in the location defined by the drawer, document type or default location. More information can be found in *14 Understanding Storage Locations* on page 68.

6.7 Users/Groups

A **User** is a person who uses the Document Manager system. A user has a username, a password and specific access rights and permissions to perform actions in Document Manager. A **Group** is a collection of users, typically related by something in common, such as a department, function or permission. More information on users and groups can be found in *11 User Accounts* on page 37 and *12 Groups* on page 57.

7 Administration Module Overview

The Document Manager Administration Module is designed to assist in setting up all aspects of Document Manager, including (but not limited to) the following:

- Adding New Databases
- Creating User and Group Accounts
- Setting up Storage Locations
- Creating Document Types
- Defining Folder and Document Index Fields
- Defining Permissions
- Setting up security (i.e. mixed case password, password change intervals, and so on)

It is strongly recommended that a test database is configured to use as practice before implementing Document Manager into your company's everyday business processes.

Before proceeding through the steps to set up Document Manager, it is highly recommended that the administrator does the following:

- Read the *Document Manager User Guide* and learn how to use Document Manager (using a **copy** of the sample database provided with the Document Manager software).
- Learn about Document Manager Security (see *10 Understanding Document Manager Security* on page 32).
- Learn about Creating a Company Document Management Policy, and review the Sarbanes-Oxley Act, Freedom of Information Act and Data Protection Act (see the *Document Logistix Guide to Document Management* for more information on these).

Typically, after installation, the order of setting up a new Document Manager system is as follows:

1. **Set up Users** – Create user accounts, and assign access rights and permissions.
2. **Set up Groups** – Create groups, grant access and permissions and add users to groups.
3. **Define the Storage Locations** – Set up the directories in which Document Manager will automatically save documents.
4. **Define the Document Types** – Set up the different types of document that users will select when a new document is created or imported in Document Manager. Creating document types enables further categorisation of documents to facilitate easier document retrieval. Additionally, this enables security settings to be defined for specific document types.
5. **Create Domains** – A domain is a list of related values. When creating and importing documents, a user needs to complete index fields. Domains help users to enter the correct information by providing a drop-down list to choose from, which also ensures consistency.

6. **Define Common Fields** – Create index fields that can be made available to multiple drawers to use as part of their indexing structure. It is recommended that 'Common' fields are defined for ALL index fields, even if a field is only used in one drawer. This will simplify future configuration if a new drawer requires the field to be part of its indexing structure.
7. **Add a new Drawer** – Set up the drawers; the highest level of organisation within Document Manager. The number of drawers allowed is unlimited.
8. **Test Document Manager** – Test the setup and import documents into Document Manager. This will help determine if any changes will be needed to best meet company requirements.

7.1 Starting the Administration Module

To open the Document Manager Administration Module:

- Click the **Start** menu and, depending on your operating system, select **All Programs** or **Programs**, then **Document Logistix > Document Manager Admin**.

If this is the first time you have logged in to the Administration Module, you may need to activate your license. See *6.1.1 Activating a License* on page 9 for more information on how to do this.

7.2 Login Reason

Each time you start the Document Manager Administration Module, a dialog box will be displayed for you to enter a reason for logging in:

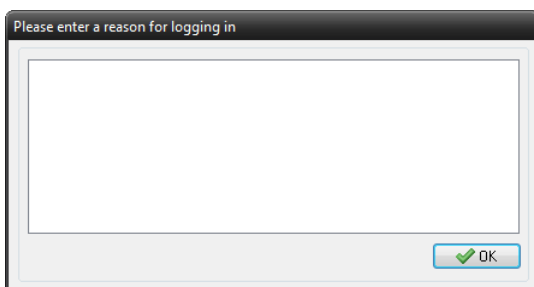


Figure 4: Login Reason

Enter a brief description of why you are opening the Administration Module and click **OK** to continue to the login dialog box. This reason will be retained as part of the system audit. See *22 Auditing* on page 163 for more information.

7.3 Default Login

When you first run the Administration Module, you will be presented with a login dialog box. The default user name is 'Administrator' and the default password is 'admin'.



IMPORTANT: It is recommended that the default password is changed from 'admin' to prevent unauthorised access to the administration functions. Please keep passwords secure.

8 Getting to Know the Administration Module

After logging in to the Document Manager Administration Module, the main Administration Module window displays:



Figure 5: The Administration Module Window

Table 1 describes the items in the Administration Module main screen:

Item	Description
Buttons	These buttons offer one-click access to administrative areas of the Administration Module and are displayed in the order (left to right) of usage in typically setting up Document Manager: • Databases – Create and modify the databases used in the Document Manager system. • Users – Manage User Accounts and permissions. • Groups – Manage User Groups and permissions. • AD Manager – Import and manage Active Directory® users (requires appropriate license). • Storage Locations – Manage document storage locations. • Document Types – Define and manage document types. • Domain Fields – Define drop-down list values for index fields in Document Manager. • Common Fields – Define the shared fields used in drawers. • Drawers – Define and manage drawers. • Approval Lists – Create lists of approvers for Workflow and Retention (licensed feature). • Workflows – Configure Document Manager Workflow (licensed feature). • Document Retention – Implement a Document Retention policy (licensed feature). See the <i>Retention Policy Module Admin and User Guide</i> for more on Document Retention policies. • System Settings – Define and manage system-wide parameters. • Web Settings – Enter or edit the settings for Document Manager Web. • System Audit – Displays the system audit logs. • System Usage – Displays details of the users logged in to the system. • Text Stamps – Enables text stamps to be created or modified. • Display – Displays Document Manager license information.

Item	Description
Buttons (continued)	Help – Access the Document Manager Administration Guide (PDF). Exit – Exits the Administration Module.
Additional Options (Top Right of the Window)	Options – Allows changes to the 'skin' of the Administration Module. About  – Gives information about the existing Administration Module and how to contact Document Logistix for assistance.
Status Bar	Located at the bottom of the Administration Module main screen, the status bar lists the database to which the logged-in user is connected, the name of the licensee and the Document Manager host machine.

Table 1: Administration Module Main Window Description

The main Document Manager Administration Module functions are contained on an **Administer** tab, a Quick Access Toolbar and a Document Logistix Application Menu (accessed from the **File** tab). On the **Administer** tab, a ribbon contains groups of controls, or buttons. All aspects of the Administration Module window are covered in the sections below.

8.1 Administration Module Window

In the Administration Module window, a ribbon area contains the **Administer** tab, which displays controls that are grouped together (see Figure 6 below). When the window is resized, the groups with buttons become smaller.



Figure 6: The Administer Tab

On the ribbon, there are groups that contain controls, or buttons, such as **Users and Groups** shown in Figure 7 below:

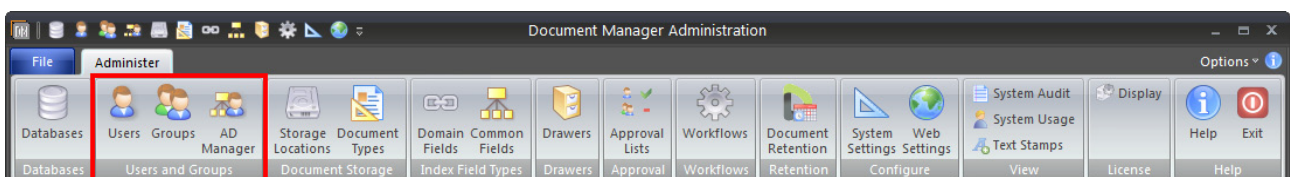


Figure 7: Button Groups on the Administer Tab

In each group, there are one or more controls (buttons). The buttons are highlighted when the mouse pointer is hovered over them or when they have been clicked (see Figure 8 below). Also, a tooltip displays when the mouse pointer is placed over a button.

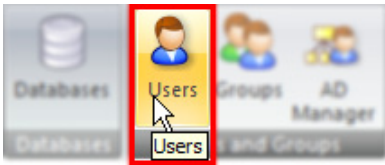


Figure 8: Highlighted Button with Tooltip

Sometimes buttons and other controls are disabled, typically because a feature is licensed and the current license does not enable the feature. These are indicated by the button icon and text being greyed out.

8.2 Administer Tab

All the Administration Module tools are displayed on the **Administer** tab (see Table 1 on page 18 for a description of the **Administer** tab buttons):

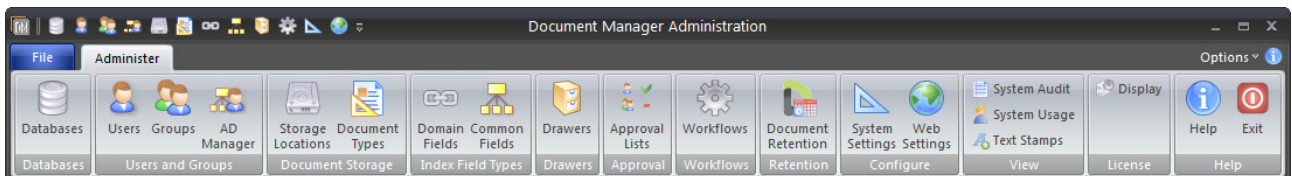


Figure 9: The Administer Tab Tools

8.3 Application Menu

Access the Application menu by clicking on the **File** tab:

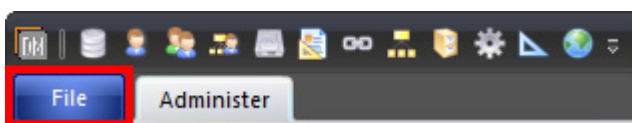


Figure 10: Launching the Application Menu

The Application menu displays:

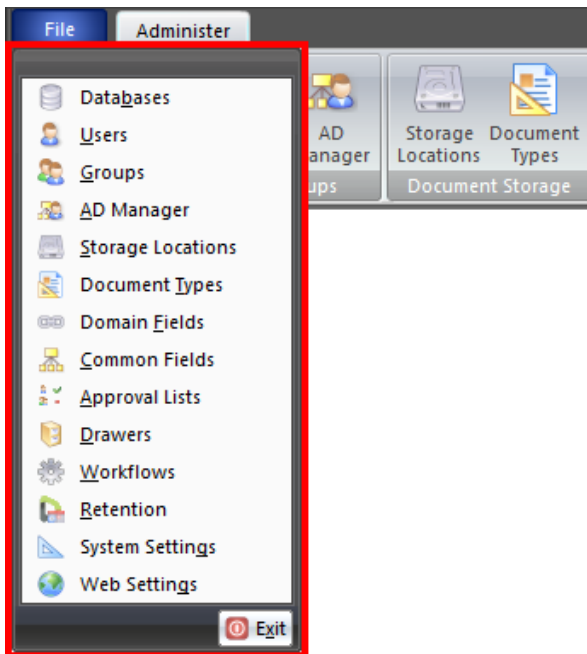


Figure 11: The Application Menu

See Table 2 for a description of the items in the Application menu:

Item	Description
Database	Create and modify databases used in the Document Manager system.
Users	Manage User Accounts and permissions.
Groups	Manage Group Accounts and permissions.
AD Manager	Import and manage Active Directory users.
Storage Locations	Define and manage the Storage Locations for documents.
Document Types	Define and manage the Document Types.
Domain Fields	Define and manage Domain Fields (drop-down menus).
Common Fields	Define and manage Common Fields.
Approval Lists	Create lists of approvers for use with Workflow Actions and Retention.
Drawers	Define and manage Drawers.
Workflows	Configure Document Manager Workflow.
Retention	Create and implement a Document Retention policy.
System Settings	Define and manage system-wide parameters.
Web Settings	Specify settings for Web access to Document Manager.

Table 2: Application Menu Options

8.4 Quick Access Toolbar

The Quick Access Toolbar, located just to the right of the Document Logistix logo (), is for accessing the most commonly-used features:

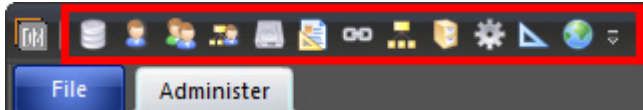


Figure 12: The Quick Access Toolbar

With just one click, access the following:

- **Databases** () – Create and modify databases used in the Document Manager system.
- **Users** () – Manage User Accounts and permissions.
- **Groups** () – Manage Groups and permissions.
- **AD Manager** () – Import and manage Active Directory users.
- **Storage Locations** () – Manage the file storage locations.
- **Document Types** () – Define and manage the Document Types used in Document Manager.
- **Domain Fields** () – Define the drop-down lists and values for Document Manager.
- **Common Fields** () – Define the shared index fields used in drawers.
- **Drawers** () – Create and manage drawers.
- **System Settings** () – Modify the Document Manager system settings.

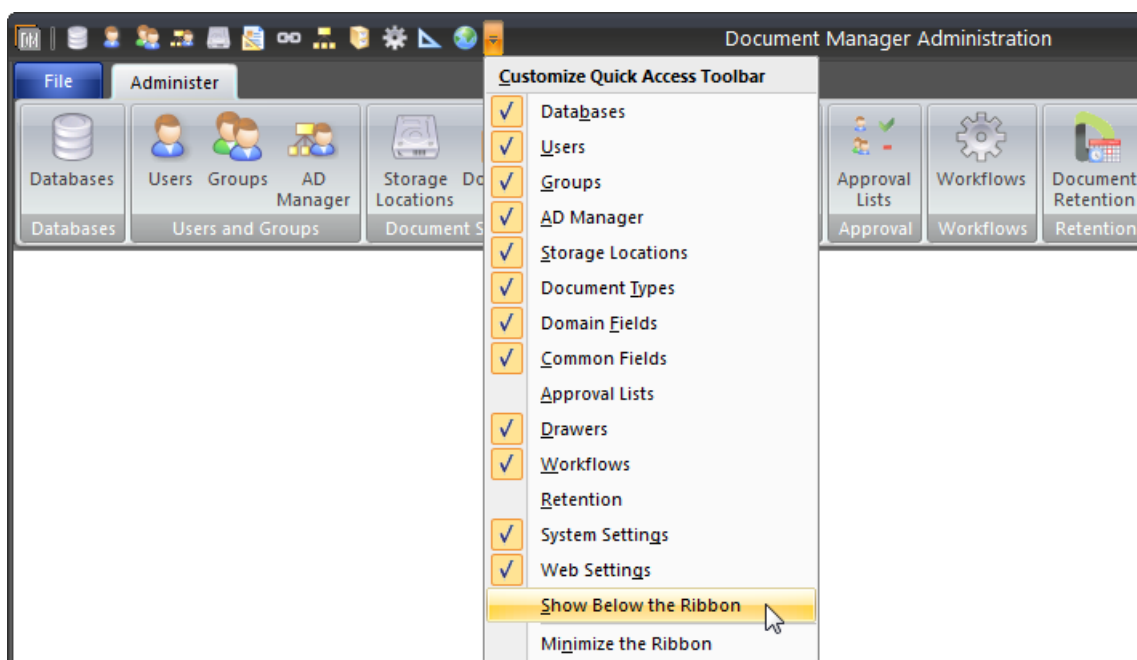
You can choose which features to display on the Quick Access Toolbar by clicking the drop-down arrow () to the right of the toolbar and selecting the feature name. Selected features display a tick to indicate that they are displayed on the Quick Access Toolbar.

8.4.1 Show Below the Ribbon

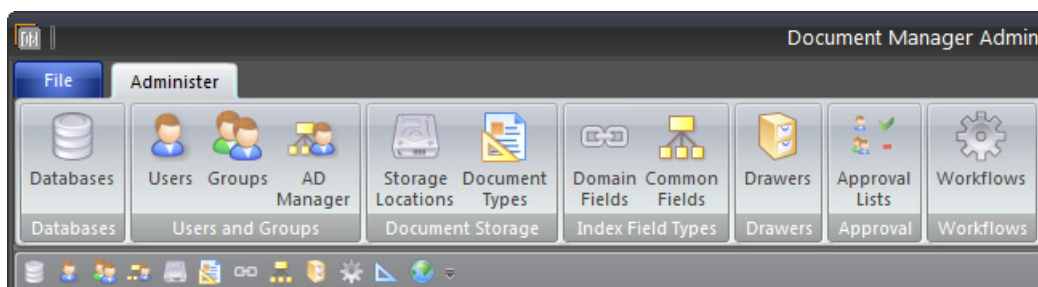
You can change the location of the Quick Access Toolbar to display below the ribbon.

To display the Quick Access Toolbar below the ribbon:

1. On the Quick Access Toolbar, click on the drop-down arrow and select **Show Below the Ribbon** from the menu displayed:



2. The Quick Access Toolbar moves to display below the ribbon:



8.4.2 Show Above the Ribbon

To return the Quick Access Toolbar to display above the ribbon:

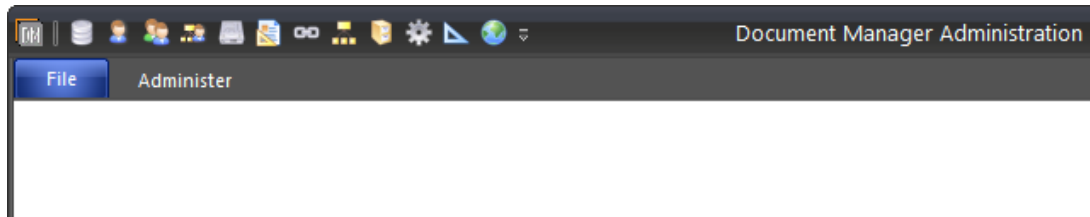
1. On the Quick Access Toolbar, click on the drop-down arrow (▼) and select **Show Above the Ribbon** from the menu displayed.
2. The Quick Access Toolbar moves to display above the ribbon.

8.4.3 Minimizing the Ribbon

You can minimize the ribbon so that it is hidden.

To minimize the ribbon:

1. On the Quick Access Toolbar, click on the drop-down arrow and select **Minimize the Ribbon** from the menu displayed.
2. The ribbon disappears from view:



NOTE: Clicking on **Administer** makes the ribbon appear temporarily. Clearing the tick from **Minimize the Ribbon** on the Quick Access drop-down menu makes the ribbon display fully.

8.5 Options

8.5.1 Styles and Large Icons

There is an option to display the Document Manager Administration Module in a choice of different colour skins. Simply choose the preferred colour and the Administration Module will refresh and display in that colour.

Selecting the **Large Icons** option displays all icons in the buttons of all tabs in a large size. Clearing **Large Icons** displays all icons as small icons.

9 Databases

Because the core of a company's documentation is accessed from the Document Manager database, it is very important to create a Company Document Management Policy and update it regularly. Full information on this and an example Document Management Policy can be found in the document entitled *Guide to Document Management*.

There is no limit to the number of databases used by Document Manager. A sample database can be created during installation, enabling you to quickly configure your drawer set-up or to explore the Document Manager features.

- Click the **Databases** button to display the **Document Manager Databases** dialog box:

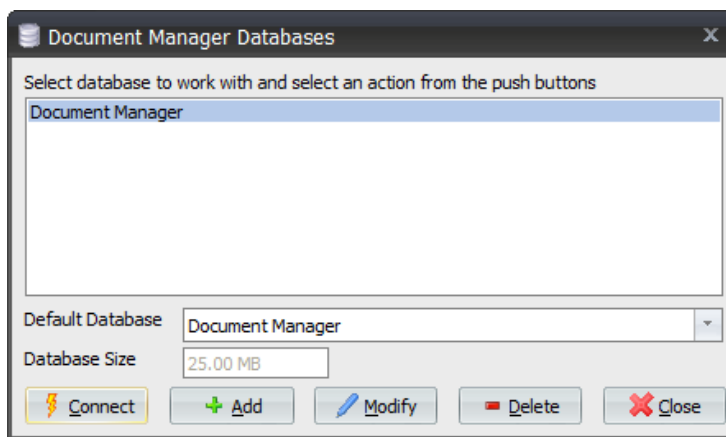


Table 3 describes the **Document Manager Databases** dialog box:

Item	Description
Default Database	When logging in to either the Administration Module or to Document Manager, this option specifies the database that is initially displayed in the Database drop-down list. To change the default database, select a database from the drop-down list. Click Close to save changes.
Database Size	This field shows the approximate size of the database on disk.
Connect	To administer a different database, select it from the list under Select database... and click Connect . You are then prompted to log in to the other database with a valid username and password.
Add	To create a new database, click Add and enter the details of the new database. Refer to 9.1.1 <i>Creating a Database</i> on page 25 for more information.
Modify	To modify an existing database (change the Alias, for example), select the database from the list and click Modify (refer to 9.2 <i>Modifying Database</i> on page 30).
Delete	To delete a database, select it from the list and click Delete .  NOTE: This will NOT actually delete the database or its contents but will simply remove its reference from Document Manager.

Table 3: Description of Document Manager Databases Dialog Box

9.1 Adding a New Database

These are the steps involved in the creation of a new database:

1. If your Document Manager system uses the maximum allowed number of licensed databases, contact Document Logistix to update the license (see *Contact Details* on page i).
2. Activate your updated license (see *6.1.1 Activating a License* on page 9).
3. Create the new database.
4. Log in to the new database.
5. Implement Document Manager Security measures (see *10 Understanding Document Manager Security* on page 32).

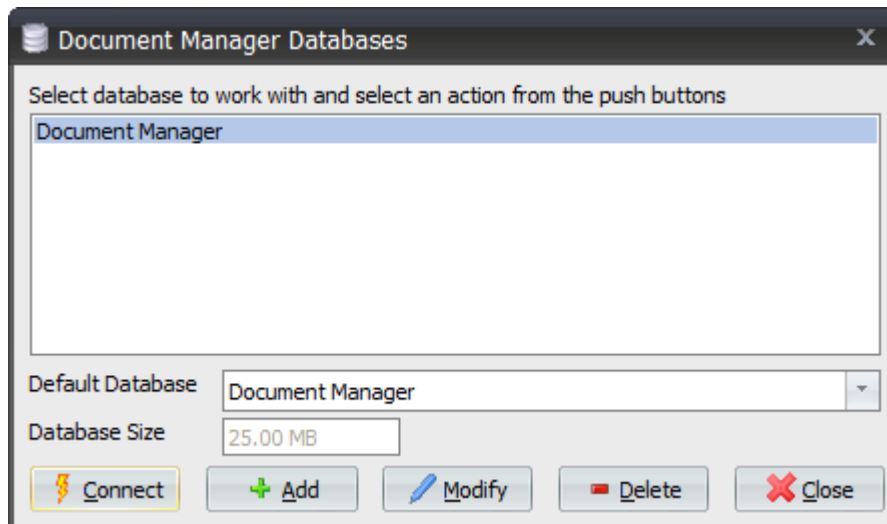
Document Manager comes with the option of a sample database and, if selected during installation, you could use it to test the features or as the basis for your own database. If this is the case, the following steps are not required. Follow them only if you need to create a new database.

9.1.1 Creating a Database

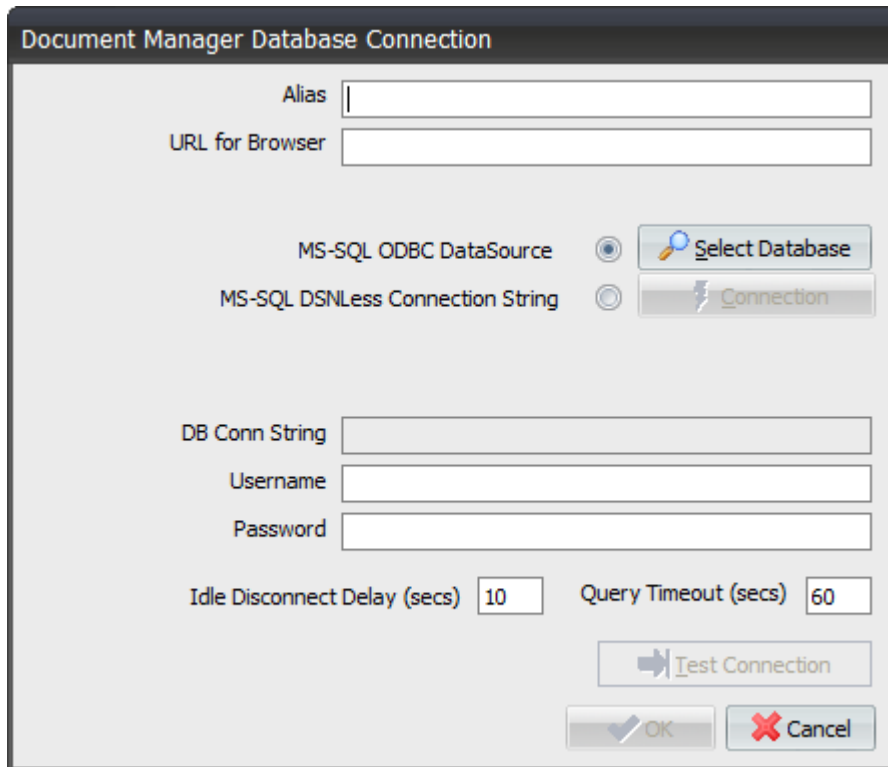
The number of Document Manager databases is only limited by the available server resources and the maximum number allowed by your license.

To create a new database:

1. On the **Administer** tab, click the **Databases** button. The **Document Manager Databases** dialog box displays:



2. Click **Add**. The **Document Manager Database Connection** dialog box displays:



The dialog box titled "Document Manager Database Connection" contains the following fields and controls:

- Alias**: A text input field.
- URL for Browser**: A text input field.
- MS-SQL ODBC DataSource**: A radio button (selected) next to a **Select Database** button.
- MS-SQL DSNLess Connection String**: A radio button (unselected) next to a **Connection** button.
- DB Conn String**: A text input field.
- Username**: A text input field.
- Password**: A text input field.
- Idle Disconnect Delay (secs)**: A numeric input field with the value 10.
- Query Timeout (secs)**: A numeric input field with the value 60.
- Test Connection**: A button with a right-pointing arrow.
- OK** and **Cancel**: Buttons at the bottom right.

i NOTE: If the Retention Module is enabled, this dialog box displays a **Retention** tab. Retention is a licensed feature. Refer to the *Retention Policy Module Admin and User Guide* for more information.

3. Define your settings and when finished, click **OK**. For descriptions of the options in this dialog box, refer to Table 4 below.
4. Once the database has been created, you are required to log in to the database to manage it. From the **Document Manager Databases** dialog box, log in by selecting the newly-created database and then clicking the **Connect** button. The Login dialog box displays.

i NOTE: Modify a database by selecting the database in the **Document Manager Databases** dialog box and then clicking the **Modify** button.

i NOTE: To delete the settings for a database, select the database and then click the **Delete** button. This will NOT actually delete the database but will simply remove its reference from Document Manager.

Table 4 below describes the **Document Manager Database Connection** dialog box:

Option	Description
Alias	Enter a meaningful name to be recognised by users of the Document Manager client program, for example, when logging into the application. Document Manager and the Document Manager Administration Module may connect to different databases as selected by the user. For example, a database alias may be called 'Head Office' or 'Austin' or 'John Doe'.
URL for Browser	If using Document Manager Web Basic, optionally define a URL to locate the Web Server. Only enter a URL if the Web Server is different to the main Document Manager Web Basic server, for example, it may be located in another country or office.
MS-SQL ODBC DataSource	Select this option for an ODBC connection to the database and click the Select Database button to select the database source in the Select ODBC Data Source dialog box.
MS-SQL DSNLess Connection String	Select this option to use a DSN-less SQL Server connection, and then click the Connection button to enter the connection properties in the Data Link Properties dialog box. See <i>9.1.2 Data Link Properties Dialog Box – Connection Tab</i> on page 28 below for a description of the settings in this dialog box.
Data Source	This field only displays if MS-SQL ODBC DataSource is selected above. The Data Source field displays the name of the ODBC Data Source (DSN) selected in the Select ODBC Data Source dialog box. The Data Source must already be configured on your machine using Data Sources in the Control Panel (in Administrative Tools).
DB Conn String	This option only displays if MS-SQL DSNLess Connection String is selected above. Displays the connection string to the selected DSN-less database. This field can be edited if there is a problem with connection.
Username	The Username textbox only displays if the MS-SQL ODBC DataSource option is selected. Enter the login name for your ODBC data source.
Password	Enter the password used for your ODBC data source or SQL Server database.
Idle Disconnect Delay (secs)	This field is only applicable to ODBC connections. Specify the number of seconds before automatic disconnection from the selected data source if a connection is not established.
Query Timeout (secs)	This field is only applicable to ODBC connections. This option determines the maximum amount of time permitted for a query before it times out. The default is 60 seconds.
Test Connection	The database connection must be tested prior to implementation. Click this button to test the connection to the configured data source. If the connection is successful, the OK button will be enabled. If a failure message displays, the connection parameters will need to be changed and tested until the connection test is passed.

Table 4: Description of the Document Manager Database Connection Dialog Box Options

9.1.2 Data Link Properties Dialog Box – Connection Tab

The settings in this dialog box enable you to configure a DSN-less Connection to a SQL Server database. The dialog box is displayed if you select **MS-SQL DSNLess Connection String** and click the **Connection** button in the **Document Manager Database Connection** dialog box. Figure 13 shows the settings on the **Connection** tab:

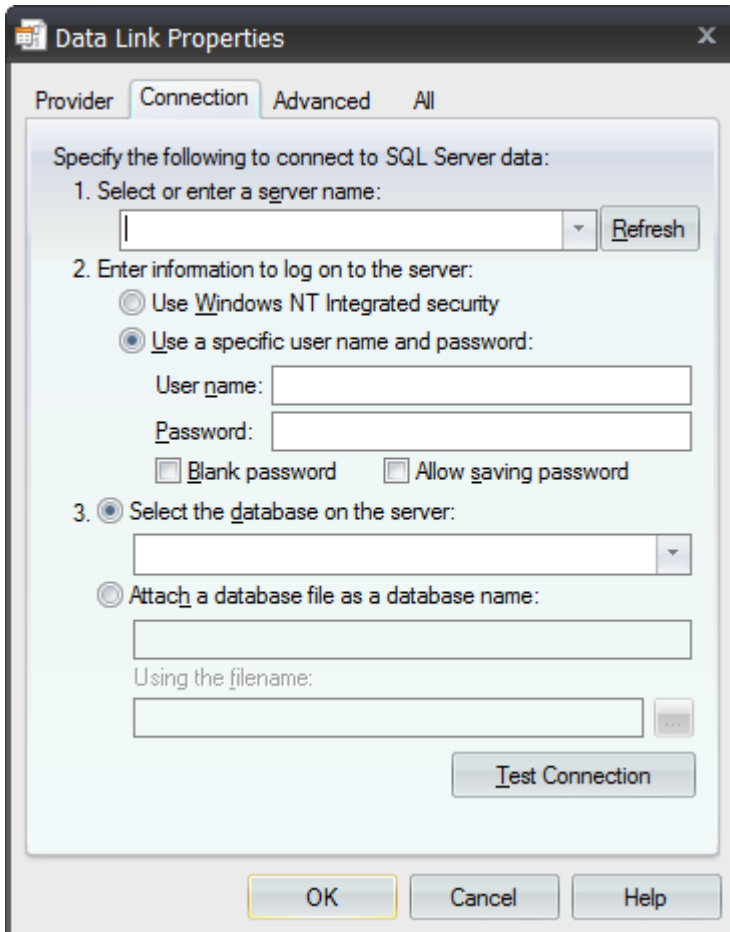


Figure 13: Data Link Properties Dialog Box – Connection Tab

Table 5 below describes the settings on the **Connection** tab in the **Data Link Properties** dialog box:

Item	Description
Select or enter a server name	Select the SQL Server database name from the drop-down list or manually enter the name. Click Refresh if the name does not appear on the list.
Enter information to log on to the server	Use Windows NT Integrated security – Select to use Windows login credentials (username and password) to connect to SQL Server. Use specific user name and password – Select to use the User name and Password entered in the fields below to log in to SQL Server. To use a blank password or allow the password to be saved, select the appropriate checkboxes.

Item	Description
Select the database on the server	Click this option to select the SQL database from the drop-down list or manually enter the database name in the field.
Attach the database file name as a database name	If SQL server is version 7.0 or greater, this option attaches the database file as a database name. The text box under this option displays the database name.
Using the filename	Select the SQL database filename the drop-down list, manually enter it or click the browse button (...) to navigate to its location.
Test Connection	Click to test the connection. If the test fails connection, check the SQL settings.

Table 5: Data Link Properties – Connection Tab

9.1.3 Logging In

Only users with one or more Administer rights are able to log in to the Administration Module (see step 3 in *11.2.1 Permissions Tab* on page 42 for more on the Administer permissions). By default, a user is created when the database is created with a login name of 'administrator' and a password of 'admin'.



IMPORTANT: For security purposes, immediately change the default password for 'administrator'. Please keep the new password secure. It is recommended that a second, backup Administrator account is created, which is not used unless the main Administrator account becomes disabled or locked out.

Figure 14: The Document Manager Login Screen



NOTE: The **Password** can be set to be case-sensitive, if required (see *20.1.3 Login/Passwords Tab* on page 140).

When the Login dialog box displays, the **User Name** field will automatically display the last user name that logged in to the Administration Module (by default, Document Manager displays the network login name in the **User Name** field).

To log in to the Document Manager Administration Module:

- Enter a valid **User Name** and **Password** and click **OK**.

If there is more than one database defined during Document Manager installation or configuration, the Login dialog box will display a drop-down list to choose the preferred database. The default Database can be defined in the Administration Module (see 9 *Databases* on page 24 for how to do this).

If your organisation uses Active Directory and it is integrated with Document Manager, the **Realm** drop-down list is displayed and contains the Active Directory domains selected by the administrator in the AD Manager. Active Directory integration requires an additional license.

Once a correct user name and password has been supplied at login, you may be asked whether you wish to use Universal Coordinated Time (UTC).

- If there are offices in other time zones, the UTC helps to standardise the different time zones the database will use. The UTC is used mainly for audit log purposes. It is recommended that you click **Yes** in all cases.

You can then import a license file to activate the system.

9.2 Modifying Database Details

If your SQL Server administrator has changed the login name or password required to connect to the database, you must modify the details in the Administration Module.

To modify database details:

1. In the main Administration Module window, click the **Databases** button. The **Document Manager Databases** dialog box displays.
2. From the list of databases provided, select the required database and then click the **Modify** button. The **Database Connection** dialog box displays.
3. Enter any changes (for field descriptions, refer to the Table 4 in 9.1.1 *Creating a Database* starting on page 25).
4. When you have finished making changes, click **OK**.
5. In the **Document Manager Databases** dialog box, click **Close**.

9.3 Using Multiple Databases

Document Manager can access more than one database from the Administration Module and Document Manager client.

Document Manager supports ODBC DSN and DSN-less connections. It is recommended that DSN-less connections are used because this provides easier administration, because the database connection needs to be configured just once, unlike ODBC connections, which require a new connection on each workstation.

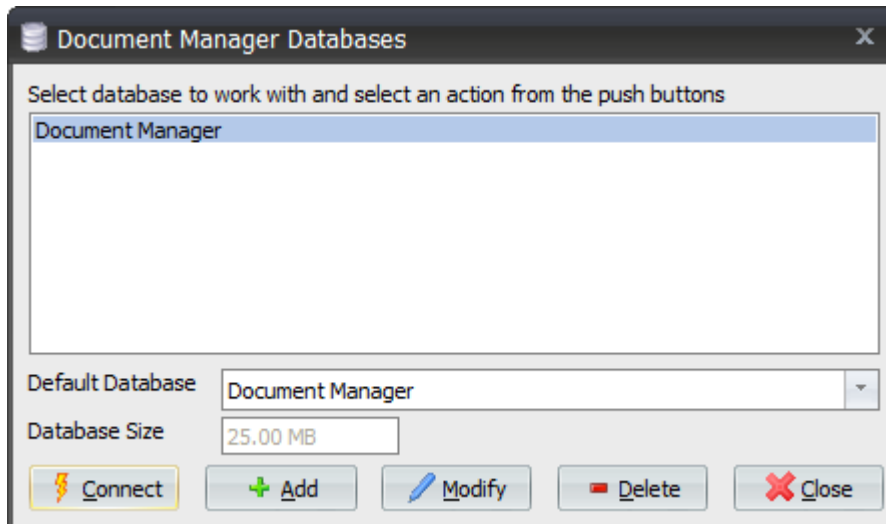
DSN-less connections also provide superior performance, particularly in a high-connection environment (e.g. Web server).



NOTE: Each database **MUST** have a separate License.

To configure multiple databases:

1. On the **Administer** tab, click the **Databases** button. The **Document Manager Databases** dialog box displays:



2. Click **Add** to configure a new database in the **Document Manager Database Connection** dialog box. Refer to Table 4 on page 27 for a description of the options in this dialog box.
3. Once a new database is configured, select the database from the list and then click the **Connect** button to log in. The Document Manager Login dialog box displays.
4. Log in to the database.

See 9.1 *Adding a New Database* on page 25 for more on adding new databases.

Remember, each database maintains its own list of User Accounts, Group Accounts, drawers, and so on: an alternative database may be one for which an administrator does not have Administration rights.

10 Understanding Document Manager Security

Before creating user accounts, it is worthwhile understanding how security and access control works in Document Manager. This has a significant impact on how user accounts are defined.

10.1 Access Control and Permissions

Access control and permissions determine what actions can be performed in Document Manager and in which locations. **Access rights** define where a user is allowed to go within Document Manager. **Permissions** determine what a user or group can do within the system, for example, to documents or folders. Using the Administration Module, the administrator sets permissions prior to giving a user or group access to Document Manager. Access can be granted at all levels within Document Manager. Permissions can be set for users or groups at the system-wide (Database) level, and also for drawers, folders, documents and annotations.

10.1.1 Access and Permission Levels

In Document Manager, there are five levels of access and permissions. At the **Database** level (Level 1), a user can be granted full access rights to go anywhere and full permissions do anything within Document Manager. At the **Drawer** level (Level 2), certain access rights and permissions can be taken away. At the **Folder** level (Level 3), more rights are typically taken away, and the same happens with **Documents** (Level 4). **Annotations** within image documents are Level 5, and these also have access rights and permissions applied to them.

10.1.2 Types of Permissions

Two types of permissions can be set at any of the top three levels (Database, Drawers and Folders): these are **document** permissions and **folder** permissions. Document permissions can also be set for individual documents. Examples of document and folder permissions include 'Create', 'Delete' and 'Modify'.

As well as document and folder permissions, there are additional permission types such as 'administer', 'miscellaneous' and 'annotation', which can be set system-wide (at the Database level) for users and groups in the Administration Module. For annotations, permissions are also granted for individual annotations on the relevant image documents.

Document and folder permissions can be set at the Database level for users, groups and drawers in the Administration Module, and also for individual folders and documents in the Document Manager client.

10.1.3 Access Rights

Users and groups will only see the drawers, folders and documents to which they have been granted access. For example, if a user does not have access to the 'Personnel' drawer, the folders and documents in that drawer will not be seen by that user. If a user does have access to the Personnel drawer, but is only allowed to see the 'John Smith' folder, that is the only folder that would be displayed to that user in the Personnel drawer.

By default, the system group 'Public' is given access to new drawers, folders and documents when they are created. This enables all users to navigate through drawers and folders. If access is to be restricted, the 'Public' group should be removed and only authorised users should be granted access.

If users have been given the system-wide 'Modify Access' permission, they can determine who can access objects, for example, the folders and documents within a particular drawer. However, permissions that have been taken away at a different level may still prevent a user from performing an action. Document Manager is designed to specifically eliminate the potential security risk of someone incorrectly having access to folders and documents.

10.1.4 Controlling Access and Permissions through Different Levels

The default setting applied to users and groups is FULL access to go anywhere within the system. This enables users to access all drawers and folders in the system and list the documents they contain; however, to begin with, a user cannot perform any actions on folders and documents, unless granted permissions in the Administration Module. Typically, the administrator initially grants all document and folder permissions to users at the Database level. Then, with each level down through the Document Manager structure, additional access rights and permissions can be taken away, resulting in more control of a user's actions. This means that if a user has a permission set at the default (Database) level but not in a specific folder (because it has been taken away), the user will only be able to use that permission at the Database and Drawer level (and not for that specific folder).

Permissions count downwards through the levels (from the Database to Drawers, Folders, and Documents). If a permission is taken away for an object (the database, a drawer or a folder) at a particular level, it does not apply at lower levels contained within the specific object, even if it is explicitly set for a lower-level object. For example, if a user has the 'Delete' document permission at the Database and Drawer levels, but does not have the 'Delete' document permission for a particular folder, the user cannot then delete documents in that folder, even if the 'Delete' permission has been granted to the user for specific documents.



IMPORTANT: Because the 'Public' group has all document and folder permissions granted by default, if you want to restrict the actions that users can perform on a specific folder or document, you need to remove the 'Public' group from the list of users and groups with access.

10.1.5 Group Access Rights and Permissions

Users can also inherit access rights and permissions as part of a group. Once a group is created, users can be added to the group and permissions applied to the group. Groups are created and configured in the Administration Module. Groups can also be given access to, and be assigned permissions for, specific drawers, folders and documents. Because groups can be added to other groups, care should be taken when using groups to assign permissions.

Access rights and permissions for users and the groups to which they belong are added together to give overall access rights and permissions. Looking at users and groups for a specific drawer, if User1 does not have any permissions set for the drawer but belongs to Group1 (which has delete rights) AND belongs to Group2 (which does not have delete rights); the overall permissions in the drawer for User1 would be to have delete rights.

10.1.6 Effective Permissions

For simple overview of Effective Permissions, see Figure 15. This example assumes that only permissions controlling actions for documents are set or removed:

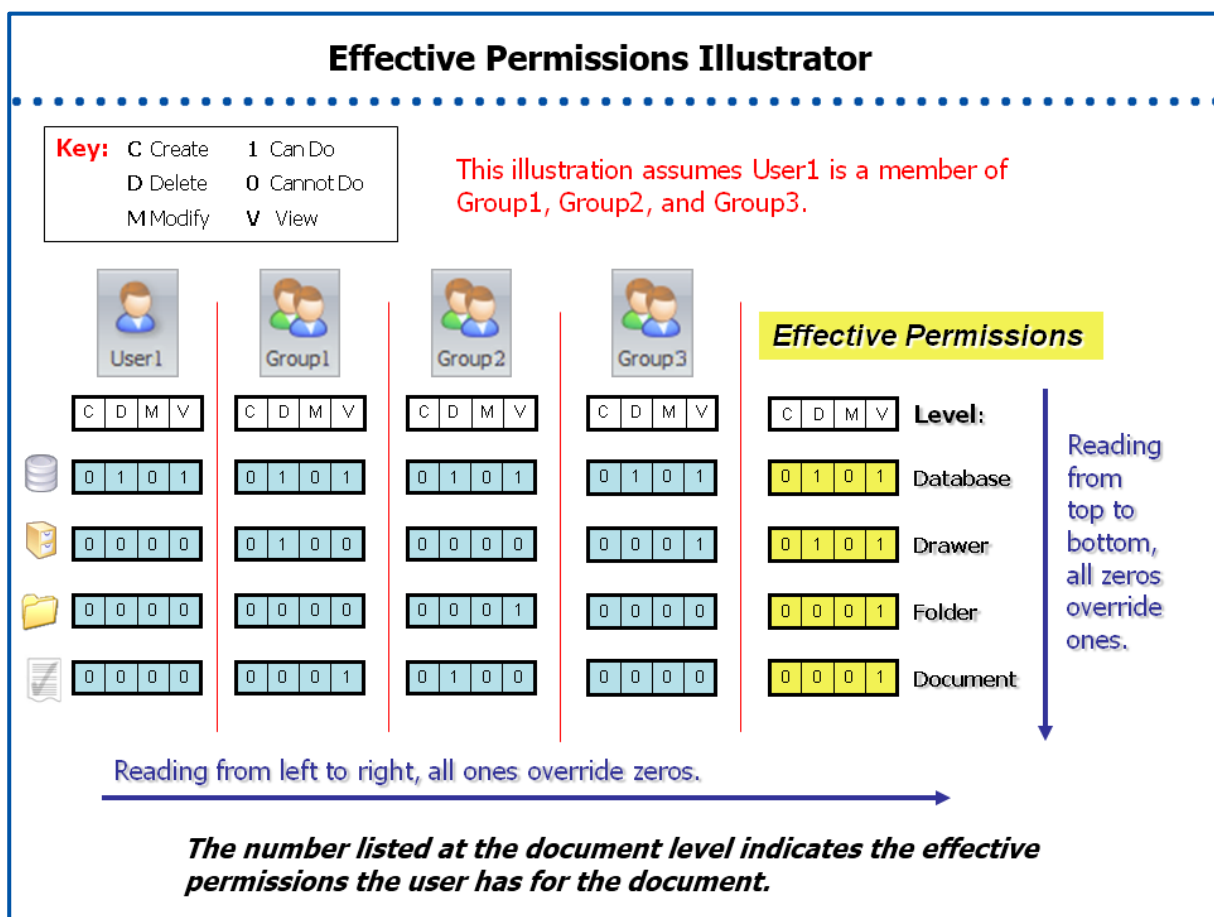


Figure 15: The Effective Permissions Illustrator

In the example shown in Figure 15 above, the '0' settings at the Folder and Document level below a '1' above indicate that permissions have been removed for specific folders and documents. These settings mean that User1 can delete documents at the Database level (system-wide) except for specific folders and document for which the 'Delete' permission has been removed. User1 can view documents at every level because this permission is present in the user's account, or at least one of the groups to which User1 belongs, at each level.

10.1.7 Considerations for Access and Permissions

When defining access rights and permissions, there are some important considerations:

- A drawer can be accessed by more than one user or group.
- Different users and groups can have different permissions in the same drawer.
- Permissions can be applied collectively for groups from the **Groups** dialog box.
- The database permissions define the maximum capabilities for each user or group.
- Drawer permissions define the maximum capabilities for a user or group in a specific drawer.

As an example, consider a user wishing to delete a document from a supplier's folder in the 'Accounts Payable' drawer. In order for the user to delete the document, the user must have:

- Access rights and 'Delete' document permissions for the **document** (by user or group).
- Access rights and 'Delete' document permissions for the **folder** (by user or group).
- Access rights and 'Delete' document permissions for the **drawer** (by user or group).

In other words, unless the user also has 'Delete' document permissions at the Drawer and Folder level, the user does not have delete permissions at the Document level.

In addition to the access rights and permissions for drawers, folders and documents, the System Administrator needs to consider access and permissions for Batch functions, Screen Scraping, Administration, Document Manager Web Basic and other miscellaneous settings. These access rights and permissions can be explicitly defined for individual user accounts, or per group. For more information on the individual permissions within all permission categories, refer to the table in *11.2.1 Permissions Tab* on page 42. Access and permissions can also be controlled for document types. See *16.6 Access Restrictions for Document Types* on page 86 for more information.

10.2 Document Encryption

For each document type, encryption can be enabled to increase security. In order to set encryption, the 'Encryption' license option must be purchased. When encryption is set for a document type and a document of that type is stored or saved to Document Manager, the document is encrypted. When the document is opened by a user with appropriate permissions, it is decrypted. When encrypted, application documents will be opened as a read-only copy and will require checking out

of Document Manager to be edited. Using encrypted files removes the security risk inherent in storing files on a network and unauthorised users opening the files directly. For more information on encryption, go to *16.7 Document Encryption for Document Types* on page 88.

If Document Manager Encryption is used for application documents (such as Word) and users need to be able to edit documents, Document Manager's 'Checkout' license feature **MUST** be purchased. Application documents opened directly from Document Manager without being checked out are read-only. Documents need to be checked out to be edited (users must have permission to check out documents). If encryption is used, when a document is checked out and opened, it is decrypted. If you do not have the 'Checkout' feature and encryption is used, documents cannot be edited once they have been stored in Document Manager. For more on checking documents in and out, see the *Document Manager User Guide*.

10.3 Document Manager Auditing

Every time a user or group does anything to a document or folder in Document Manager, it is recorded in an internal audit record within the Document Manager database. If the audit file has been saved into Document Manager (read-only), Document Manager prohibits the deletion of the audit file.

With this added security feature, auditing maintains Document Manager's legal admissibility and will hold up in a court of law. All documents, folders, system events, and so on, are audited; however, changes to application documents are not audited. For more information, go to *22 Auditing* on page 163.

For more information on users and groups, please refer to *11 User Accounts* on page 37 and *12 Groups* on page 57.

11 User Accounts

Click the **Users** button in the main screen to open the **User Accounts** dialog box.

- To find a specific user, type the initial letter of their user name. Selecting the same letter again will find the next name that starts with that letter.

If the icon shows a padlock, the user has been locked out due to consecutive login failures, and must be unlocked by the System Administrator, or a user who has administrative permissions. See *11.3 Unlocking a Locked User Account* on page 53 for more information.

Figure 16 shows the **User Accounts** dialog box:

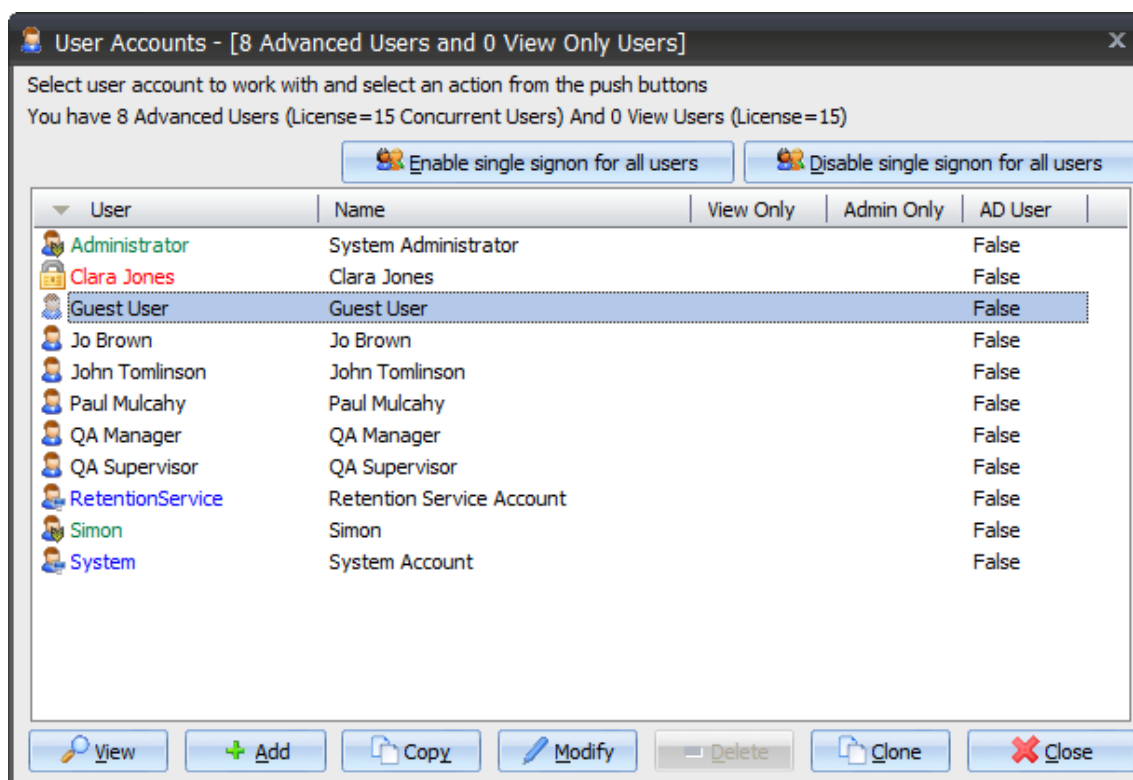


Figure 16: User Accounts Dialog Box

The different colours for user names in this dialog box indicate different types of user:

- Black:** This shows a regular Document Manager user.
- Blue:** A system user account.
- Green:** A user with the 'Super Admin' permission.
- Orange:** An Active Directory user (imported using AD Manager).
- Red:** The user has exceeded the maximum login attempts and is locked out (the user icon also changes to a padlock). See *11.3 Unlocking a Locked User Account* on page 53.

See Table 6 on page 39 below for the options in the **User Accounts** dialog box.

Single Sign-On

The Single Sign-On feature enables users to log in to Document Manager using their Windows credentials, so that they do not have to enter a separate username and password in the Document Manager Login dialog box. When a user with Single Sign-On enabled starts Document Manager, the Login dialog box is bypassed and Document Manager automatically connects to the default database. Single Sign-On can only be used if integrating with Active Directory® – users must have been imported using the AD Manager to use Single Sign-On. See *13 AD Manager* on page 61 for more on using the AD Manager.



IMPORTANT: You should consider the following when implementing Single Sign-On:

- If your organisation allows users to log in to Document Manager using Single Sign-On, you must ensure that users secure their workstations in line with your organisational policy, for example, locking workstations when away from their desk. Single Sign-On can be controlled for individual users through granting the 'Can use Single Signon' user permission (see Table 8 on page 48 in *11.2.1 Permissions Tab*).
- If the user of a workstation is authorised to access a restricted Document Manager database and uses Single Sign-On, unauthorised users should not be allowed to access Document Manager on the workstation, even if those users enter their own usernames and passwords to connect to databases that have no restrictions. If unsupervised, an unauthorised user could access the restricted Document Manager database using the Single Sign-On credentials of the authorised user.

Table 6 describes the **User Accounts** dialog box:

Item	Description
Enable single signon for all users	Click to enable single sign-on for all users. Users will be granted the permission 'Can use Single Signon', which is found on the Misc sub-tab on the Permissions tab when modifying a user account. Single sign-on can only be used if a user has been imported using the AD Manager, and will enable the user to bypass the password prompt.  IMPORTANT: When using Single Sign-On, users should secure their workstations to prevent unauthorised access to Document Manager.
Disable single signon for all users	Click this button to disable single sign-on for all users.
User	Displays the user name for the user account, as specified in Name in the Add/Modify User Account dialog box.
Name	Displays the full name of users, as entered in Full Name in the Add/Modify User Account dialog box.
View Only	Indicates whether the user is a View-Only user.

Item	Description
Admin Only	Indicates whether the user can only access the Document Manager Administration Module, as specified on the General tab of the Add/Modify User Account dialog box.
AD User	Indicates whether the user is an Active Directory user. See <i>13 AD Manager</i> on page 61 for more information on importing and managing Active Directory users.
View	Click to display the properties for the selected user account. The properties are read-only, therefore changes cannot be made. By default, when a user account is double-clicked, the account information is displayed in View mode.
Add	Creates a new user account.
Copy	Creates a new user account based on the properties of the copied (existing) user account.  NOTE: You cannot copy an Active Directory user account.
Modify	Allows changes to be made to the selected user account.
Delete	Removes a user account (user account records are not actually deleted, but marked as deleted for audit purposes). Rather than delete a user, it is better to disable a user's login rights; this frees up a user license while the original account is disabled.
Clone	Click to copy selected user settings from one account to another. The settings to be copied are then selected in the Clone User Settings from dialog box.  NOTE: You cannot clone an Active Directory user account.
Close	Closes the User Accounts dialog box.

Table 6: Description of User Accounts Dialog Box Options



TIP: If there are many user accounts to create (all with the same permissions), it is quicker to create a group account and set the permissions for the group. By defining a group instead of individual permissions, user accounts are easier to modify and maintain.

The list of accounts can be reordered by either the user login name or the user's full name by clicking on the column headings **User** and **Name** respectively.

To add a new user, refer to *11.2 Adding and Modifying a User Account* on page 40.

11.1 Administrator Account

By default, the Document Manager Administration Module is configured with an administrator account. This account is used to set up and configure the Document Manager system.

The account has the user name 'administrator' and the password 'admin'.



IMPORTANT: For security purposes, immediately change the default password for 'administrator'. Please keep the new password secure.

Create at least one additional administrator account, in case the existing administrator account becomes locked. The account must have one or more Administer rights to be able to log in to the Administration Module. See Table 8 in *11.2.1 Permissions Tab* on page 42 for more on the Administer permissions.



WARNING: If you lose the administrator password and the administrator account is locked, you will not be able to access the Document Manager Administration Module.

As with all administrator accounts, keep the password secure in a safe place. The additional administrator account need not use a Document Manager license; you can select the check box **This user can only login to Document Manager Administration (not Document Manager)** on the **General** tab in the **Modify User Account** dialog box (see step 1 in *11.2 Adding and Modifying a User Account* below for the setting location).

11.2 Adding and Modifying a User Account

In order for staff to access and use Document Manager, user accounts need to be created. Once user accounts are created, they can be modified at any time.

To add a user account:

1. In the **User Accounts** dialog box, click **Add** to display the **Add User Account** dialog box:

2. Enter the required details and click **OK** to save the user account, or click the **Permissions** tab (see next section).

Table 7 below describes the **Add/Modify User Account** dialog box:

Item	Description
Name and Full Name	- The Name is entered when a user logs on. If Document Manager is not integrated with Active Directory, it is recommended that the user name coincides with the user's network login name. - The Full Name is used when the user logs on and for reporting purposes.  NOTE: Duplicate names are not allowed.
Office and Other E-mail	The two email addresses are for use by the Workflow feature: Office E-mail – The email address used in the workplace Other E-mail – An alternative email address, typically a second business address.
Password	Document Manager holds passwords in encrypted format within the database. To enter a new password for a User Account, click the Set Password button, enter the password, and confirm the new password by entering it correctly again.  NOTE: Passwords for Active Directory users cannot be changed in Document Manager. If integrating with Active Directory, user passwords are managed in Active Directory.
System Account	If you want to identify a service connecting with the Document Manager system (for example the Auto Import Utility), you can create a user account for the service and identify the account as a system account. Select this option to set the account as a system account, with limited access to the Administration Module and Document Manager.
Allow user to change their own Password	Select to allow the user to change his or her password.
Force User to change their Password at next login	Select to force the user to change password when they next log in to Document Manager.
This user can only login to Document Manager Administration (not Document Manager)	Select if the user is to be prevented from logging in to Document Manager clients, and only allowed to log in to the Administration Module. This user will not take away from the total license user count but will still be able to perform administrative tasks.

Table 7: Description of Add/Modify User Account Dialog Box

 **NOTE:** If a user has been locked out of Document Manager due to consecutive login failures, an **Unlock** button appears on the **General** tab. Click the **Unlock** button to clear the user's logout.

11.2.1 Permissions Tab

The **Permissions** tab is used for assigning permissions to a specific user.

It is possible to restrict the Document Manager applications that the user may access by clearing the relevant checkboxes on the **Misc** sub-tab for the Document Manager client, Document Manager Web on an Intranet or Document Manager Web on the Internet. It is also possible to grant users access to the Document Manager database via Document Manager Web, but not via the full Document Manager desktop client. An example use for this is granting access to external users via the Web who do not need access to the desktop product. This tab can also be used to prevent users logging into Document Manager.

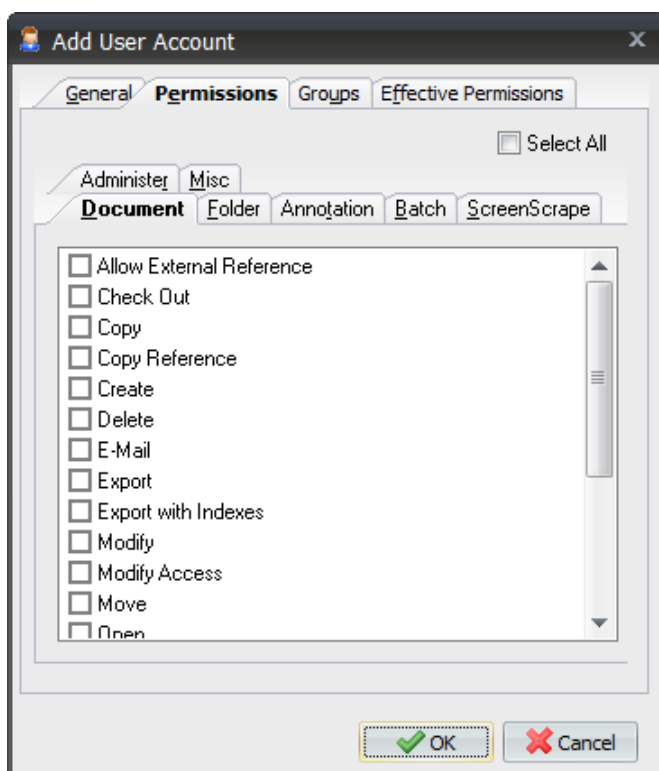
It is also possible to restrict Document Manager application access at the Group level. As an example, a group called 'Document Manager Clients' could be created with the 'Can log in to Desktop/Rich Client' permission assigned, and users requiring access could be added to the group.



NOTE: It is highly recommended that the *Company Policy* section is read in *Guide to Document Management* prior to setting user and group permissions.

To set permissions:

1. In the **Add User Account** (or **Modify User Account**) dialog box, click the **Permissions** tab:



- To select a particular permission, click on the desired sub-tab, and then click on the checkboxes to make the selection. To deselect a permission, clear the checkbox. For faster selecting and deselecting, use the **Select All** checkbox.



TIP: It is also possible to set permissions at the Group level and then add the required members to the group. This may be easier to maintain, particularly if there are many users.

- Once all permissions have been set, click **OK** to save the changes, or click the **Groups** tab (see 11.2.2 *Groups Tab* on page 50).

Refer to Table 8 below for a description of the **Permissions** tab:

Tab	Permission	Description
Document		The Document tab defines what the user can do with documents within Document Manager.
	Allow External Reference	The selected user can create a reference within the Document Manager database to a document stored at an external URL.  IMPORTANT: It is highly recommended that this permission is disabled. You cannot audit external documents opened outside of Document Manager.
	Check Out	The user can 'check out' and 'check in' a document.
	Copy	The user can copy an existing document by creating a new physical file.
	Copy Reference	The user can make a copy of a document by inserting a reference to it. Multiple references can be created and refer to the same document (the original physical file).
	Create	The user can create documents (including using the Scanning Module).
	Delete	The user can delete existing documents.
	E-Mail	The user can send documents via email.
	Export	The user can export documents to a location outside of Document Manager.
	Export with Indexes	The user can export documents with their index field information to a location outside of Document Manager.
	Modify	The user can modify document index fields.
	Modify Access	The user can modify the access permissions for other users.
	Move	The user can move documents within Document Manager.
	Open	The user can open application-based documents.
	Open MetaData	The user can open a document's Metadata (text read by Optical Character Recognition (OCR)).

Tab	Permission	Description
Document (continued)	Print	The user can print documents.  NOTE: If the document is an application document, for example, a Microsoft Word file, the document can still be printed from the relevant application because Document Manager has no control over this.
	Set Read-Only	The user can set documents as read-only.  NOTE: Serious consideration should be given when setting read-only documents, in particular assignment of the 'Set Read-Write' permission. Once a read-only document is switched to read-write, it can be deleted.
	Set Read-Write	The user can change read-only documents to read-write.
	Undo Any Check Out	The user can undo another user's checked-out document.  NOTE: Take care when granting this permission. It enables users to undo check-outs for documents that may have had many changes.
	View	The user can view image-based documents or open a read-only copy of an application document (users cannot make changes to the document viewed).
	View Audit	The user can view the audit records for a document.
Folder	The Folder tab defines what the user account is permitted to perform with regard to Folders.	
	Create	The selected user can create folders.
	Delete	The user can delete existing folders.
	Modify	The user can modify folder index fields.
	Modify Access	The user can modify access rights to folders for other users.
	View Audit	The user can view the Audit records for a folder.
Annotation	The permissions described here control the annotation functionality in Image Viewer.  NOTE: If users need to be able to modify annotations, they need to be granted the required permission for a specific annotation, in addition to the permissions listed here. They also need to be granted access to the required annotation, as well as the relevant permissions. By default, the user that created an annotation can access and modify it, and the 'Public' group has access but can only view the annotation. See the <i>Document Manager User Guide</i> for more information on access to annotations.	
	Append Sticky Note Text	Allows the user to add to an image's existing sticky note text. The user enters information into the yellow space provided and the sticky note adds the entry under the original creator's text.
	Apply Image Stamp	The user can use the image stamp tool.
	Create Drawing Object	This permission enables the user to create drawing objects on an image document using the tools available in the Image Viewer. If these permissions are not granted to a user, the buttons for the drawing tools will not be available.

Tab	Permission	Description
Annotation (continued)	Create Image Stamp	Allows the user to create an Image Stamp, to add to an image. An example of an image stamp is a signature that could be applied to an image as a symbol of approval.
	Create Protractor	Enables the user to create a protractor on an image to measure or determine an angle.
	Create Redaction	Enables the user to create a redaction that can be used to cover areas of an image so that they are not seen by other users.
	Create Ruler	Enables the user to create a ruler line on an image to measure the distance between selected points.
	Create Sticky Note	The user can add a sticky note to an image.
	Create Text Stamp	The user can add a text stamp to an image.
	Create Typed Text	The user can add text to an image.
	Delete	The user can delete annotations.
	Hide Redaction	Enables the user to hide redactions on an image, which will reveal details covered by the redaction.  IMPORTANT: Use caution when granting this permission.
	Modify Access	The user can modify annotation access permissions for other users in Document Manager.
	Modify Properties	Enables the user to modify the properties of an annotation object (for example, its colour, font size, and so on).
	Modify Sticky Note Text	The user can alter the text in a sticky note.
	Move/Resize	The user can move an annotation object on a document or resize it.
	View Drawing Object	The user can see all annotation drawing objects that have been added to an image.
	View Image Stamp	The user can view image stamps added to an image.
	View Protractor	The user can view all protractor objects added to an image.
	View Ruler	The user can view all ruler lines added to an image.
	View Sticky Note	Enables the user to view sticky notes placed on an image.
	View Text Stamp	The user can view text stamps added to an image.
	View Typed Text	Enables the user to view the text added to an image.
Batch	The Batch sub-tab relates to the users using the Batch Scan program (Sorting Office).	
	Admin	The selected user can administer profiles/batches for the Batch Scan program (Sorting Office).

Tab	Permission	Description
Batch (continued)	Create	The user can use the Scanning module and create a batch of documents for indexing by scanning.
	Delete	The user can delete batches.
	Exceptions	Users can set aside problem batches that cannot be indexed so that they can work on other batches. This relates to exceptions that are created using the Batch Scan program (Sorting Office), not Document Manager.
	Index	The user can index documents or batches for saving into Document Manager.
Screen Scrape	This tab defines the functions the user is permitted to undertake for Screen Scrape profiles.	
	Create	The selected user can define a new Screen Scrape profile.
	Delete	The user can delete an existing Screen Scrape profile.
	Modify	The user can modify an existing Screen Scrape profile.
	Any Screen Scrape profiles created are available for use by all users within the applicable database.	
Administer	The Administer sub-tab contains permissions that enable the selected user to log in to the Administration Module and make changes to certain aspects of it (administer). Cleared options mean the permissions are disabled (from the user's point of view).	
	Global Access	The selected user can list ALL Documents, Folders and Drawers within the selected Document Manager database, regardless of whether they have permissions to open or view them. Depending on their permissions, the user may still be unable to open or view them.  IMPORTANT: Grant this permission with great care.
	Super Administrator	The user can VIEW and DO ANYTHING in the Document Manager database.  IMPORTANT: Grant this permission with great care. It is not necessary to select all the individual permissions if the Super Administrator permission has been selected because accounts with Super Administrator permissions are automatically granted all permissions.
	Administer Active Directory	This permission enables the selected user to administrate Active Directory settings using AD Manager . See <i>13 AD Manager</i> on page 61 for more information.
	Administer Audit	Enables the user to manage audit settings, accessed from the System Audit button on the main Administer tab. See <i>22 Auditing</i> on page 163 for more information.
	Administer Databases	Enables the user to administrate database settings, accessed from the Databases button. See <i>9 Databases</i> on page 24 for more information.
	Administer DocTypes	Enables the user to maintain document types, accessed from the Document Types button. See <i>16 Document Types</i> on page 77 for more information.
	Administer Domains	Enables the user to manage domains, accessed from the Domain Fields button. See <i>17 Domains</i> on page 93 for more information.

Tab	Permission	Description
Administer (continued)	Administer Drawers	Enables the user to manage drawers, accessed from the Drawers button. See <i>19 Drawers</i> on page 116 for more information.
	Administer Groups	Enables the user to administer Document Manager groups, accessed from the Groups button. See <i>12 Groups</i> on page 57 for more information.
	Administer Selected Drawers	Enables the user to administrate specific drawers, as specified on the Drawer Permissions tab in the Modify Drawer dialog box for the required drawer(s).
	Administer Selected Groups	Enables the user to administrate specific groups, as specified in the Group Properties dialog box for the required group(s).
	Administer Storage Location	Enables the user to manage document storage locations, accessed from the Storage Locations button. See <i>15 Configuring Storage Locations</i> on page 73 for more information.
	Administer System Settings	Enables the user to administrate Document Manager system settings, accessed from the System Settings button. See <i>20 Settings</i> on page 136 for more information.
	Administer Text Stamp Values	Enables the user to create and modify text stamp values, accessed from the Text Stamps button. See <i>20.2 Text Stamps</i> on page 148 for more information.
	Administer Users	Enables the user to administrate Document Manager users, accessed from the Users button. See <i>11 User Accounts</i> on page 37 for more information.
	Administer Workflow	Enables the user to maintain workflow settings, accessed from the Workflows button. See the <i>Workflow and Approvals Guide</i> for more information on Workflow.
Misc	These are additional, miscellaneous rights that can be assigned to users.	
	Allow Multiple Logins	Select this permission to allow the user to log in to more than one session in Document Manager. This permission only applies to Concurrent Licenses.
	Can login to Desktop/Rich Client	Allows the selected user to log in to the Document Manager Desktop Client.
	Can login to Web/Internet	Allows the user to log in to Document Manager Web (externally).
	Can login to Web/Intranet	Allows the user to log in to Document Manager Web (internally).
	Can use Single Signon	Allows the user to enable Single Sign-On for their login. This can only be used if the user has been imported into Document Manager using the AD Manager, and will enable the user to bypass the password prompt.  IMPORTANT: When using Single Sign-On, users should secure their workstations to prevent unauthorised access to Document Manager.
	Export Search Results on Web	Allows search results from Document Manager Web Basic to be saved in a spreadsheet or XML format.

Tab	Permission	Description
Misc (continued)	Make all fields available on Web	Select to show all index fields to the selected user, not just the default ones set by the System Administrator.
	Never disable after incorrect password	Select to prevent the user from being locked out after exceeding the maximum number of incorrect password attempts.  NOTE: This permission overrides the Disable User Accounts after <n> failed logins setting on the Login/Passwords Tab in the Document Manager Settings. Do not select this permission if you want to lock out users after the specified number of password attempts.
Select All	Selecting this checkbox selects all permissions on the selected sub-tab.	

Table 8: User Account Permissions

Super Administrator Permission

Users and groups can be granted the 'Super Administrator' permission for full access to Administration Module functionality. Users with these permissions are automatically granted all rights. Think of the Super Administrator as being able to 'do anything' in Document Manager and the Administration Module.

Granting a user or group the Super Administrator permission is not to be done lightly. Because a user or group with the Super Administrator permission can delete files, it is possible that important business documents might be deleted.



IMPORTANT: The Super Administrator permission should be granted with extreme caution.

It is recommended that at least one other user is granted the Super Administrator permission, in case the System Administrator user is locked out. If there is to be more than one 'Super Administrator', it may be advisable to create a 'Supervisors' group (or similar) and assign the required users to the group.



NOTE: Applying the Super Administrator permission to a user also enables the user to administer groups and drawers.

User Icons

When a user has been assigned Super Administrator ('do anything') permission, a set of sergeant's stripes appears on the icon next to the user's name. In the example shown in Figure 17 below, the user 'Administrator' has the Super Administrator permission as indicated by the sergeant's stripes on the icon. Users who do not have the Super Administrator permission have just a simple user icon next to the user name:

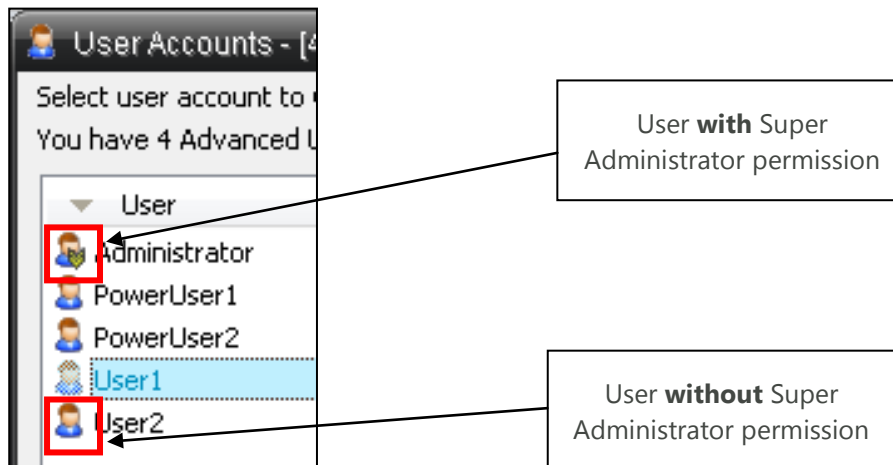


Figure 17: User Icons

A lock icon indicates that a user has been locked out of Document Manager. The System Administrator can modify the locked user's account in the Administration Module and click on the **Unlock** button located at the bottom of the **General** tab.

Global Access Permission

Granting this permission will give a user the right to see all documents, folders and drawers within the Document Manager database. This extremely important permission allows the Global Access user to access any drawer or folder and browse its documents. Think of a Global Access permission user as being able to 'go anywhere' – including the confidential files of the company.

Granting a user or group the Global Access permission should be done with extreme caution. Because a user or group with Global Access can view any and all files, it is possible that the wrong person might access important business information. If there is to be more than one user with the Global Access permission, it may be preferable to create a 'Global Access permission' group with the Global Access permission granted and the required users added to the group.



IMPORTANT: The Global Access permission should be granted with extreme caution.

11.2.2 Groups Tab

Selecting the **Groups** tab in the **Add/Modify User Account** dialog box will display a list of the groups available to the user:

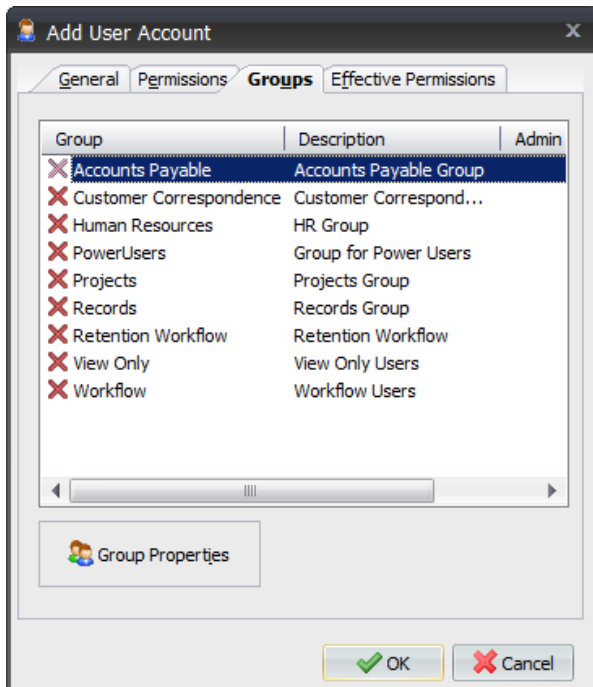


Figure 18: Add User Account – Groups Tab

Before creating groups, first set up some users. Next, click the **Groups** button on the **Administer** tab and use the **Add** button to define the groups. Once those groups are created, a list of the groups will be visible on the **Groups** tab of the **Add/Modify User Account** dialog box. You can also view the properties for a group by selecting the group in the list and clicking the **Group Properties** button. For more on creating groups, go to *12 Groups* on page 57.

Defining a User as a Member of a Group

To define a user as a member of a group:

1. Groups must first be created using the **Groups** button on the **Administer** tab (for instructions on creating a new group, refer to *12 Groups* on page 57).
2. Click **Users** on the **Administer** tab to open the **User Accounts** dialog box.
3. Select the required user and click **Modify**.
4. In the **Modify User Account** dialog box, click the **Groups** tab. Double-click the preferred group. The red "X" icon ✗ will change to a green tick icon ✔. Each group to which the user belongs will have a green tick ✔ next to it in the list. (To remove a user from a group, double-click on the tick ✔ next to the group's name and it will change to a ✗.)
5. Click **OK**.

Defining a User as an Administrator for a Group

A Group Administrator can reset locked out group members and change passwords for members.

To set a user as a group administrator:

1. Click **Users** on the **Administer** tab to open the **User Accounts** dialog box.
2. Select the required user and click **Modify**.
3. In the **Modify User Accounts** dialog box, on the **Groups** tab, double-click in the **Admin** column next to the required group. A green tick ✓ will display next to the group name to indicate the user is a member of that group and 'Yes' will be displayed in the **Admin** column.
4. Click **OK**.

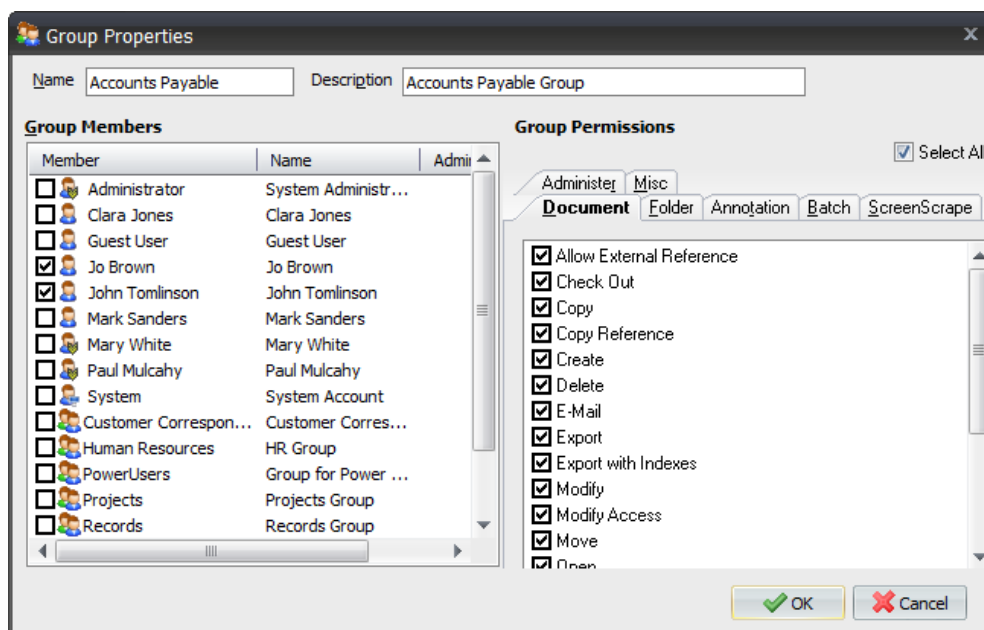
In order to administrate a specific group, the user must also be granted the 'Administer Selected Groups' permission. See Table 8 in the *11.2.1 Permissions Tab* section starting on page 42 for more information.

Group Properties

You can view and edit group properties from the **User Accounts** dialog box.

To display and edit group properties from a user account:

1. Click **Users** on the **Administer** tab.
2. In the **User Accounts** dialog box, select the required user and click **Modify**.
3. In **Modify User Account**, click the **Groups** tab.
4. Select a group and click **Group Properties**. The **Group Properties** dialog box displays:



In the **Group Members** section, a list of all Document Manager users and groups is displayed. This list contains all the potential group members. The users or groups that are ticked are assigned to the group whose properties are being viewed (such as 'Accounts Payable' in the image above). Selecting the checkbox assigns the user or group to the selected group; a clear checkbox means the user is not a member of the current group.

Group Permissions can be set on the **Document, Folder, Annotation, Batch, ScreenScrape, Administer, and Misc** sub-tabs by selecting the required checkboxes (or using **Select All** to select all items on a sub-tab). The permissions are the same as those that can be set for the individual user accounts (see *11.2.1 Permissions Tab* on page 42).

5. Below is a general overview of each sub-tab used to apply permissions to groups:

- **Document** – Defines permissions at the document level.



NOTE: The **Modify Access** permission means a group has the right to grant and modify access to folders and documents for other users/groups. Users without this permission can only create folders and documents with the default access rights inherited from the parent folder or drawer.

- **Folder** – Defines permissions at the folder level.
- **Annotation** – Defines permissions for annotations.
- **Batch** – Defines permissions relating to users of the Batch Scan program (formerly known as Sorting Office).
- **ScreenScrape** – Defines permissions relating to Screen Scraping.
- **Administer** – Defines permissions relating to administering various aspects of Document Manager and the Administration Module.
- **Misc** – Defines permissions relating to miscellaneous aspects of Document Manager.



TIP: Selecting a sub-tab (for example, **Document**) and ticking **Select All** will select all boxes on that sub-tab, making it easier for you to take away individual permissions.

6. Click **OK** to save any change to group membership and permissions, and close the **Group Properties** dialog box.

11.2.3 Effective Permissions Tab

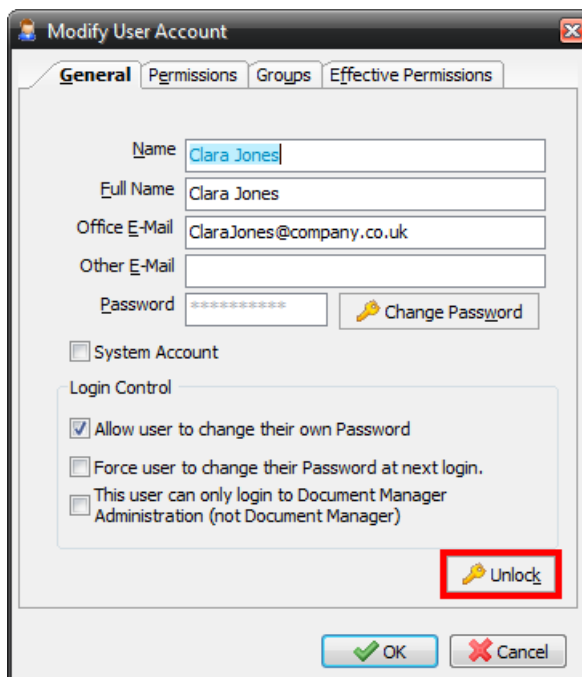
This tab is for viewing only; changes cannot be made. The tab shows the users' effective permissions, a combination of those permissions inherited from the groups to which they belong and their individual permissions. It is not possible to modify the effective permissions on this tab. To make changes to a user's permissions, click on the **Permissions** tab.

11.3 Unlocking a Locked User Account

If a user icon in the **User Accounts** dialog box shows a padlock (🔒), the user has been locked out because they have exceeded the maximum number of login attempts (set on the **Login/Passwords** tab in **System Settings**). The user must then be unlocked by an administrator.

To unlock a user account:

1. Click **Users** on the **Administer** tab to open the **User Accounts** dialog box.
2. Select the locked user and click **Modify**. The **Modify User Account** dialog box displays:



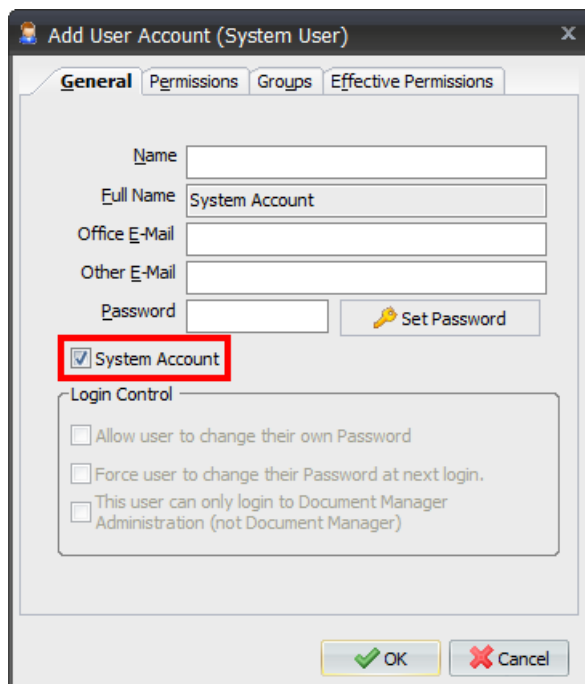
3. Click the **Unlock** button and then click **OK** in the **User marked for unlocking** message.
4. Click **OK** to close the **Modify User Account** dialog box.

11.4 System Account

If a service needs to be granted access to Document Manager to perform its tasks, for example, the Import Service; or a developer wishes to integrate with Document Manager using an API, a user account can be created and specified as a system account. A system user account is not counted as a licensed user and does not have the ability to log in to Document Manager through the user interface. There is no limit on the number of system account users that can be created.

To identify an account as a system account:

- Select the **System Account** checkbox on the **General** tab in **Add/Modify User Account**:



An email address and password can be set for the system account; however, the **Login Control** settings are not enabled. The **Document**, **Folder**, **Annotation** and **Batch** permissions are automatically granted and can be edited. The **ScreenScape** and **Administer** permissions are disabled and cannot be selected. The permission **Can login to Desktop/Rich client** is granted but cannot be changed. System account users can be added to groups in the same way as other users.

Also, when a user is defined as a system user, the setting **Disconnect inactive sessions after <n> minutes** on the **Login/Passwords** tab in the **Document Manager Settings** dialog box does not apply. See *20.1.3 Login/Passwords Tab* on page 140 for more information.

A system account is identified in the **User Accounts** dialog box by a monitor next to a user's icon:



11.5 Cloning a User Account

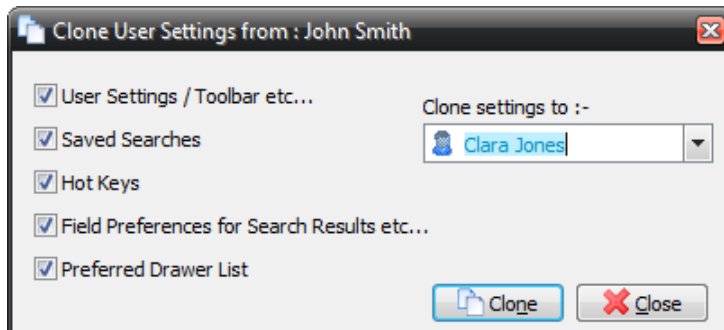
You can select specific features of a user account to clone (copy) to another user account. With this method, the administrator can select specific user settings to copy from the existing account.



NOTE: You cannot clone an Active Directory user account.

To clone a user account:

1. In the **User Accounts** dialog box, select a user and click the **Clone** button. The **Clone User Settings** dialog box displays:



2. Use the **Clone Settings to** drop-down list to select the account that will have the above selected features cloned (copied) from the existing user.



TIP: If the 'Public' group is chosen, the features will be copied to all accounts in the system.

The additional choices available are:

- An individual user account.
- A group of accounts via the selection of a user group.

In the example above, the user settings for 'John Smith' will be cloned to the user 'Clara Jones'.

3. When finished, click on the **Clone** button to copy the chosen settings.

Refer to Table 9 for a description of the **Clone User Settings** dialog box:

Item	Description
User Settings/ Toolbar etc.	Select this checkbox to copy the user settings (such as the check-out path, hotkeys and PDF settings) and customised toolbar setup.
Saved Searches	Select this feature to copy the saved searches of the cloned account to the new user account.
Hot Keys	Selecting this box directs the system to copy hotkeys (for screen scrape integration and screen captures) from the cloned user account.
Field Preferences for Search Results etc.	Select this box to copy the field display preferences, as defined for the searches linked to the cloned user account.
Preferred Drawer List	Select to copy the preferred drawers' settings from the cloned account.

Table 9: Description of Clone User Settings Dialog Box

11.6 Deleting a User

To delete a user account:

- Select the user account and click the **Delete** button. A warning dialog box will display asking for confirmation before the user account is actually deleted.

Rather than delete a user, it may be better to disable the user's login rights, in case the account is needed again in future. This frees up a user license while the original account is disabled.

12 Groups

Groups are a collection of User Accounts that are assigned common access rights and permissions. For example, the users of a Personnel department can be assigned to a group called 'Personnel.' Certain access rights and permissions can be defined for the Personnel group.

Groups can be added to another group. For example, 'US Support' and 'US Development' groups can belong to a larger group called 'US Staff'. The total permissions for a group are those set for the group combined with the permissions inherited from the parent group, meaning the US Support and US Development groups inherit the permissions of the US Staff group, in addition to the permissions already set for each group.

Groups within another group have a parent-child relationship. It is not possible to make an Accounts Payable group part of a Personnel group and have the Personnel group be a part of the Accounts Payable group.

The 'View Only' group is for users with limited access to Document Manager. Figure 19 shows the **Groups** dialog box:

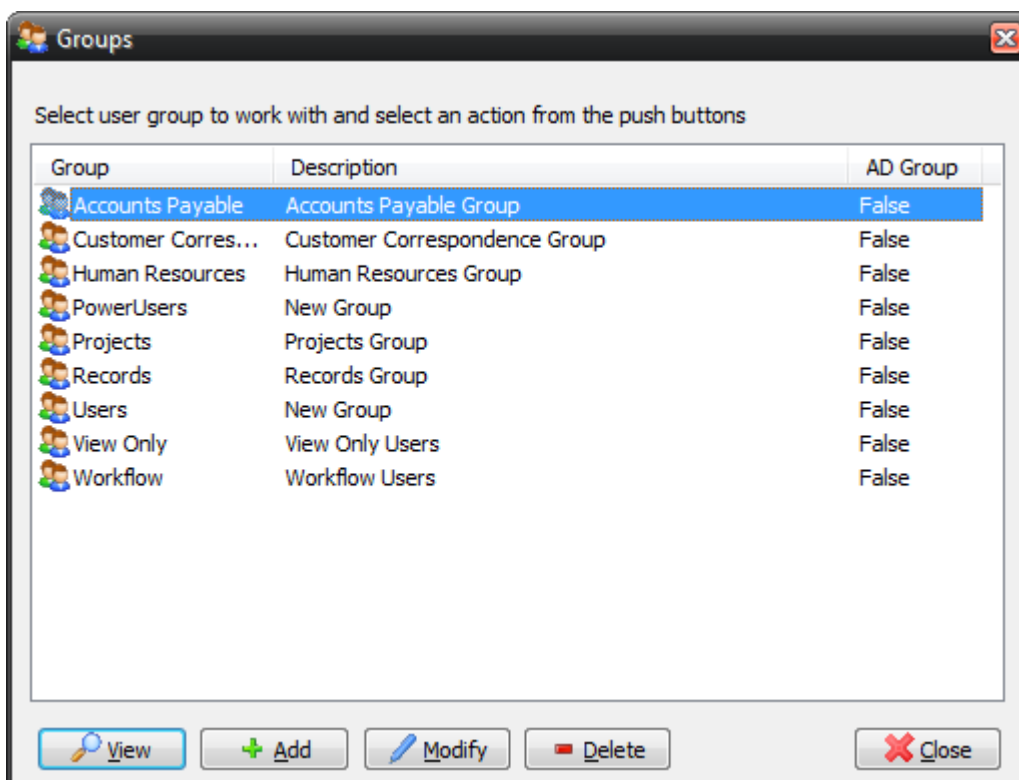


Figure 19: The Groups Dialog Box

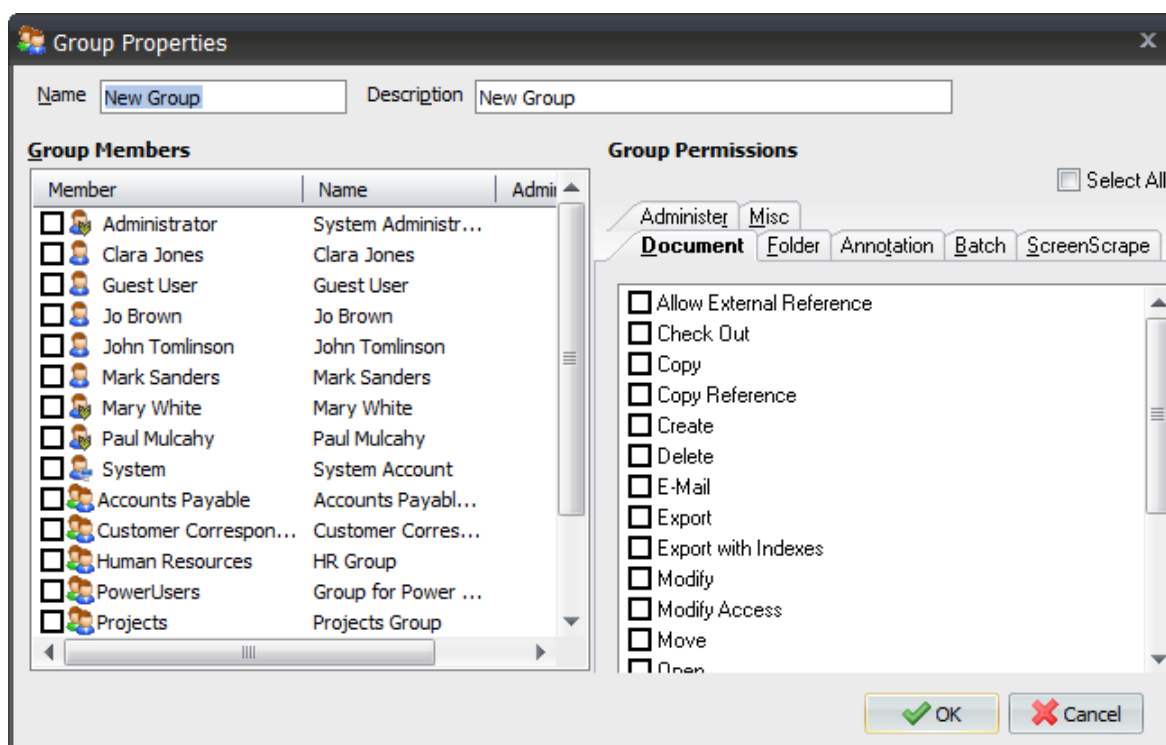
Table 10 describes the items in the **Groups** dialog box:

Item	Description
View	Displays all the properties for a group; however, the properties are read-only, preventing changes from being made to the group. If a group name is double-clicked, the group is displayed in View mode.
Add	Creates a new group.
Modify	Allows changes to be made to a group. Selecting a group and then clicking the Modify button displays the Group Properties dialog box.
Delete	Removes a group from the list. The 'View Only' and 'Workflow' groups cannot be deleted.
Close	Closes the Groups dialog box.

Table 10: Description of the Groups Dialog Box Options

To add a group:

1. Click the **Add** button. The **Group Properties** dialog box displays:



2. Select the required members for the group. Refer to Table 11 below for a description of the **Group Properties** dialog box.
3. Either click **OK** to save the settings or continue to the next section to set permissions.

Table 11 describes the **Group Properties** dialog box:

Item	Description
Name	The group Name entered must be unique. This name is used within Document Manager for defining the group's access rights and permissions.  NOTE: Duplicate names are not allowed. Name the groups appropriately, relating to their function, to help track the different types of user permissions.
Description	The Description field is for information only, and is displayed only in the Administration Module.
Group Members	The Group Members field displays a list of all the user accounts and groups assigned to this particular group, their login or group name (in the Member column) and full name or group description. Select the checkbox next to the Member name to include them in the group or clear it to remove from the group.
Admin	Double-click in the Admin column next to the required user to select an administrator for the particular group. The administrator of the group can only unlock accounts and change passwords. They must also have the 'Administer Selected Groups' permission assigned (for the user or group).
AD User	Indicates whether the user is an Active Directory user.

Table 11: Group Properties Dialog Box Options

For more on the relationship between users and groups, see *11.2.2 Groups Tab* on page 50.

12.1 Group Permissions

Permissions can be set for the selected group in the **Group Properties** dialog box.

To set permissions for a group:

1. In the **Group Properties** dialog box, select the appropriate permission checkboxes on the relevant sub-tabs. The permissions are the same as those that can be set for the individual user accounts (as described on *11.2.1 Permissions Tab* on page 42).

When a user is added to a group, the user inherits all of the group's permissions in addition to their individual user permissions.

2. Click the **OK** button to save any changes you make.

12.2 Defining a User as an Administrator for a Group

A user can be defined as an administrator for a particular group. A Group Administrator can reset locked out group members and change passwords for members. The Group Administrator cannot add new members to the group and cannot modify the user's access permissions.

To set a user as a group administrator:

1. Click **Groups** on the **Administer** tab to open the **Groups** dialog box.
2. Select the required group and click **Modify**.
3. Under **Group Members** in the **Group Properties** dialog box, double-click in the **Admin** column next to the required user. The checkbox for the user will be selected to indicate they are a member of the group and 'Yes' will be displayed in the **Admin** column.
4. Click **OK**.

In order to administrate a specific group, the user must also be granted the 'Administer Selected Groups' permission. See Table 8 in the section *11.2.1 Permissions Tab* starting on page 42 for more information.

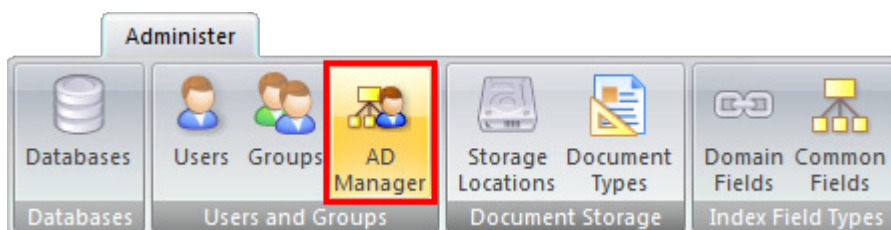
13 AD Manager

Active Directory Manager (AD Manager) enables administrators to import Active Directory users and groups that have already been set up for your organisation into Document Manager. It also enables existing Document Manager users and groups to be synchronised with Active Directory users and groups. Active Directory integration requires an additional license.

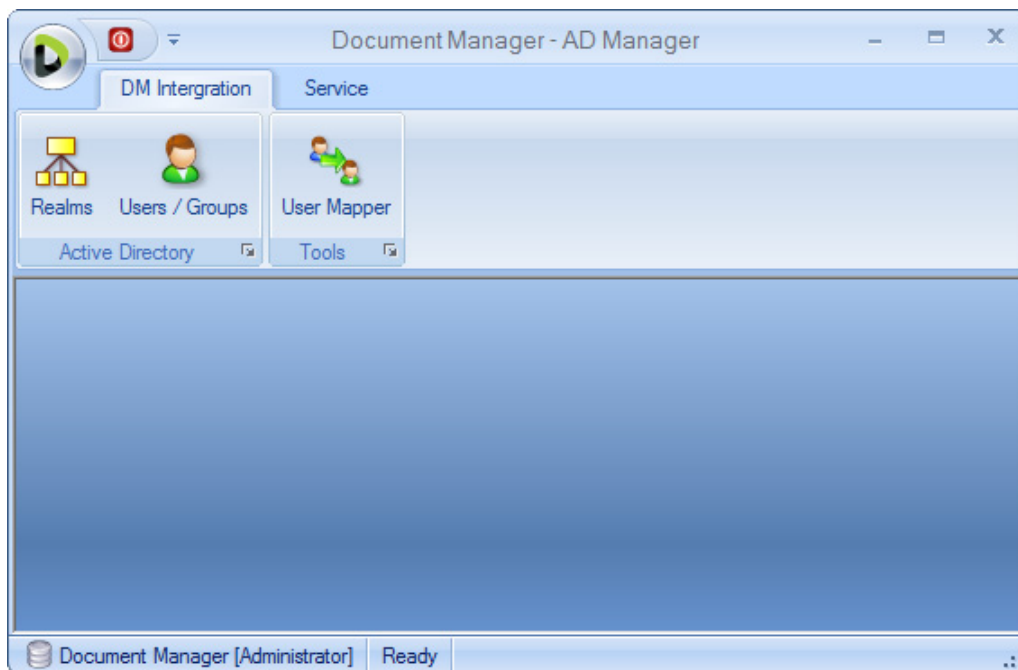
13.1 Starting AD Manager

To open AD Manager:

- Click the **AD Manager** button on the **Administer** tab in the Administration Module:



The **AD Manager** window displays:



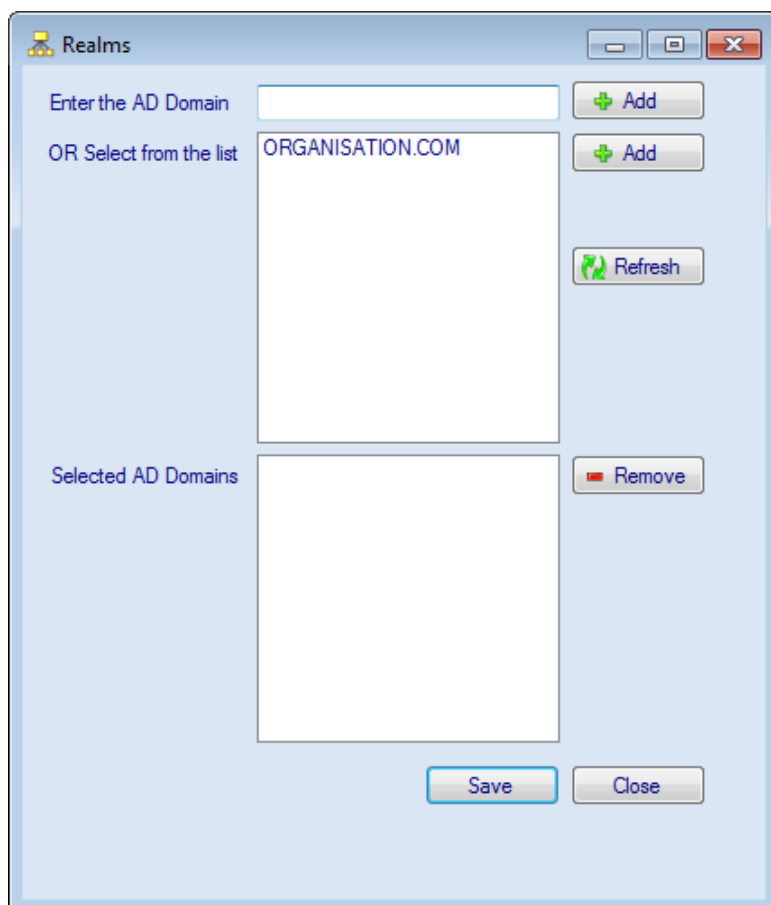
Using AD Manager, administrators can select their Active Directory Domains, import Active Directory groups and users, choose to automatically synchronise an Active Directory database with Document Manager users, and manually map Active Directory users with Document Manager users.

13.2 Selecting an Active Directory Domain

In order to import Active Directory users, the administrator first needs to select the required Active Directory domain or domains.

To select an Active Directory Domain:

1. Click the **Realms** button on the **IDM Integration** tab in AD Manager. The **Realms** dialog box displays:



AD Manager automatically tries to discover Active Directory domains and displays the results in the top list.

2. To select the required domain(s), do one of the following:
 - Enter the fully qualified domain name in **Enter the AD Domain** and click **Add** next to the text box.
 - Select the domain or domains from the list below the text box and click **Add** next to the list. Hold down <CTRL> and click to select multiple domains.

The selected domains appear in the **Selected AD Domains** list.

3. Click **Save** to save the changes and click **Close** to exit the **Realms** dialog box.

If domains are added or made accessible while the **Realms** dialog box is open, you can update the list of available domains:

- To update the list of available domains, click **Refresh**.

If domains are selected in error, you can remove them from the list of selected domains:

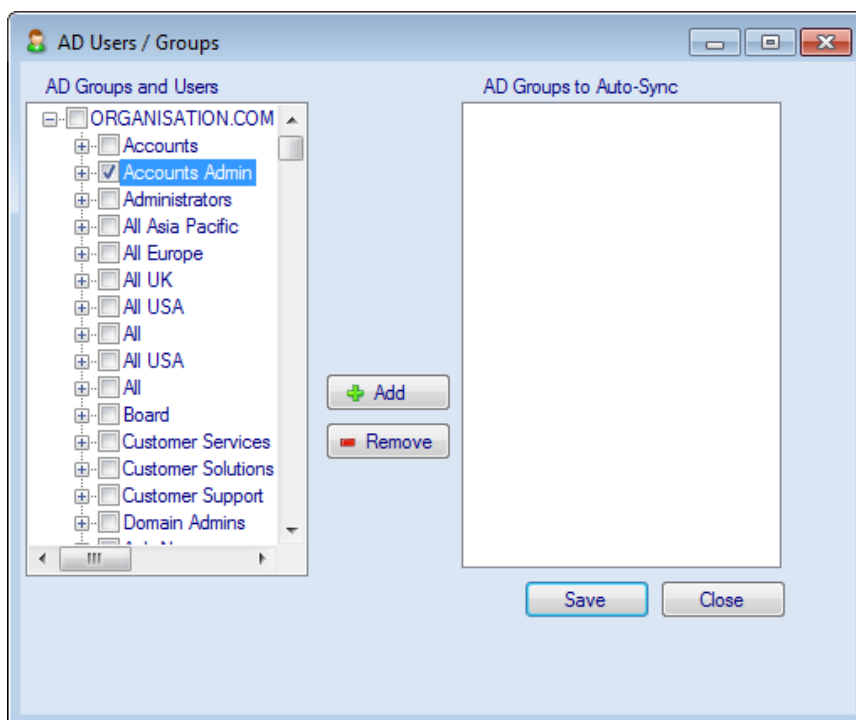
- To remove a domain, highlight it in the **Selected AD Domains** list and click **Remove**.

13.3 Importing Active Directory Groups and Users

The administrator can select Active Directory organisational units (OU) to import them, and the users and groups they contain. The OUs will be converted to Document Manager groups.

To import Active Directory groups and users into Document Manager:

1. Click the **Users / Groups** button on the **IDM Integration** tab in AD Manager. The **AD Users / Groups** dialog box displays:



The OUs configured in the Active Directory domains selected in the **Realms** dialog box are displayed in the list under **AD Groups and Users**.



IMPORTANT: Users are not displayed on the **AD Users/Groups** tab under their Active Directory 'primary' group. By default, the 'Domain Users' group is the primary group for new users created in Active Directory. If a user is *only* a member of this group (or any other primary group), they will not be listed in the Document Manager AD Manager. To ensure they are displayed in AD Manager, add users to a second Active Directory group.

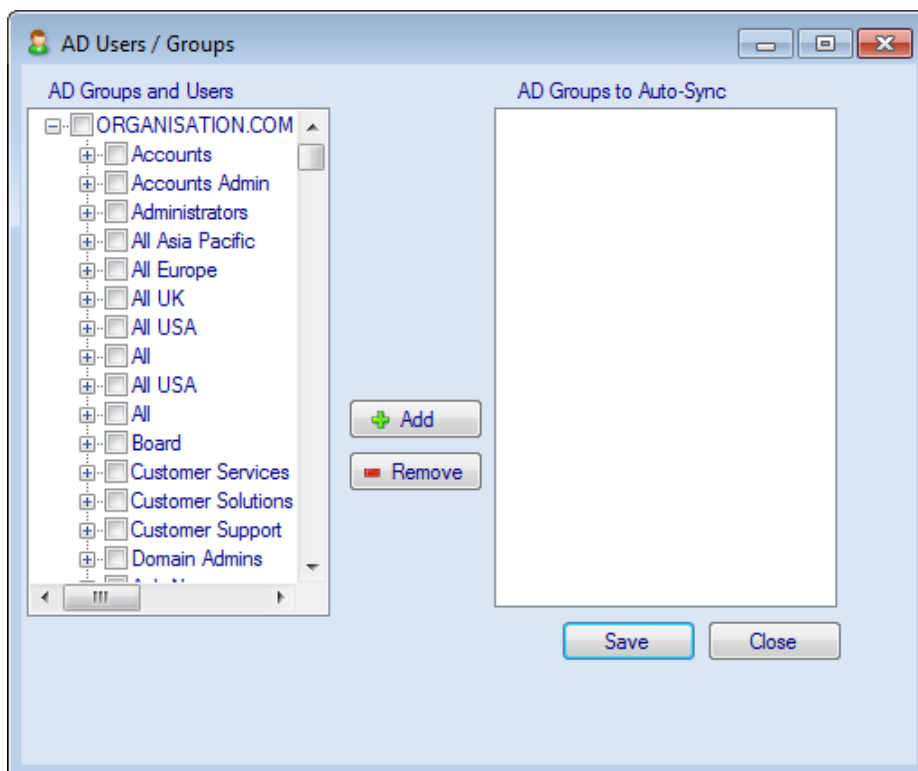
2. Select the checkboxes for the groups you want to import into Document Manager. Click the plus sign  next to a group to expand it and see the users within that group. If you want to import individual users, select the checkboxes next to the required users.
3. Once you click **Save**, the users and groups are imported into Document Manager. You do not need to click **Add**.
4. Click **Close** to exit the **AD Users / Groups** dialog box.

13.4 Automatically Synchronising AD Groups in Document Manager

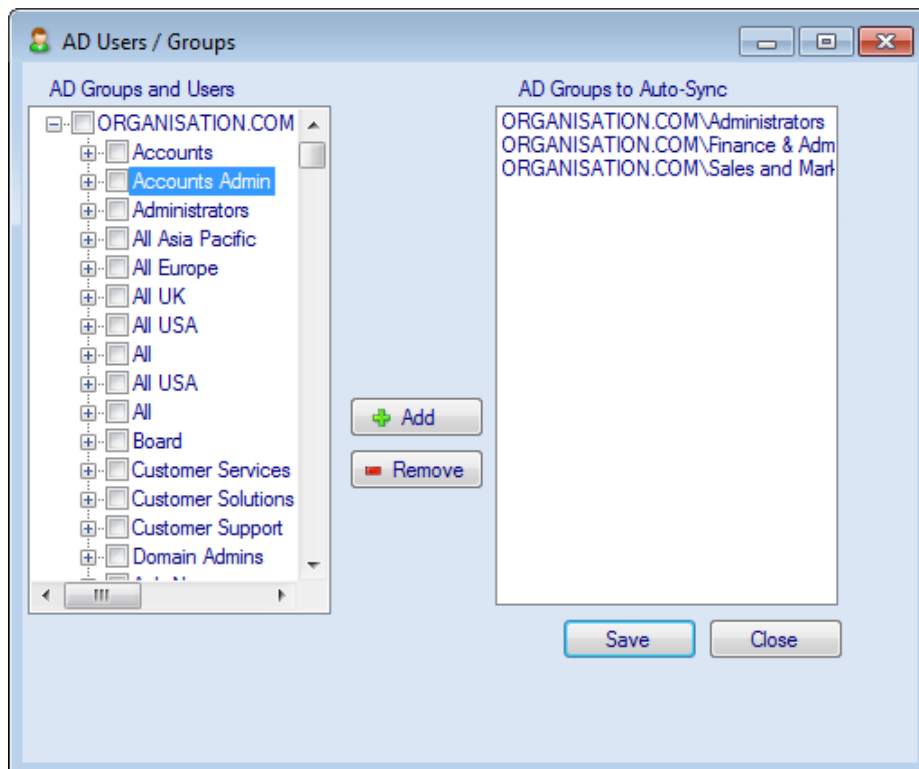
You can configure AD Manager so that it monitors Active Directory for changes to selected OUs and group, and updates the relevant Document Manager groups and users accordingly. In order to do this, you first need to install the service 'DLX AD Sync Service' and set up its configuration file (*ADAutoSyncService.exe.config*) to reference the correct Document Manager database. See the *Document Manager Installation Guide* for more information.

To automatically synchronise Active Directory and Document Manager groups:

1. Click the **Users / Groups** button on the **IDM Integration** tab in AD Manager. The **AD Users / Groups** dialog box displays:



2. Click on each required group in turn and click **Add** to add the group to the **AD Groups to Auto-Sync** list:



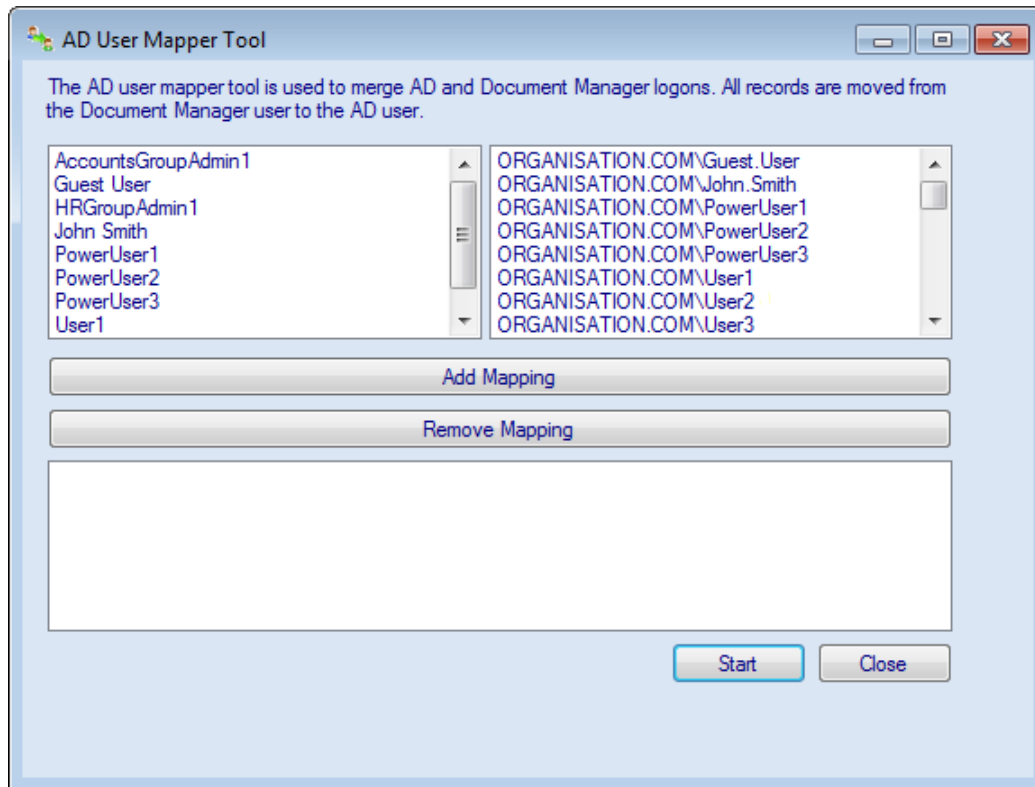
3. When you have selected all the groups to be automatically synchronised, click **Save**.
4. Click **Close** to exit the **AD Users / Groups** dialog box.

13.5 Manually Mapping Active Directory Users with Document Manager Users

The User Mapper tool in AD Manager allows an administrator to merge a Document Manager user with a corresponding Active Directory user. This process copies the associated records from the Document Manager user to the Active Directory user and then deletes the Document Manager user. This feature can be used if you have existing Document Manager users and subsequently create Active Directory accounts for those users. When users are mapped, all Document Manager records, such as permissions, audit records and so on, are moved to the new Active Directory users (in Document Manager) so that you do not need to manage two accounts.

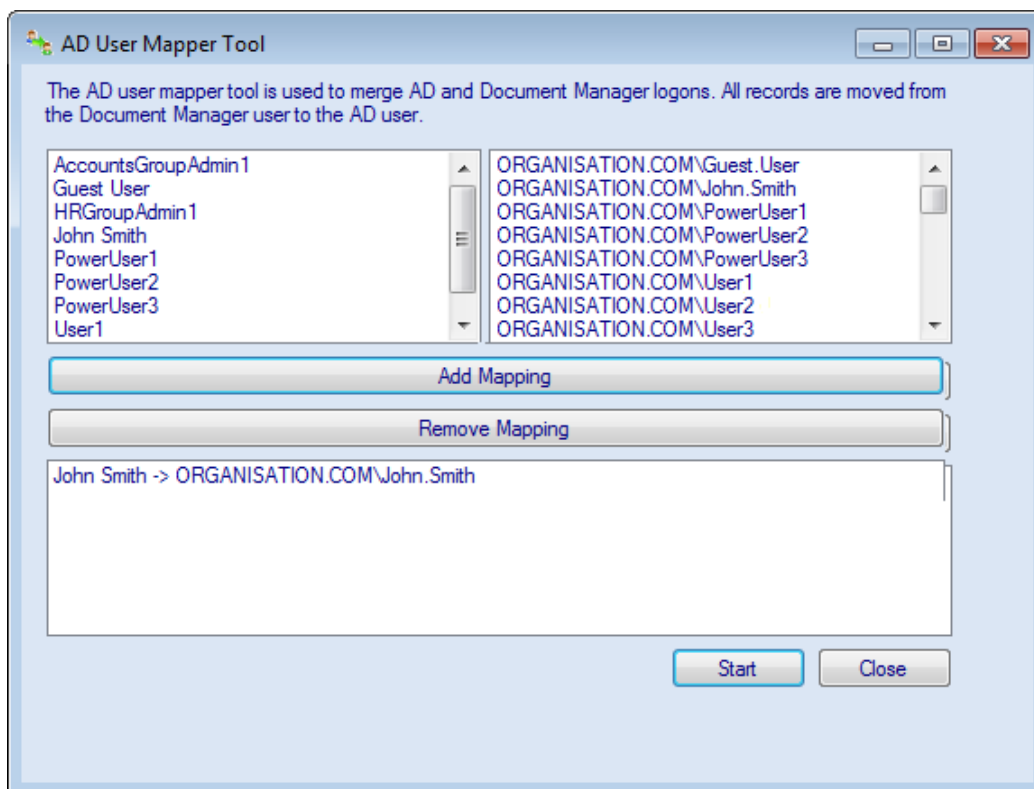
To manually map a Document Manager user to an Active Directory user:

1. Click the **Users Mapper** button on the **IDM Integration** tab in AD Manager. The **AD User Mapper Tool** dialog box displays:



2. In the list on the left, click to select the required Document Manager user.
3. In the list on the right, select the corresponding Active Directory user.

4. Click **Add Mapping** to add the user mapping to the list below:



Continue steps 2-4 for all the required users.

5. Click **Start** to begin mapping the selected users.

NOTE: User mapping can take several minutes. Do not close the AD Manager while user mapping is taking place. AD Manager can be minimised to the Windows notification area while mapping users. It is also recommended that you perform user mapping when Document Manager is not being used.

6. When the mappings have completed, click **Close** to exit the **AD User Mapper Tool**.

14 Understanding Storage Locations

This section deals with the Windows® file system security methods but is equally applicable in other environments, such as Novell® and Network File Systems (NFS).

Document security is provided by Document Manager and designed to prevent unauthorised users from viewing or performing actions on documents. It also prevents users from accessing inappropriate shares, folders and files stored in the Document Manager storage locations.

Document Manager documents are accessible using the Document Manager desktop client or Document Manager Web Basic. Unlike a document stored in a PC or server file system, the document is not referenced by the filename. A Document Manager document exists as a database record describing the document using index fields and as a file in a predefined storage location.

For instance, a file accessed using a document description “Document Manager User Guide” will have the following default indexes set in the database:

- Document Type
- Version
- Creation Date

Other custom indexes are typically created to enable more accurate document storage and subsequent retrieval. Each document in the system has a unique numeric document ID. This document ID is used to generate a unique filename that is unrelated to the index fields. Using the document ID, Document Manager determines the filename and storage location ID. The storage ID is used to determine the actual path to the storage location and when combined with the filename provides a full path to the document.

For instance the “Document Manager User Guide” may have a document ID of 100 and a filename of *64.pdf*. The storage location ID is 27, with ID 27 defined as `\\aserver\documents$\2005M4`. This gives a full document path of `\\aserver\documents$\2005M4\64.pdf`.

14.1 Storage Strategies

The Document Manager system supports document storage methods that fulfil many different requirements. Key drivers in document storage tend to be security, retrieval, and archiving.

The storage requirements for documents will be dictated by several factors – key among these are:

- Legal
- Volume
- Access speed
- Security
- Backup

14.1.1 Legal

Documents with a strong legal standing will require several levels of backup and will often be stored on MO (Magneto Optical) media to prevent tampering.

14.1.2 Volume

The volume of documents will dictate the practicality of certain types of storage. For instance, if using DVD, the maximum capacity is 9.4 gigabytes, so the management overhead is higher. High volumes of documents that do not require specific legally-admissible storage will generally be stored on a hard-disk-based solution, either on a storage server, Network Attached Storage (NAS) or Storage Area Network (SAN).

14.1.3 Access Speed

Documents stored on a disk-based solution will have significantly faster access than on optical media. The file sizes and number of retrievals will have an impact on the overall access speed and should be considered when planning storage.

14.1.4 Security

Storage directly tied to a file system and linked to a domain structure provides more flexibility than standalone NAS or Optical devices.

Additionally, the security of backups must be considered. In the case of optical media, the removal of media from the storage device (tower or drive) for backup will usually leave the files accessible from another device (unless using specific file system security). Disk-based replication and tape backups are significantly harder to access if file system security and encryption is applied.

14.1.5 Backup

Backup strategies and methods will be dictated by the factors listed above. If optical media is used, a duplicate optical medium may be stored offsite. In all cases, security of backups should be at least as strong as the security on the original storage (both physical and logical).

Where storage is of a volume that is greater than 50 GB, or approximately 1 million scanned pages, it may not be possible to use a single tape system for a full backup or to utilise standard backup software.

Standard backup software is rarely designed to manage millions of files and the backup may exceed the available backup time (usually 12 hours). In this instance, specialist volume level backup may be deployed or a remote, replicated system is used as a backup. Careful planning and maintenance of Document Manager storage locations can be used to reduce the backup time to a manageable level.

14.2 Managing Multiple Storage Locations

Storage locations are directories where Document Manager will automatically save documents. A storage location can be assigned on any media that can have a file created on it and that is accessible by the client workstation. Storage locations can be on local or network drives, on fixed and removable drives, and on auto-changer devices.

To make the best use of Document Manager, it is worth understanding how Document Manager locates documents.

Each Document Type defined in Document Manager can have a Storage Location defined for it, therefore allowing all document types requiring the same retention criteria to be grouped together. For example, vendor invoices may be saved on optical media but quotes to clients may be held on hard disk.

Whenever a document is created in Document Manager, a reference to the location to which it was written is maintained. Whenever a document is requested using Document Manager, a check is made to determine if the required storage location is available (it may be offline). Once available, the document is retrieved. If the storage location is not available (offline) the user is notified on which media the document is located and where that media should be loaded, in order to retrieve the document.

Using this method, a location may be defined on hard disk, in a folder. When that folder approaches the size of a CD-ROM, it may be exported (moved) to CD and the Storage Location reference in Document Manager updated accordingly.

14.2.1 Storage Locations by Drawer

Document Manager allows the administrator to define a storage location for use by one or more drawers. For example, in a company using a drawer for Human Resources (HR) documents, the HR drawer could be configured to store all documents in a specific storage location that is inaccessible to non-HR system users. It may also be useful when a system with multiple locations uses a central database. Each site can set their most commonly-used drawers to use a local storage location to reduce network traffic.

14.2.2 Storage Locations by Document Type

Setting storage location by document type can be used when specific document security is required. For example, in an HR environment, a document type relating to disciplinary action may, for legal reasons, only be accessed by the HR Manager. In this instance, you can create a storage location for this document type and a Windows security group containing the Document Manager user's Windows account. This doubles the level of security by providing two distinct authentication methods for this document type: Document Manager and Windows.

This functionality may also be useful when a system with multiple locations uses a central database. Each site can define commonly-used or site-specific document types to use a local storage location, to reduce network traffic.

14.2.3 Default Storage Locations

Document Manager supports three default storage location settings (configured in the **Storage Locations** dialog box in the Administration Module):

- **Default Document Location** – All document types set to 'Use Default' in the Document Storage Media field will use this location unless overridden by a drawer default location.
- **Default Metadata Location** – All document types set to 'Use Default' in the Storage of MetaData field will have metadata stored in this location unless overridden by a drawer default location.
- **ERM Overlay Location** – ERM Overlay files are stored in this location.

14.2.4 Sub-Directories

All storage locations have the option to automatically create sub-directories for a defined number of files. The default value for this is 10,000 files.

The use of sub-directories serves two purposes:

- It makes browsing large storage locations a possibility.
- It provides an easy method of selecting bulk numbers of files for archiving.

It is recommended that the number of files per directory does not exceed 10,000 as this will seriously impede performance when using Windows file systems.

14.2.5 The Bin.dat File

Each storage location contains a unique numeric identifier file called Bin.dat. Document Manager checks this file when accessing a storage location to ensure the storage location ID matches the Bin.dat value. When archiving storage locations to removable media (DVD, Optical, etc.), it is essential that the Bin.dat file is included on the media.

When retrieving a document whose storage location is not available (because the correct Bin.dat file cannot be located), Document Manager will prompt the user to locate the necessary media. In this way, Document Manager can facilitate the simple use of removable media.

14.2.6 AutoBin

The Document Manager installation includes the AutoBin application that is designed to enable the simple creation of weekly or monthly storage locations. AutoBin will generate multiple storage locations based on a default root path (e.g. \\aserver\documents\$) and prefix.

For instance, if a default monthly location is used, running AutoBin on the first day of the month would create a new storage location using the defined prefix (typically YYYYMM for monthly or YYYYW for weekly) under the root path, and would set this new location as the default location. All documents created from this point onwards with 'Use Default' set as the document storage location would be placed in this location. The AutoBin application can be run from the command line from a scheduled task, thus completely automating the configuration of the default storage location.

If the documents are static (not subject to deletion or editing), once created, it is possible to use a backup strategy that only backs up the current default storage location. At the end of each month, a full backup would be taken of the previous month's storage location and archived. The backup tasks could then be modified to monitor the current default storage location.

In an environment where a variety of static and dynamic documents are stored, the default monthly location can be configured for static documents while a specific location is created for dynamic documents. Typically, organisations will have significantly more scanned images than manually created application documents. In this case, AutoBin could be used to define the default monthly location for static documents, and application document types can be set to use a different storage location. The backup schedule could then be modified to include the current default and one or more dynamic document locations.

A useful feature of AutoBin's weekly and monthly storage locations is to make locations manageable on removable media. When a storage location is superseded, the contents can be archived or backed up to removable media (ensuring the Bin.dat file is included) and the location's root can be redefined as the optical drive letter. For instance, the folder `\\aserver\documents$\2005M5` could be moved to removable media and the location redefined as `Z:\2005M5` (assuming Z is the removable drive). If the size of the storage location exceeds one removable media, the contents (sub-directories) can be split across multiple media and the same rule applied, as long as the Bin.dat file is on each media.



NOTE: AutoBin supports command-line options to enable scheduled tasks.

15 Configuring Storage Locations

You can add and configure the storage locations for Document Manager files.

To view or edit storage locations:

- Click **Storage Locations** on the **Administer** tab to open the **Storage Locations** dialog box:

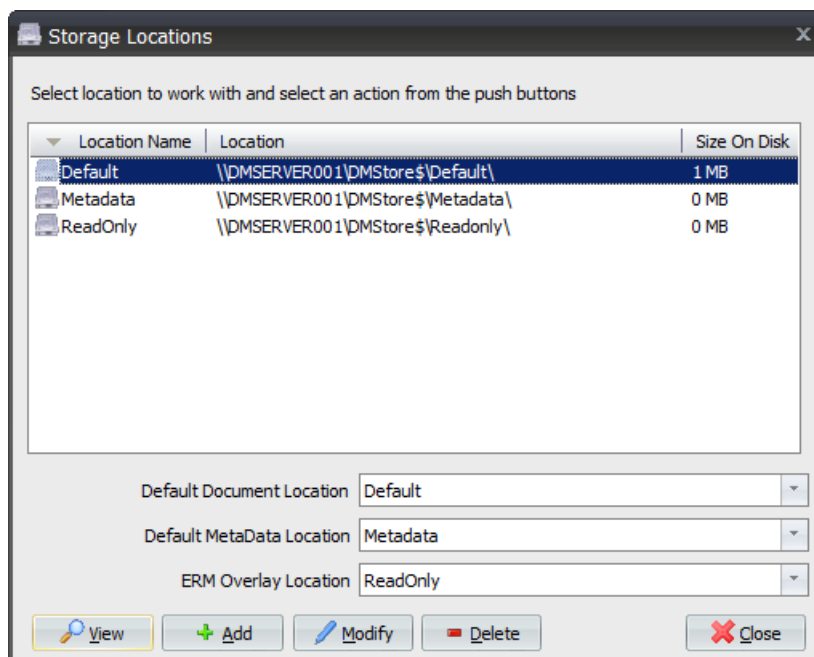


Table 12 describes the items in the **Storage Locations** dialog box:

Item	Description
Location Name	Displays the name of the storage location.
Location	Shows the path to the storage location. This can be edited when modifying locations,
Size On Disk	Shows the total size of the files in the storage location.
View	Displays all the properties for a Storage Location but prevents changes being made. By default, when a Storage Location is double-clicked, the information is displayed in View mode.
Add	Click to create a new Storage Location.
Modify	Allows parameters of the Storage Location to be changed.
Delete	Removes a Storage Location (a storage location cannot be deleted if documents exist in it). A confirmation message appears when deleting a storage location.  WARNING: It is strongly recommended that a storage location is never deleted unless you are absolutely certain it has never been used.
Close	Closes the Storage Locations dialog box.

Table 12: Storage Locations Dialog Box Options

15.1 Default Locations

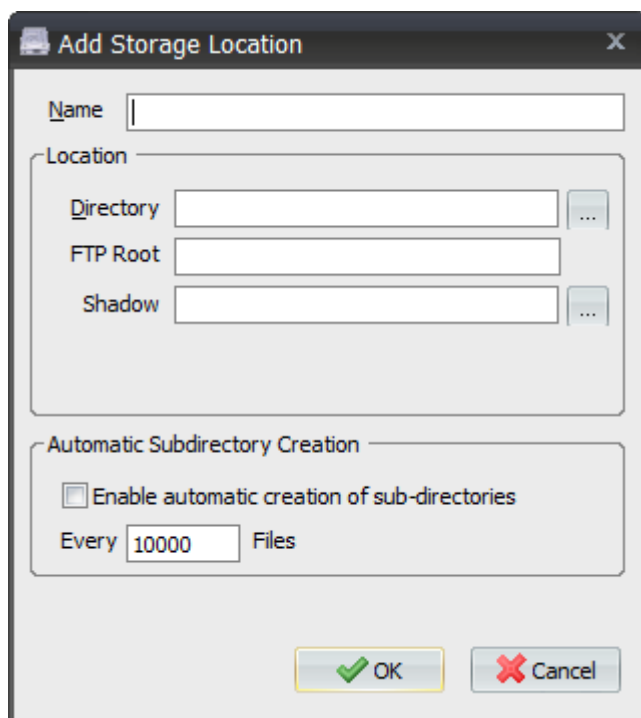
Default storage locations can be set as follows:

- **Default Document Location** – Select the default storage location for documents (linked via Document Type storage settings).
- **Default MetaData Location** – Select the default storage location for document metadata, typically for text read by OCR.

15.2 Adding a Storage Location

To create a new location:

1. Click the **Add** button in the **Storage Locations** dialog box. The **Add Storage Location** dialog box displays:



2. Specify the required settings for the storage location. Refer to Table 13 below for a description of the options in the **Add Storage Location** dialog box.



NOTE: Depending on the company's Document Policy, there may be many document types using the same storage location. It is likely that the documents will be archived periodically and documents will then be written to a new location (for example, '2010' as opposed to '2009'). To set a specific location for each document type, amend each document type individually.

3. Click **OK** to save the Storage Location.

4. In the **Storage Locations** dialog box, set the **Default Document Location**.
5. Set the **Default MetaData Location**.
6. Click **Close** to save the changes and close the **Storage Locations** dialog box.

Table 13 describes the options in the **Add Storage Location** dialog box:

Item	Description
Name	Enter a meaningful name in the Name field since this will be displayed to the Document Manager user if the storage cannot be found for a requested document. The name should help the user or administrator locate the media. When the media is removable (e.g. Optical Drive), it is recommended that you use the same name entered in the Name field on the media.
Location	• Directory – This field contains the path the operating system will use to locate the media. The system will therefore expect that any removable media is available via this path. • FTP Root – If using FTP, specify the root directory for FTP logins. • Shadow – Enter a secondary storage location for newly-created image documents and checked-in application documents. Document Manager storage locations have the option of a shadow storage location. This location is provided for backup purposes, in particular as a temporary location for storing newly-created or edited documents for backup to tape. All new documents in the storage location or documents checked in to the storage location will have a copy written to the defined shadow location. This location can then be backed up periodically and purged of old files, thus improving the backup times on large systems.  NOTE: Application documents are saved in the shadow storage location only when they are checked in.
Automatic Subdirectory Creation	Automatic Subdirectory Creation is a recommended option. • Enable automatic creation of sub-directories – Select the checkbox to store the actual document files into sequentially numbered sub-directories. This is set to create a new sub-directory at the frequency set using the option below, by default every 10,000 files. The sub-directories are created automatically under the parent directory for the Storage Location, starting at 1. For example, \\server\DocumentManager\documents\test\1. • Every <n> Files – This is the frequency at which the sub-directories will be created. 10,000 is the default number of files, which can be changed if desired. However, it is not recommended to be higher than 10,000.  NOTE: Any document located in a drive letter (e.g. C: drive) will only be retrievable by other users if they can see the same location with the same drive letter. Within a multi-user environment, this would prove problematic. A full UNC path should be used.

Table 13: Add Storage Location Dialog Box Options

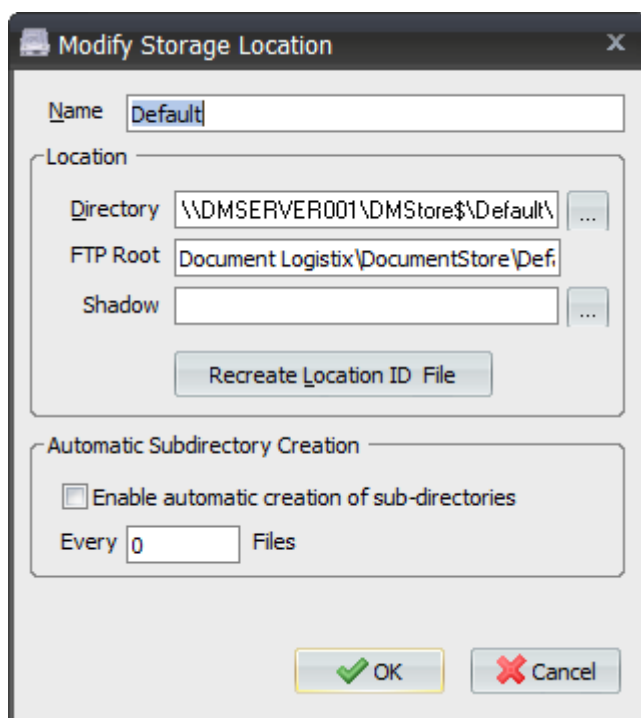
15.3 Modifying a Storage Location

If you need to change the settings for a storage location, you can modify them from the **Storage Locations** dialog box.

To modify a storage location:

1. In the **Storage Locations** dialog box, select the storage location and click the **Modify** button.

When modifying the details of an existing storage location, there is a **Recreate Location ID File** button (see below), which can be used to restore a special file that Document Manager uses to keep track of the storage location. Each storage location has a unique number used for checking that the correct files are available.



The screenshot shows the 'Modify Storage Location' dialog box. The 'Name' field is set to 'Default'. The 'Location' section includes a 'Directory' field with the path '\\DMSERVER001\DMStore\$\Default\' and an ellipsis button, an 'FTP Root' field with the path 'Document Logistix\DocumentStore\Defi', and a 'Shadow' field with an ellipsis button. Below these fields is a button labeled 'Recreate Location ID File'. The 'Automatic Subdirectory Creation' section has a checkbox for 'Enable automatic creation of sub-directories' which is unchecked, and a field 'Every 0 Files'. At the bottom of the dialog are 'OK' and 'Cancel' buttons.

2. Make the required changes and click **OK** when finished.

16 Document Types

Document Types differ from the file types depicted in Windows Explorer. For example, an Acceptance Letter and a Rejection Letter might both be considered the same type of file (Microsoft Office Word) in Windows Explorer. In Document Manager, these two documents can be considered two different document types – one called 'Acceptance Letter' and one called 'Rejection Letter'.

When a user imports or creates a new document in Document Manager, the user will need to select a document type from the **DocTypes** drop-down list. This is a required field. No document can be stored in Document Manager without a document type assigned to it.

By default, there are four document types automatically created by Document Manager:

- **Audit** – A text file used for storing Audit records.
- **BatchData** – Configuration details for Batch Scan (formerly Sorting Office) batches.
- **BatchImages** – Images from batches yet to be indexed.
- **ImageStamp** – Image stamps created and used in the Document Manager Image Viewer.

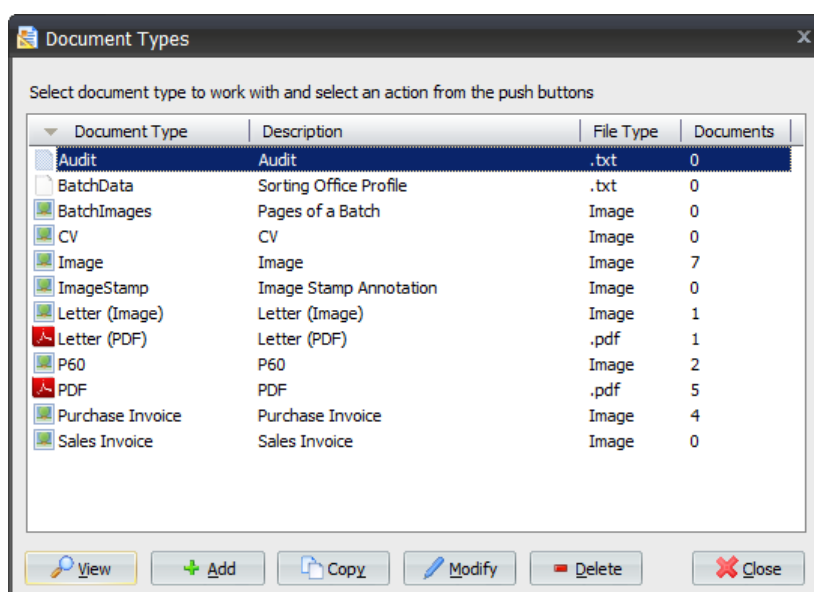
Other than the default storage location, these document types cannot be modified or deleted.

Before creating document types, consider a Company Document Management Policy (see the *Guide to Document Management* for more on company policies). You need to clearly scope the processes and documents to be managed by the Document Manager System.

16.1 Accessing the Document Types Dialog Box

To display the Document Types dialog box:

- Click **Document Types** on the **Administer** tab:



Refer to Table 14 for a description of the **Document Types** dialog box:

Item	Description
Column	• Document Type: Indicates the type of document. The relevant icon for each document type is displayed in the column to the left. • Description: This is the text that users will see within Document Manager. • File Type: Indicates the default extension for the document type. • Documents: This column shows the number of documents that exist in the current database of the particular document type.
View	Click to display properties for the selected document type. The properties are read-only, preventing changes from being made to that document type. When a document type is double-clicked, the information is displayed in View mode.
Add	Click to create a new document type.
Copy	To create a document type with the same settings as another, select the existing document type and then click Copy . Make the required changes to the document type and when finished, click OK .
Modify	Click to make changes to the selected document type in the Modify Document Type dialog box. For a description of the settings in this dialog box, refer to the relevant category of document type in <i>16.2 Adding an Image Document Type</i> below and <i>16.3 Adding an Application Document Type</i> on page 83.
Delete	Deletes the selected document type. Select the document type and click the Delete button. This option will only remove a document type if there are no documents of that type in Document Manager.
Close	Closes the Document Types dialog box.

Table 14: Document Types Dialog Box Options

There are four categories of document types that are used in Document Manager:

- **Image Document** (see *16.2 Adding an Image Document Type* below for more information)
- **Application Document** (see *16.3 Adding an Application Document Type* on page 83)
- **External Reference to URL** (see *16.4 Adding an External Reference URL Document Type* on page 86)
- **ERM/Cold Document** (see *16.5 Adding an ERM/COLD Document Type* on page 86)

16.2 Adding an Image Document Type



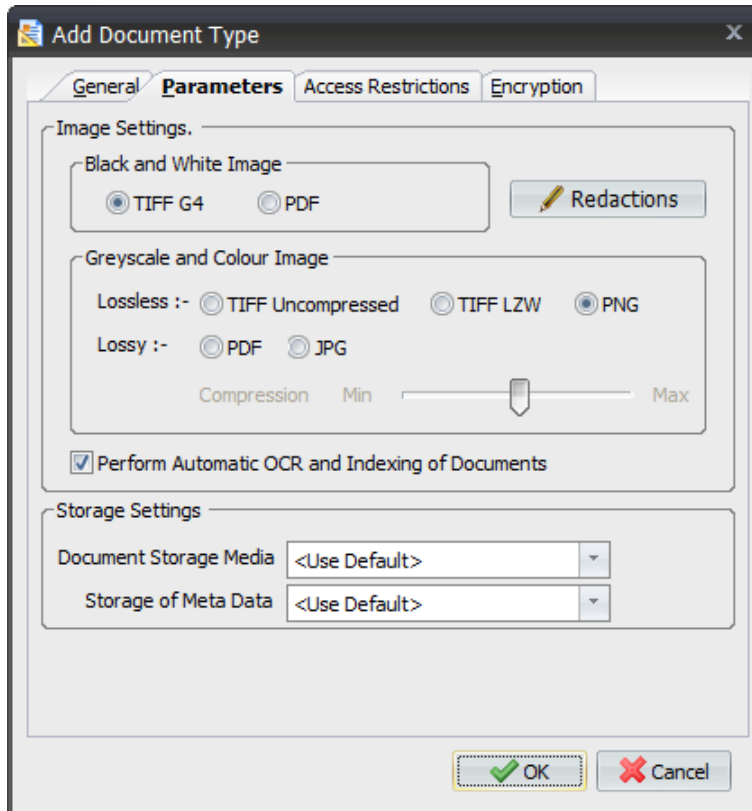
NOTE: Prior to creating new document types, a default storage location **MUST** be set in the **Storage Locations** dialog box.

To add an Image Document Type:

1. In the **Document Types** dialog box, click the **Add** button. The **Add Document Type** dialog box displays the **General** tab:

2. Enter the document type **Name**, which will be seen by the user in the Document Manager **DocType** drop-down list.
3. In the **Description** field, enter a full description. This will only be seen within the Administration Module.
4. Select the **Image Document** option to choose the image document type.
5. In the **List documents of this type in this colour** field, select a document colour from the drop-down list (optional). This will cause all documents of that type to be listed in the specified colour within Document Manager. Once a colour is selected, the field name changes to reflect the actual colour of the text. This feature is useful for highlighting critical documents, for example, red to indicate that a specific document type is confidential.

6. Select the **Documents are Read Only at creation** checkbox if the document is to be read-only when it is created (optional). This prevents its content from being changed.
7. Click the **Parameters** tab:



8. Document Manager supports monochrome, greyscale and colour images. Monochrome, by default, is a TIFF image, which has lossless compression built into the image format. For black and white images, select one of the two items:
 - **TIFF G4** – The most widely used format for archiving scanned bi-tonal (black and white) documents is called TIFF-G4 and is primarily designed for storage.
 - **PDF** – When scanned documents are converted to PDF, the pages are compressed into a PDF file structure. In terms of file size, a PDF is larger than the TIFF-G4 format.
9. If you need to block specific areas for all documents of an Image document type, click the **Redactions** button (refer to *16.8 Redactions* on page 90 for more information).
10. For **Greyscale and Colour Images**, the level of compression can only be defined for PDF and JPEG document types. Careful consideration is required when setting the compression level. No compression will result in high-quality images but extremely large file sizes, which may result in storage implications. Compression is a trade-off and can be 'lossy', which means information will be lost from the original scanned document image when it is compressed prior to being saved. JPEG compression is lossy; G4, LZW and PNG images are

compressed losslessly (for more information, see *16.2.1 Setting the Compression Value for Image-Based Document Types* below). Select one of the following options:

- a. **Lossless** – Lossless means there is no quality loss due to compression. Lossless guarantees the ability to read back exactly what was saved, bit-for-bit, without data corruption. This results in a larger file than with lossy compression (such as JPG):
 - **TIFF Uncompressed** – A tag-based file format for storing images; TIFF wraps an uncompressed bitmap (if you select this option, file sizes are typically large).
 - **TIFF LZW** – TIFF image files optionally use LZW lossless compression. LZW is most effective when compressing solid indexed colours (graphics), and is less effective for 24-bit continuous photo images. Featureless areas compress better than detailed areas. LZW is more effective for greyscale images than colour. It takes slightly more time to compress and decompress LZW images.
 - **PNG** – The Portable Network Graphics (PNG) format supports palette-based images, greyscale images and full-colour non-palette-based RGB[A] images. PNG was designed for transferring images on the Internet.
- b. **Lossy**:
 - **PDF** – Documents are encoded in the Portable Document Format (PDF). Use the compression slider to indicate the compression level for imported PDF image files.
 - **JPG** – Optimised for photographs and similar continuous tone images that contain many colours. Use the compression slider to indicate the level of compression for JPG files. Please note that when a JPEG is compressed, some data is lost.
11. By default, the **Perform Automatic OCR and Indexing of Documents** checkbox is selected. The data read by OCR is utilised by the search service and indexed for content searching. If you are not using the Full Text Search Service, you can clear this checkbox.
12. Use the drop-down list in the **Document Storage Media** field to specify the storage media to be used for the document type, or accept the default setting.
13. Use the drop-down list in the **Storage of Meta Data** field to specify the storage location used for the document's metadata; the associated information related to a document. Its main purpose is to store OCR textual data, read from an image. It is recommended that metadata is stored in a different location to documents (particularly images) to improve the efficiency of the Document Manager Indexer program.

 **NOTE:** If the document type storage locations are left as '<Use Default>', any documents of that type that are created will be saved to the default storage location. This is recommended unless there is a need to write particular document types to a specific location for security or retention/admissibility reasons.
14. Click on the **Access Restrictions** tab to set the access restrictions to this document type (refer to *16.6 Access Restrictions* on page 86 for more information).

15. Click on the **Encryption** tab to set the encryption for this document type (refer to 16.7 *Document Encryption for Document Types* on page 88 for more information).
16. When finished, click **OK** in the **Add Document Type** dialog box.

16.2.1 Setting the Compression Value for Image-Based Document Types

When setting the compression value for an image-based document type, first consider how the document type will be used. Next, consider the reliance the company has on these documents for:

- Recreating a representation of the original document.
- Using the document as evidence in an adversarial situation, such as a court hearing.

If a document type is to be relied on as evidence, it is recommended that legal representatives are first consulted. If there is any doubt, it is recommended that no compression is applied to images, and that adequate storage is available. Such decisions must be documented in the Company Document Management Policy, accompanied with any supporting information and documentation.

With regards to the documents' representation, consider the output method. Documents to be primarily viewed onscreen for referencing and seldom printed can have a higher compression level applied compared to documents that are to be printed more frequently. The decision is a trade-off between the documents' legal admissibility and evidential weight considerations, the documents' reproduction quality, and the storage overheads required to store the documents. When considering storage, do not overlook the period of time required to retain the documents online.

Careful consideration must be given to the storage overheads for each Document Type defined. Table 15 below provides the image size for a page scanned without compression applied:

Colour Depth	Image Type	Image Format	Letter-Sized Single-Sided Scanned Page at 300 dpi (Assuming 3% Coverage)	File Size (approx.)
Mono	Monochrome	TIFF G4	1 bit per pixel scan	30KB (TIFF incorporates compression)
	Monochrome	PDF	1 bit per pixel scan, compressed	45 KB compressed
Grey	Greyscale & Colour	TIFF uncompressed	8 bit per pixel scan	9 MB
	Greyscale & Colour	TIFF LZW	8 bit per pixel scan	2 MB compressed
	Greyscale & Colour	PNG	8 bit per pixel scan	1 MB
	Greyscale & Colour	PDF	8 bit per pixel scan	11 MB uncompressed
	Greyscale & Colour	JPEG	8 bit per pixel scan	• Minimum compression=5 MB • 50% compression=240 KB
Colour	Greyscale & Colour	TIFF uncompressed	24 bit per pixel scan	26 MB

Colour Depth	Image Type	Image Format	Letter-Sized Single-Sided Scanned Page at 300 dpi (Assuming 3% Coverage)	File Size (approx.)
Colour (cont.)	Greyscale & Colour	TIFF LZW	24 bit per pixel scan	15 MB compressed
	Greyscale & Colour	PNG	24 bit per pixel scan	7.5 MB
	Greyscale & Colour	PDF	24 bit per pixel scan	33 MB uncompressed
	Greyscale & Colour	JPEG	24 bit per pixel scan	- Minimum compression=6 MB 50% compression=240 KB

Table 15: File Sizes for Single-Sided Scanned Pages



NOTE: The following applies to Table 15 above:

- 1 bit = Monochrome
- 8 bit = Greyscale
- 16/24/32/48 bit = Colour

The image size for each greyscale or colour image page will vary according to the level of compression applied when setting up the appropriate document type. It is recommended that the estimated storage overheads are documented for each defined document type, based on the anticipated number of documents created during the required storage period. This needs to be regularly checked and documented, and the storage capacity adjusted in circumstances where the volume of documents being created changes.



NOTE: Document Manager allows modification of existing document types, for example, selecting between compression and no compression, and also varying the level of compression applied. Should changes be made to the document type, the changes will only affect newly-created documents. It is recommended that the type of change, and when it occurred is clearly documented in the Company Document Management Policy.

16.3 Adding an Application Document Type

Application documents are those that are opened using an external application, such as Microsoft Office Word. In order to open these documents from Document Manager, you need to define the appropriate application document types. Users also need to have the appropriate application installed on their machine.

To add an Application Document Type:

1. In the **Document Types** dialog box, click the **Add** button. The **Add Document Type** dialog box displays the **General** tab.

2. Enter the document type **Name**, which will be seen by the user in the **DocType** drop-down list when creating or adding documents.
3. In the **Description** field, enter a full description. This will only be seen within the Administration Module.
4. Select the **Application Document** option to choose the application document type.
5. In the **List documents of this type in this colour** field, select a document colour from the drop-down list (optional). This will cause all documents of that type to be displayed in the specified colour within Document Manager. Once a colour is selected, the field name changes to reflect the actual colour of the text. This feature is useful for highlighting critical documents, for example, red to indicate that a specific document type is an encrypted document type.
6. Select the **Documents are Read Only at creation** checkbox if the document is to be read-only when it is created (optional). This makes the newly-created application documents read-only after it has been saved for the first time in the application software. This prevents content from being changed.
7. When creating an Application Document Type, the checkbox **Force a new version to be created when documents of this type are checked in** is available. Select this to create a new version of a document when users check a document of this type back in to Document Manager. Users must choose to create a major or minor version when checking the document back in.
8. Click the **Parameters** tab:

The screenshot shows the 'Add Document Type' dialog box with the 'Parameters' tab selected. The dialog has a title bar with a close button (X). Below the title bar are five tabs: 'General', 'Parameters' (active), 'Access Restrictions', 'Encryption', and 'Retention'. The 'Parameters' tab contains two main sections: 'Application Documents' and 'Storage Settings'. The 'Application Documents' section includes four input fields: 'File Type' (with a dropdown arrow), 'Extension' (with a dropdown arrow), 'Content' (a text box), and 'Template' (a text box). Below these fields are four buttons: 'Import', 'Delete', 'Select', and 'Edit'. A checkbox labeled 'Perform Automatic Indexing of Documents' is checked. The 'Storage Settings' section includes two dropdown menus: 'Document Storage Media' (set to '<Use Default>') and 'Storage of Meta Data' (set to '<Use Default>'). At the bottom of the dialog are two buttons: 'OK' (with a green checkmark icon) and 'Cancel' (with a red X icon).

9. Use the drop-down list in the **File Type** field to select the application that will be used to create and open the Document Manager documents. The file types shown are those registered in the local Windows registry. If the application does not appear, it may be because it is not installed on the server used for the Administration Module. In this case, perform this task from a workstation that has the application installed.
10. Once the file type has been selected, the icon associated with the application file type displays to the right of the **File Type** field (if the most commonly used icon does not display, the default icon displays).
11. When a **File Type** is selected, the **Extension** drop-down list offers all possible file extensions that can be associated with the application. For example, selecting the Microsoft Word file type will enable the extensions .doc and .rtf to be selected. If there is only one type of extension for a particular application, it will automatically display in the field and the field will be disabled.
12. In the **Template** field, you can select a predefined file for the document type, to use a standard layout. Document Manager does not use application-specific template files (like Microsoft Word Templates); instead it keeps a 'Master Document', which it copies each time a new document is created. This allows templates to be used for application types that do not normally support the use of templates.

If the **Template** field is left blank when the **OK** button is clicked, the Administration Module will try to use OLE Automation to create a blank document (using the relevant application's 'New' method). If this fails, the user will be warned that Document Manager will not be able to create new documents of this type, but that documents can still be imported. The user can then either accept this option, or cancel and define a template.

- Click the **Import** button to import a template to use for the selected document type.
 - Click the **Delete** button to remove a template from the document type.
 - Click **Select** to allow the selection of a template to use for the specified document type.
 - Click **Edit** to open the template file for editing.
13. By default, the **Perform Automatic Indexing of Documents** checkbox is selected. This tells the search service to index these documents for content searching. If you are not using the Full Text Search Service, you can clear this checkbox.
 14. Select the storage location to be used for the document type from the **Document Storage Media** drop-down list. If the document type storage locations are left as '<Use Default>', any documents created of that type will be saved to the default storage location. This is recommended unless there is a need to write particular document types to a specific location for security or retention/admissibility reasons.
 15. Select the storage location for metadata used by documents of this type from the **Storage of Meta Data** drop-down list. The location's main purpose is to store OCR textual data, which is read from the document. It is recommended that metadata is stored in a different

location to normal documents (particularly images) to improve the efficiency of the Document Manager Indexer program.

16. Click the **Access Restrictions** tab to set the access restrictions for this document type (refer to *16.6 Access Restrictions* on page 86 for more information).
17. Click the **Encryption** tab to set the encryption for this document type (refer to *16.7 Document Encryption for Document Types* on page 88 for more information).
18. When finished, click **OK** in the **Add Document Type** dialog box.

16.4 Adding an External Reference URL Document Type

It may be useful to save hyperlinks to Web pages as documents. If this is desired, a document type must be defined as an external reference.

16.5 Adding an ERM/COLD Document Type

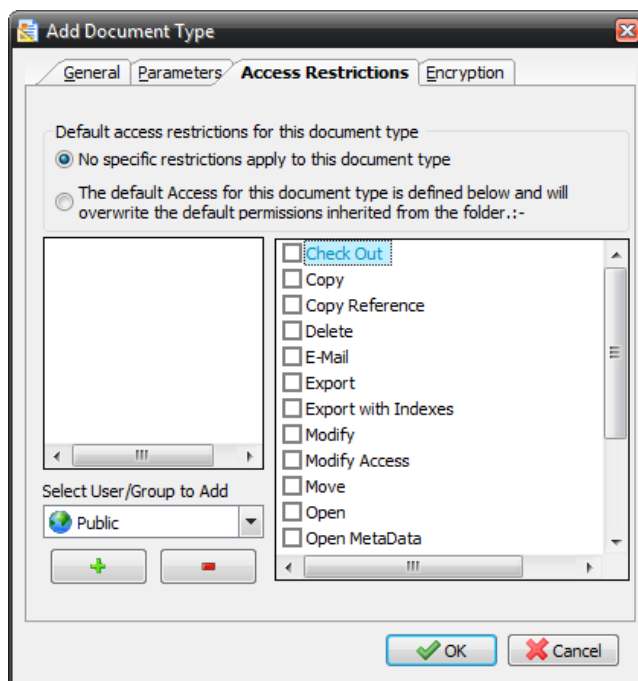
ERM/COLD documents are textual documents automatically captured from a print stream.

16.6 Access Restrictions for Document Types

In addition to access rights and permissions that apply to specific users, groups, drawers, folders and documents, **Access Restrictions** for Document Types enable a further level of access control.

To specify access restrictions:

- In the **Add/Modify Document Types** dialog box, click the **Access Restriction** tab:



16.6.1 No Specific Restrictions

To set no restrictions for access or permissions:

1. Select the **No specific restrictions apply for this document type** option if there are no access or permission controls for this document type (default).
2. Click **OK** at the bottom of the **Add/Modify Document Types** dialog box.

16.6.2 Restrictions

To restrict access and apply permissions for the document type:

1. Select the option **The default Access for this document type is defined below and will overwrite the default permissions inherited from the folder**.
2. Use the **Select User/Group to Add** drop-down list to choose the users and groups that can access documents of this type.
3. Click the Add button .
4. Making sure the required user or group is highlighted, select the permissions for the user or group. For a full definition of each of the items, see the list below:

- **Check Out** – The user or group can check out and check in documents of this type.
- **Copy** – The user/group can copy existing documents of this type (to create a new file).
- **Copy Reference** – The user or group can make a copy of a document of this type (by inserting a reference to it).
- **Delete** – The user or group can delete existing documents of this document type.
- **E-mail** – The user or group can send documents of this type via email.



NOTE: If the document is an application document, for example, a Microsoft Word file, the document can still be emailed from the relevant application because Document Manager has no control over this.

- **Export** – The user or group can export documents of this type to a location outside of Document Manager.
- **Export with Indexes** – Allows the user or group to export actual documents and index information. Using **Document Manager External Media Import**, it also allows the import of actual documents and index information to a new Document Manager database.
- **Modify** – The user or group can modify document index fields (for this document type).
- **Modify Access** – The user or group can modify the access permissions for others accessing documents of this type.
- **Move** – The user or group can move documents of this type within Document Manager.

- **Open** – The user or group can open documents of this type.
- **Open MetaData** – The user or group can open the metadata (text read by OCR) for documents of this type.
- **Print** – The user or group can print documents of this type.
- **Set Read-Only** – The user or group can set documents of this type as read-only.



NOTE: Consider carefully when granting document Read permissions, especially the assignment of 'Set Read-Write'. Once a read-only document is switched to read-write, it can be deleted (except by a user without appropriate permissions).

- **Set Read-Write** – The user or group can set documents of this type as read-write.
 - **Undo Any Check Out** – The user or group can force an Undo of another user's checked-out document (of this type).
 - **View** – The user or group can view image-based documents (of this type) or open a read-only copy of an application document (users cannot make changes to the document).
 - **View Audit** – The user/group can create the audit records for documents of this type.
5. Repeat steps 2-4 for each additional user or group.
 6. When you have finished setting access for the document type, click **OK** to close the **Add Document Type** dialog box or click the **Encryption** tab to set an encryption method.

16.7 Document Encryption for Document Types

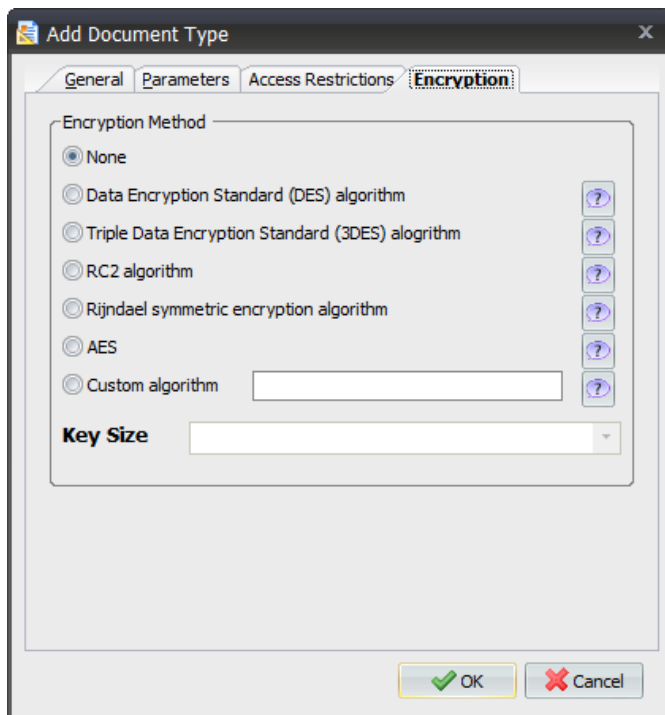
For each document type, an encryption option can be used. If set, the document will always be encrypted when closed and stored, and decrypted when opened by a user with the correct permissions. Application documents will be opened as read-only and will require checking out of Document Manager to be edited. Using encrypted files removes the security risk inherent in storing files on a network and unauthorised users opening the files directly.

For more information about security, see *10 Understanding Document Manager Security* on page 32. You can also read about the Sarbanes-Oxley Act, Freedom of Information Act, and the Data Protection Act in the *Guide to Document Management*.

16.7.1 Encryption

To set an encryption method:

1. In the **Add/Modify Document Type** dialog box, click the **Encryption** tab:



2. Select the required option. Refer to Table 16 below for descriptions of the options.
3. When you have finished setting the encryption method, click **OK**.

Table 16 describes the encryption options in the **Add/Modify Document Type** dialog box:

Item	Description
None	Select to have no encryption enabled for the document type.
Data Encryption Standard (DES) algorithm	The DES cipher uses a key size of 56 bits. This is a secure (but relatively slow) form of encryption.
Triple Data Encryption Standard (3DES) algorithm	3DES uses the same algorithm as DES but increases the key size to 112 or 168 bits. This is a more secure but slower form of encryption than DES.
RC2 algorithm	This is the most commonly-used symmetrical cipher. RC2 operates with key lengths ranging from 40 to 128 bits.
Rijndael symmetric encryption algorithm	Operates on a range of data block sizes: 128- bit, 192- bit and 256-bit key sizes and 128-bit block size (less secure but fastest).

Item	Description
AES	The Advanced Encryption Standard (AES) algorithm uses block encryption of 128 bits in size, supporting key sizes of 128, 192 and 256 bits, as a minimum. It was designed to protect data at a sufficient level for 20 to 30 years.
Custom algorithm	You will need to create (code library) a customised COM object using Microsoft® Visual Basic® (or similar). Clicking on the Help button (?) to the right of the Custom algorithm box will display the methods required for the creation of the COM object.

Table 16: Document Type Encryption Options

16.7.2 No Encryption

To configure a document type to use no encryption:

1. In the **Add/Modify Document Types** dialog box, click the **Encryption** tab. The default is no encryption on all document types. However, if you want to change from encrypted to no encryption, select **None**.
2. Click **OK** at the bottom of the **Add/Modify Document Type** dialog box.

16.8 Redactions for Document Types

Redactions are rectangular blocks created and overlaid on an image document to block out parts of the image that unauthorised users are not allowed to see. This is very useful for confidential information. You can set permissions to enable users to see behind the redaction as well, as the size and colour of the redaction. It is possible to set the redaction to be generated at the time of document creation (for a specific document type, such as a form).

There are strong reasons why a company would want to use redactions in documentation. These include (for example) the Sarbanes-Oxley Act, Freedom of Information Act and the Data Protection Act. For more information on these, see the *Guide to Document Management*.

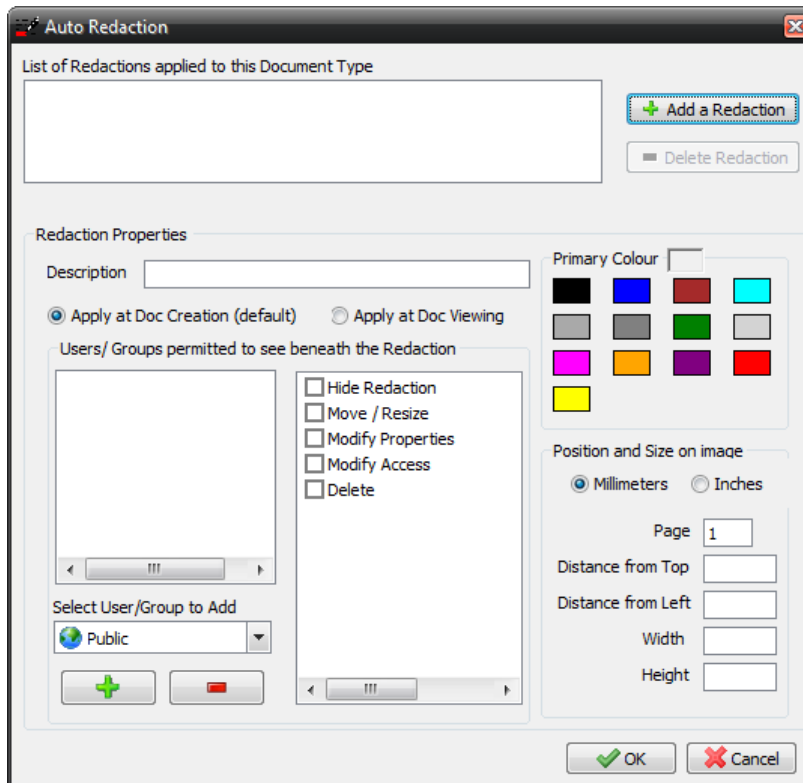
16.8.1 Adding Automatic Redactions to a Document Type

An image document type can be set up so that redactions are automatically applied when a document of that type is created or added to the Document Manager system. Automatic redactions can only be applied to image document types.

To add an automatic redaction to a document type:

1. In the **Add/Modify Document Type** dialog box, ensure the **Image Document** option is selected on the **General** tab.

- Click the **Parameters** tab and click **Redactions**. The **Auto Redaction** dialog box displays:



- Enter the name or a description of the redaction in the **Description** field.
 - Select **Apply at Doc Creation (default)** or **Apply at Doc Viewing** to set the point in time when the redaction will be applied.
 - In the **Primary Colour** section, select a colour for the redaction.
- NOTE:** Redactions are typically black but you can select white to ensure better printing and to apply redactions more subtly (white also uses less ink or toner).
- In **Position and Size on Image**, set the position and size of the redaction. For example, if a box that is 3 inches by 5 inches in size needs to be displayed 6 inches from the top of the page and 8 inches from the left of the page, ensure **Inches** is selected, then enter 6.0 into the **Top** field, 3.0 into the **Left** field, 3.0 into the **Width** field, and 5.0 into the **Height** field.
 - Use the **Select User/Group to Add** drop-down list to select who is permitted to see behind the redaction. Click the green plus (+) button to add the user or group to the **Users/Groups permitted to see beneath the Redaction** list.
 - To grant specific permissions for redactions to a user or group, select them from the **Users/Groups permitted to see beneath the Redaction** list and select the permissions to be granted. The list of possible choices is: Modify Access, Delete, Move/Resize, Hide Redaction, and Modify Properties. Repeat this step for all required users and groups.

9. When you have finished setting the automatic redaction, click **OK**. The dialog box refreshes to list the new redaction in the **List of Redactions Applied to this Document Type** box.



NOTE: If there are several redactions applied to different pages of the document, separate redactions may need to be created for the document type. Just be sure to indicate the page number in the **Page** box under **Position and Size on Image**.

16.8.2 Modifying Automatic Redactions for a Document Type

To modify an automatic redaction:

1. Click **Document Types** on the **Administer** tab.
2. In the **Document Types** dialog, select the required image document type and click **Modify**.
3. Click the **Parameters** tab and click **Redactions**. The **Auto Redaction** dialog box displays.
4. In the **List of Redactions Applied to this Document Type** field, select the redaction to be changed. The settings for that redaction display.
5. Make the preferred changes.
6. When finished, click **OK**.

16.8.3 Deleting Automatic Redactions

To delete an automatic redaction:

1. Click **Document Types** on the **Administer** tab.
2. In the **Document Types** dialog, select the required image document type and click **Modify**.
3. Click the **Parameters** tab and click **Redactions**. The **Auto Redaction** dialog box displays.
4. In **List of Redactions Applied to this Document Type**, select the redaction to delete.
5. Click the **Delete Redaction** button.
6. When finished, click **OK**.

17 Domains

A **domain** is a list of custom-defined values that is used with Folder and Document index fields. A domain consists of a name (such as 'Fruit') and a predefined list of associated values (such as 'Apples' and 'Oranges').

A domain appears as a drop-down list in Document Manager and ensures users enter consistent data. Domains ensure index integrity by allowing only defined values.

For example, a domain's field name could be 'Department' and the values for Department could be 'Sales', 'Personnel' and 'Human Resources'. In Document Manager, when the user encounters an index field called 'Department', the user clicks on the drop-down arrow to display a list. In this case, the list would be 'Sales', 'Personnel' and 'Human Resources'. The user selects one item from the list.

An additional benefit of having domains is to ensure the value for the selected index field is not mistyped. If there are misspellings in the index fields, it decreases the effectiveness of Document Manager's search capabilities.

17.1 Sub-Domains

A **sub-domain** is a domain that can be linked to another index field or domain (a 'parent'), meaning index fields for document and folders can be linked together in a hierarchical manner. This means that the value a user enters into a parent index field (by typing text or using the appropriate drop-down list) can determine the values available from the secondary ('child') index field. The values displayed in the child field are dependent on the value entered in the parent field.

The index fields can be linked by setting up a domain and sub-domains, or by linking sub-domains to a text-based parent index field. If using a text-based parent field, users must enter the exact name of a linked sub-domain to display the dependent values in the child index field. This method means that any value can be entered in the parent field and may increase potential errors. Linking a domain with sub-domains allows for stricter control of the index values that can be selected and leads to fewer mistakes.

As an example, a garden centre may want to create primary index fields that contain product categories, and also secondary index fields that contain actual products, with the products that are displayed dependent on what was selected in the product category index field.

To achieve this, the garden centre creates a parent domain called 'Product Category' with values of 'Furniture', 'Plants' and 'Tools'.

Next, they create sub-domains for each product category, with values matching the products within each category. For instance, for 'Tools', they add the values 'Fork', 'Rake' and 'Shovel'.

Finally, the centre sets up a drawer with index fields called 'Product Category' and 'Product'. The **Product Category** index field is set as the parent field and is linked to the 'Product Category'

domain. The **Product** field is set as a child (sub-domain) of **Product Category**. When a user selects 'Tools' in the **Product Category** index field, the only available options in the linked **Product** index field are 'Fork', 'Rake' and 'Shovel'.

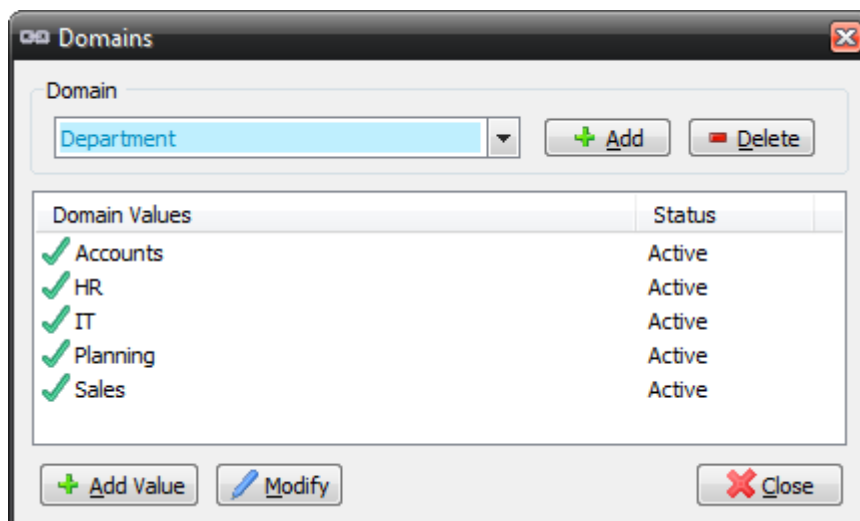
Sub-domains can be created for both folders and documents. Document index fields can be a child of folder parent fields; however, it is not possible to have a folder index field as a child of a document parent field.

The steps to set up sub-domains are described in *17.8 Setting Up Sub-Domains* on page 103.

17.2 Accessing the Domains Dialog Box

To access the Domains dialog box:

- Click the **Domain Fields** button on the **Administer** tab. The **Domains** dialog box displays:



NOTE: The **Domains** dialog box can also be accessed when modifying a drawer (via the **Drawers** dialog box), on the **Index Fields** tab in the **Modify Drawer** dialog box.

Table 17 describes the fields and buttons in the **Domains** dialog box:

Item	Description
Domain	This drop-down list displays the domains that have already been created.
Domain Values	Lists the values associated with the selected domain. For example, the following values could be associated with a domain called 'Departments': 'Administration', 'Development', 'Marketing', 'Production', 'Sales' and 'Support'.

Item	Description
Status	Indicates whether the domain values for the chosen domain are active or inactive. A domain value that is disabled (inactive) cannot be used when creating new documents, but can still be used for locating existing documents. To disable a value, double-click on it. The green tick changes to a red cross  and the Status column updates to read 'Inactive'. An example where this may be applied is the Motor Industry, where a manufacturer ceases making a model (e.g. Model T) and new documents would not be created for the Model T, but users would still need to search for Model T documents.
Add	To add a domain, click the Add button.
Delete	Deletes the selected domain (and its values). A warning message will be displayed because domains cannot be deleted when they are currently used by index fields within a drawer.
Add Value	Click to add a domain value to the selected domain.
Modify	Click to modify the selected domain value. A warning message will be displayed because domain values cannot be changed when they are used within a drawer.

Table 17: Domains Dialog Box Fields and Buttons

17.2.1 Deleting a Domain



IMPORTANT: A domain cannot be deleted if it is used by a drawer or a common field. You must first remove the index field that uses the domain from the appropriate drawer and delete any common fields that use the domain. Changing and deleting domain or sub-domains (and their values) has serious consequences for data integrity.

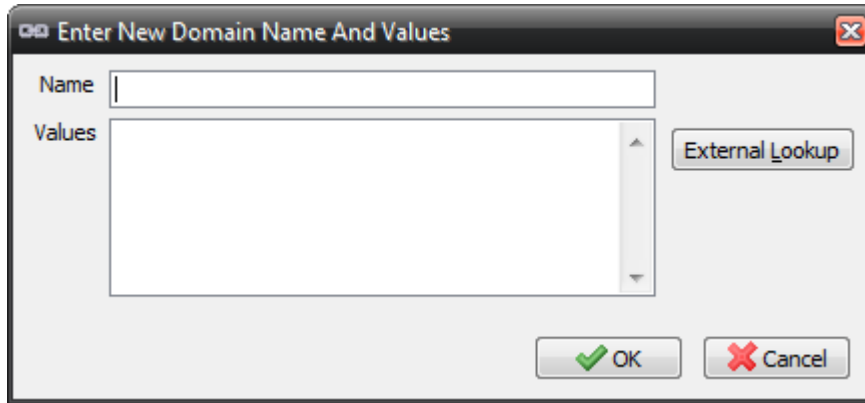
To delete a domain:

1. In the **Domains** dialog box, select the domain to delete from the **Domain** drop-down list.
2. Click **Delete**.
3. Confirm the deletion. The **Domains** dialog box refreshes with the domain removed.

17.3 Adding a Domain and Domain Values

To add a domain and define its values:

1. In the **Domains** dialog box, click the **Add** button. The **Enter New Domain Name and Values** dialog box displays:



2. Enter a name in the **Name** field. For example, 'Employee Status'.
3. In the **Values** field, enter a value and then press the <ENTER> key to move to the next line.
4. Repeat until all values are entered. For example, 'Applicant', 'Employed', 'Probation', and 'Retired' and 'Terminated' could be values entered for the Employee Status domain.
5. To set up an external lookup, click the **External Lookup** button. For more information on this, see *17.6 External Lookup* on page 98.
6. When you have created the domain, click **OK**.

i NOTE: Domain values can be enabled or disabled. If a domain value is disabled, the disabled index field will still display in folder and document search results. The reason for this is that although the domain value has been disabled, any folders or documents with the old value will still contain information in the relevant index field. Domain values can be enabled or disabled by double-clicking on the name of the domain value, changing the green tick (✓) to a red 'X' (✗).

17.4 Creating New Values for Existing Domains

To create new values for an existing domain:

1. Select the domain and click the **Add Value** button in the **Domains** dialog box. This will display the **Add Domain Value** dialog box.
2. Enter the new value for the selected domain and then click **OK**. The new value displays in the **Domain Values** list.
3. Click **Close**.

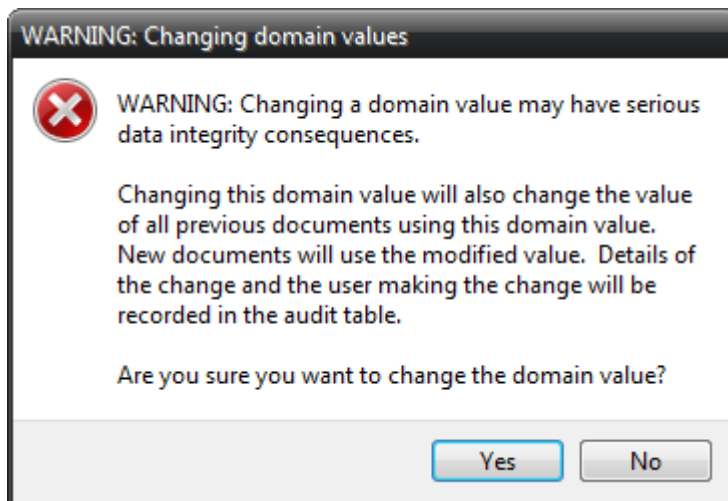
17.5 Modifying Existing Domain Values

To modify the values for an existing domain:

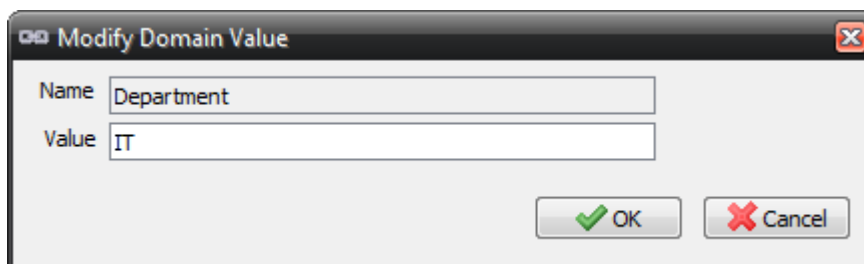
1. In the **Domains** dialog box, select the domain from the **Domain** drop-down list.
2. Select the value to change and click the **Modify** button.
3. Change the value as required.

 **NOTE:** Changing the name of a domain value will have an immediate effect on all existing documents and folders using that domain value. In the example of the Employee Status domain, if the domain value 'Retired' was modified to say 'Left', all existing documents and folders that were previously indexed as 'Retired' will now display 'Left.'

Once a value is changed, a warning message is displayed:



4. Click **Yes**. The **Modify Domain Value** dialog box displays:



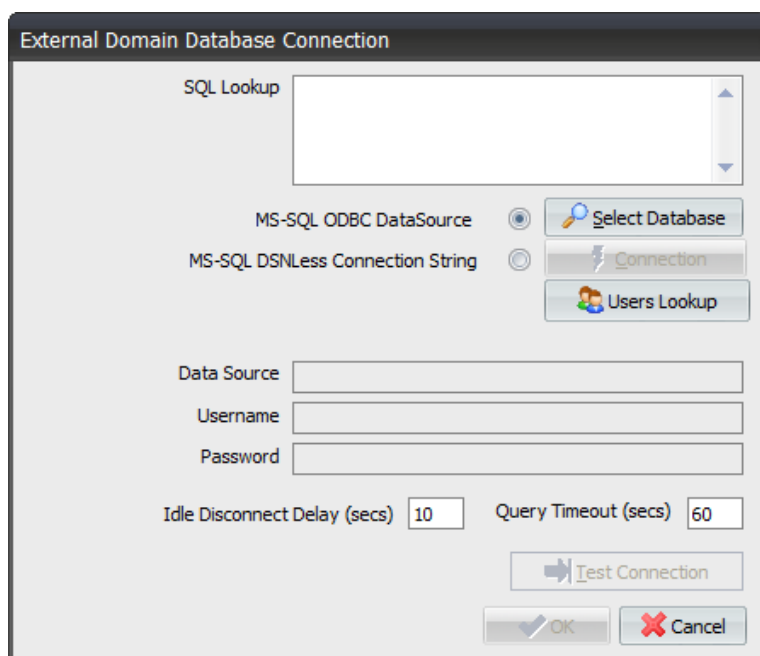
5. Change the item in the **Value** field and click **OK**. Click **Close** in the **Domains** dialog box.

17.6 External Lookup

System Administrators have the option to add new domains by performing a query from an external data source. Administrators can enter an SQL query for any selected data source, and the list of values to be used, to create a domain list. Running the lookup subsequent times to synchronise the domain values will disable any missing values and add any new values.

To add an External Lookup:

1. Click the **Add** button in the **Domains** dialog box. The **Enter New Domain Name and Values** dialog box displays.
2. Click the **External Lookup** button. The **External Domain Database Connection** dialog box displays:



3. Define the external lookup and when finished, click **OK**.

Refer to Table 18 for a description of the **External Domain Database Connection** dialog box:

Item	Description
SQL Lookup	To perform a query, enter a SQL statement.
MS-SQL ODBC DataSource	Select to use an ODBC data source and click the Select Database button to select the database source in the Select ODBC Data Source dialog box.
MS-SQL DSNLess Connection String	Select to use a DSN-less SQL Server Connection and click the Connection button to enter the connection properties in the Data Link Properties dialog box.

Item	Description
Users Lookup	To create a domain of Document Manager users, clicking this button will populate the SQL Lookup field in order to conduct the external lookup. Click Test Connection and then OK .
DB Conn String	This field is displayed when the MS-SQL DSNLess Connection String option is selected above and shows the connection string used by the database driver to find the server, authenticate, and then connect to the database.
Data Source	This field is only displayed if MS-SQL ODBC DataSource is selected above. The field displays the selected ODBC data source name.
Username	The Username textbox only displays if MS-SQL ODBC DataSource is selected above. Enter the login name for your ODBC data source.
Password	Enter the password used for your ODBC Datasource or SQL Server database.
Idle Disconnect Delay (secs)	This field is only displayed if MS-SQL ODBC DataSource is selected. Enter the time, in seconds, after which disconnection will occur when a connection is not established.
Query Timeout	This field is only displayed if MS-SQL ODBC DataSource is selected. Enter the time, in seconds, after which the query will time out.
Test Connection	Click to test the connection. If the connection is successful, the OK button will be enabled. If the test connection fails, check the settings entered in this dialog box.

Table 18: Description of the External Domain Database Connection Dialog Box

Figure 20 shows an example of a SQL Lookup with an ODBC connection:

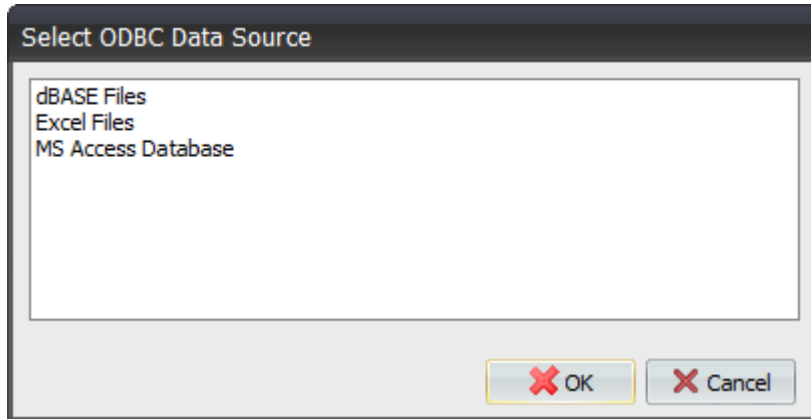
The screenshot shows the 'External Domain Database Connection' dialog box. It features a 'SQL Lookup' text area containing the query: `select distinct[(field02)] from udf4 where field02 is not null`. Below this, there are two radio buttons: 'MS-SQL ODBC DataSource' (which is selected) and 'MS-SQL DSNLess Connection String'. To the right of these radio buttons are three buttons: 'Select Database', 'Connection', and 'Users Lookup'. Below the radio buttons, there are three text fields: 'Data Source' (containing 'DM Database'), 'Username' (containing 'administrator'), and 'Password' (masked with asterisks). At the bottom, there are two numeric input fields: 'Idle Disconnect Delay (secs)' (set to 10) and 'Query Timeout (secs)' (set to 60). At the very bottom, there are three buttons: 'Test Connection' (with a green arrow icon), 'OK', and 'Cancel'.

Figure 20: External Domain Database Connection – Example SQL Lookup

17.6.1 Configuring an External Lookup for ODBC Connections

To set up an External Lookup for an ODBC Connection:

1. In the **External Domain Database Connection** dialog box, select the **ODBC DSN** option and click **Select Database**. The **Select ODBC Data Source** dialog box displays:

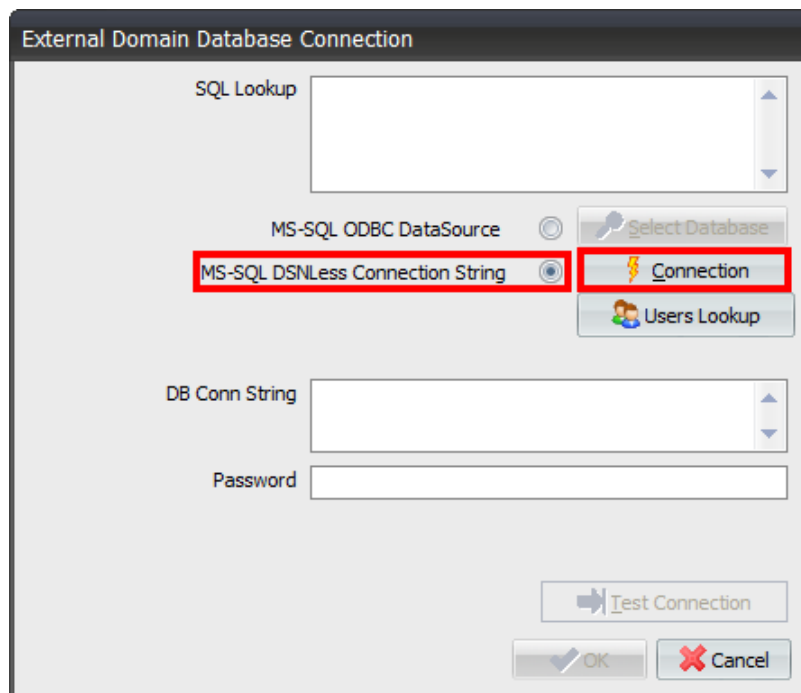


2. Select an ODBC Source and click **OK**.

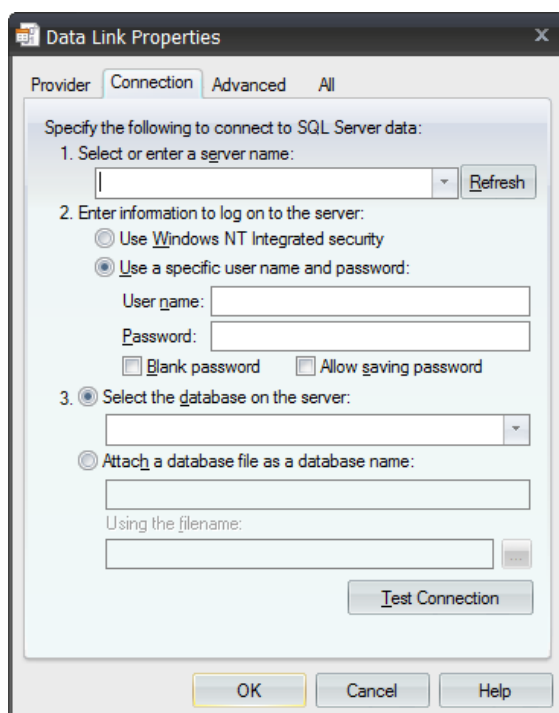
17.6.2 Configuring an External Lookup for SQL DSN-Less Connections

To set up an SQL DSN-less Connection:

1. In the **External Domain Database Connection** dialog box, select the **MS-SQL DSNLess Connection String** option and click the **Connection** button:



2. The **Data Link Properties** dialog box displays:



3. Refer to Table 19 below a description of the **Connection** tab and the actions to take to configure it for an SQL DSN-less Connection. Click the **Help** button for more information.
4. Click **OK** to save your settings.
5. In the **External Domain Database Connection** dialog box, click **OK**.

Table 19 describes the **Connection** tab in the **Data Link Properties** dialog box:

Item	Description
Select or enter a server name	Enter or select the SQL server name.
Enter information to log on to the server	Use Windows NT Integrated security – Select to use Windows login credentials (username and password). Use specific user name and password – Select to use the User name and Password entered in the fields below. To use a blank password or allow the password to be saved, select the appropriate checkboxes.
Select the database on the server	Click this option to select the SQL database from the drop-down list or enter the SQL database name.
Attach the database file name as a database name	If SQL server is version 7.0 or greater, there is an option to attach the database file as a database name. The text box under this option displays the database name.
Using the filename	Select the SQL database filename the drop-down list, manually enter it or click the browse button (...) to navigate to its location.
Test Connection	Click to test the connection. If the test fails connection, check the SQL settings.

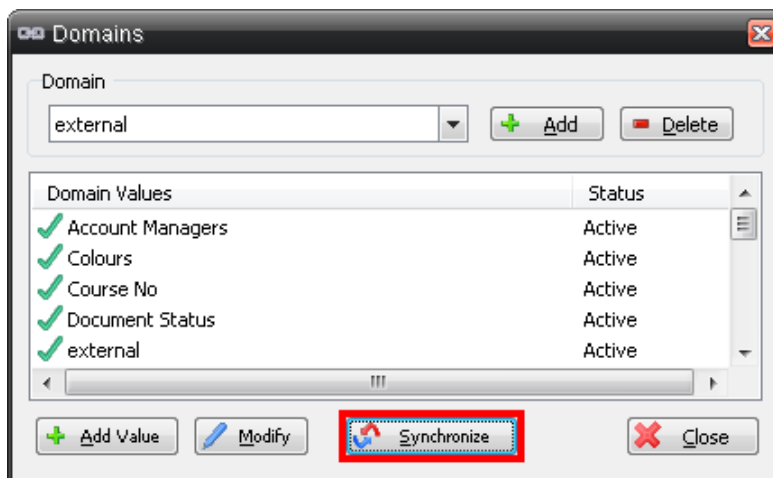
Table 19: Data Link Properties – Connection Tab

17.7 Synchronizing External Domains

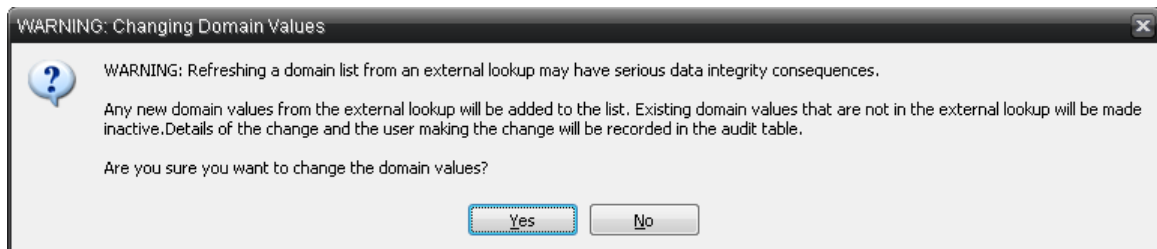
Once an external lookup domain has been defined and saved, it is possible that the external database is updated (outside Document Manager). The Administration Module allows an update of the Document Manager external lookup domain fields so that the external database updates can transfer across to Document Manager.

To synchronize external domains:

1. In the **Domains** dialog box, select the database in the **Domain** field and click the **Synchronize** button:

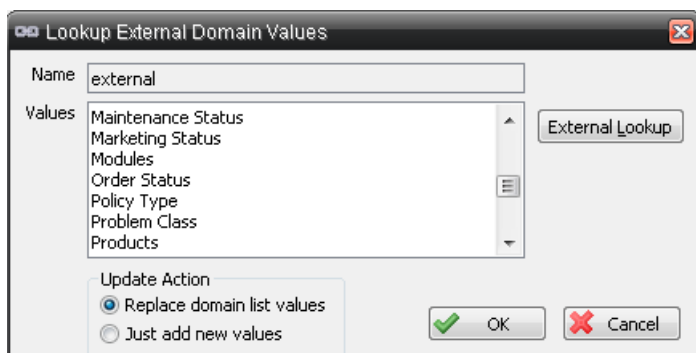


2. The **Warning: Changing Domain Values** message displays:



3. Any existing domain values (in Document Manager) that are not in the external lookup will be made inactive. All changes will be recorded in the audit log. Click **Yes** to continue.
4. The **External Domain Database Connection** dialog box displays. Check the connection details. When finished, click the **Test Connection** button.
5. In the **Connection and Domain Retrieval Test** dialog box, the number of values retrieved is displayed. Click **OK**.
6. In the **External Domain Database Connection** dialog box, click **OK**.

7. In the **Lookup External Domain Values** dialog box, the list of values retrieved is displayed:



8. In the **Update Action** section, select one of the following:
- **Replace domain list values** – This overwrites all domain values.
 - **Just add new values** – Only new values added to the external database will be carried across to Document Manager. This option is best if there is a very large external database to synchronize.
9. Click **OK**. The **Domains** dialog box displays the updated list. If the **Replace domain list values** field is selected, any fields that were overwritten will display an **X** icon next to it to indicate that particular field is now inactive.

17.8 Setting Up Sub-Domains

This section describes how to set up sub-domains to be used with folder and document index fields. The set-up must be performed in the following order:

1. Create the domains and add the required values:
 - a. If creating a domain for a parent index field, define the domain and its values. The parent field can be a text field, which means you do not have to define a parent domain.
 - b. Create the sub-domains and add values.
2. Set up a drawer to use a parent index field.
3. Create the child index field for the drawer.

As an example, a garden centre may want to create primary index fields that contain product categories, such as 'Furniture', 'Plants' and 'Tools' and secondary index fields that contain actual products, such as 'Fork', 'Rake' and 'Shovel' for the 'Tools' category. The products that are displayed will be dependent on what was selected in the product category index field.



NOTE: If required, domains can also be used as common fields, which are available to all drawers in Document Manager. This means that parent and child index fields can be set up once and used across multiple drawers. See *18 Common Fields* on page 110 for more information on common fields.

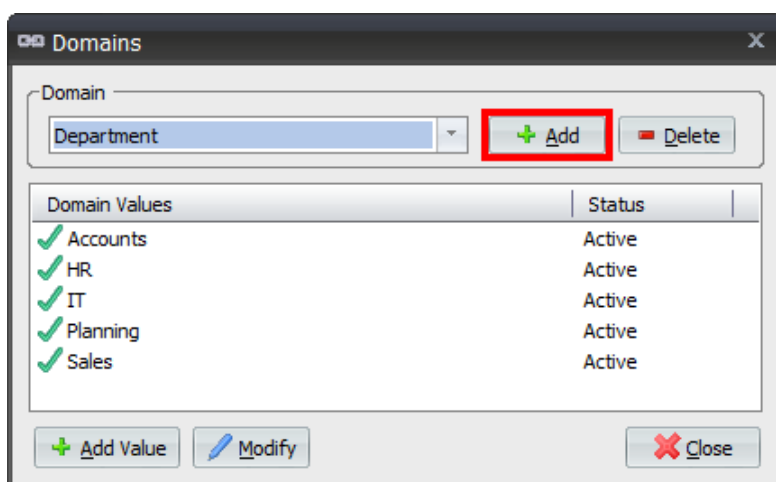
17.8.1 Creating a Parent Domain

This section describes how to create a domain to be used by the parent index field. Using the garden centre example, if creating a Product Category index field, the Product Category domain values could be 'Plants', 'Furniture' and 'Tools'.

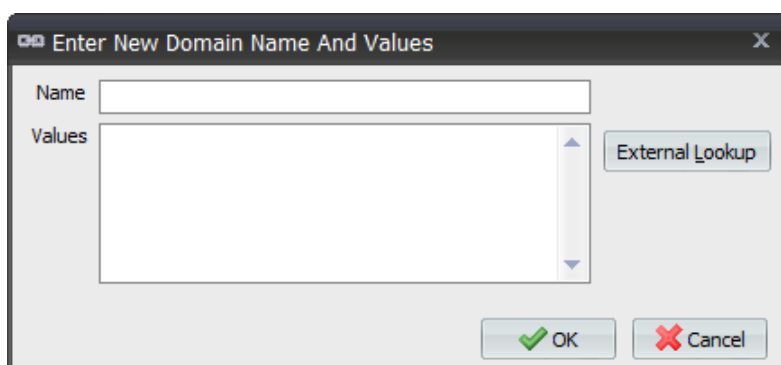
If you want to create a text-based parent index field that users will complete manually, you can skip this section and move to creating the sub-domains, as detailed in *17.8.2 Creating the Sub-Domains* on page 105.

To create a parent domain:

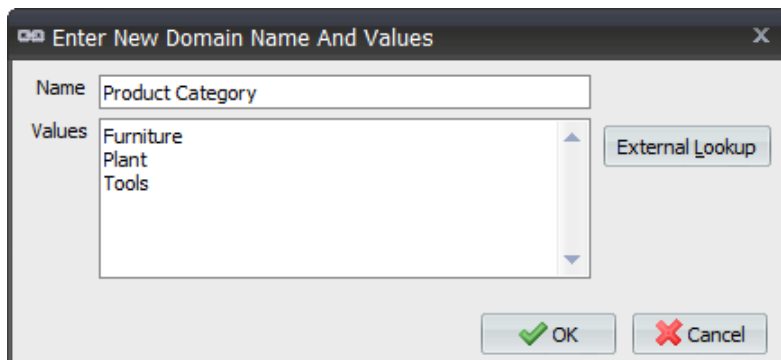
1. Click the **Domain Fields** button on the **Administer** tab to open the **Domains** dialog box.
2. In the **Domains** dialog box, click **Add**:



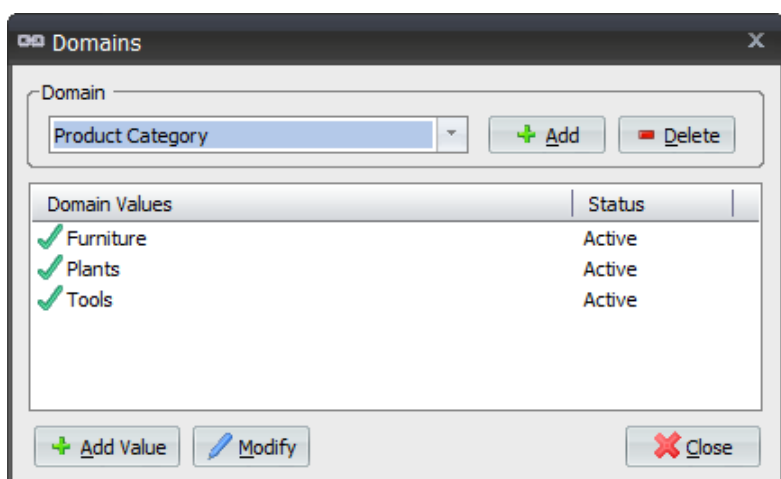
3. Enter the **Name** for the domain in the **Enter New Domain Name And Values** dialog box (shown below). This should match the name of the parent index field, for example, 'Product Category'.



- Define the domain values: type the name of each value in the **Values** text box and press <ENTER> to add the next value to the list:



- Once you have defined all the values, click **OK**. The **Domains** dialog box displays the new domain and its values:



- Click **Close** to close the **Domains** dialog box.

17.8.2 Creating the Sub-Domains

This section details how to create the values for the sub-domains that will be used for the child index field.

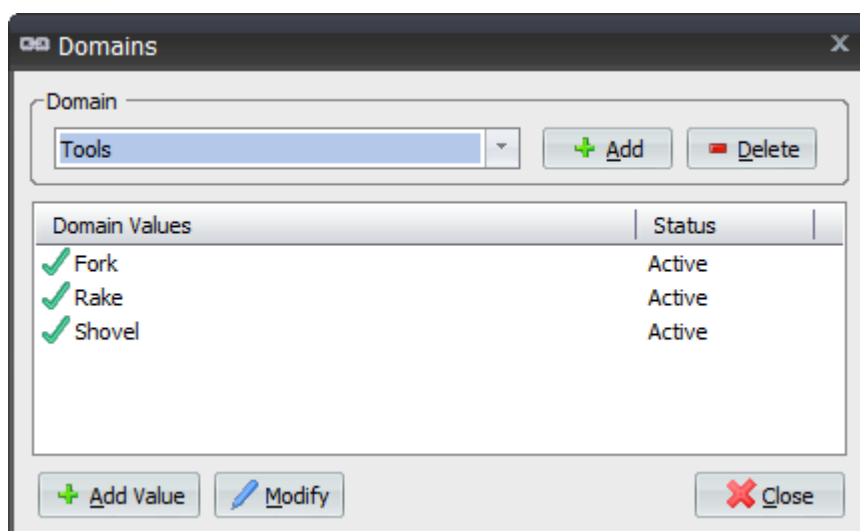
If you created a parent domain using the steps in *17.8.1 Creating a Parent Domain* on page 104, ensure the sub-domain **names** match the parent domain **values**.

For instance, using the garden centre example, the sub-domain names must match the Product Category domain values, for example 'Tools'. Domain values should then be created for the products within each Product Category, for instance, the tools 'Fork', 'Rake' and 'Shovel'.

To create the sub-domains:

- Click **Domain Fields** on the **Administer** tab.
- In the **Domains** dialog box, click **Add**.

3. Enter the **Name** for the first sub-domain in the **Enter New Domain Name And Values** dialog box. This should match one of the values defined for the parent domain.
4. Define the domain values: type the name of each value in the **Values** text box and press <ENTER> to add the next value to the list.
5. Once you have defined the values for the sub-domain, click **OK**. The **Domains** dialog box displays the new sub-domain and its values:



6. Repeat steps 2-5 for the other sub-domains ('Furniture' and 'Plants' in the example above) and when finished, click **OK** to close the **Domains** dialog box.

17.8.3 Setting Up the Parent and Child Drawer Index Fields

When you have created the parent domains, sub-domains and their values, you can define the parent and child index fields for the required drawer.

In the garden centre example, you could create the 'Product Category' parent field and a 'Product' child field. As a result of linking these fields, when a user defines the index fields for folders or documents, the values displayed in the Product field depend on the Product Category selected.

To set up a parent index field for a drawer:

1. Click **Drawers** on the **Administer** tab.
2. Either click **Add** to create a new drawer or select an existing drawer and click **Modify**. The **Drawers** dialog box displays.

- If adding a new drawer, enter a **Name** for the drawer on the **General** tab:

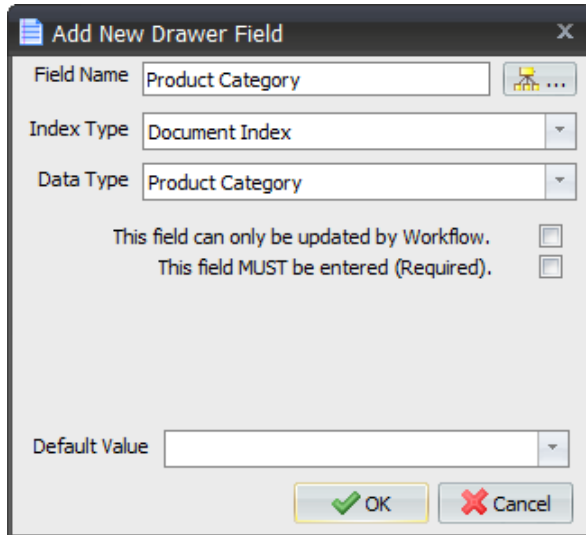
The 'Add Drawer' dialog box is shown with the 'General' tab selected. The 'Name' field contains 'Garden Centres' and the 'Description' field contains 'Documents for Garden Centres'. There is a 'License Drawer' button. Below these fields is a section titled 'Action to documents with the same index fields/description' with four radio button options: 'Create a new document (Default)', 'Append to image document', 'Associate document as a new major version', and 'Associate document as a new minor version'. At the bottom of this section is a checkbox labeled 'Require application documents in this drawer to be CHECKED OUT before changes can be made. This will cause documents to be opened as temporary copies by default.' The 'OK' and 'Cancel' buttons are at the bottom right.

3. Click the **Index Fields** tab.
4. Click **Add** to define the parent index field:

The 'Add Drawer' dialog box is shown with the 'Index Fields' tab selected. It displays a table with columns: Index Type, Name, Type, Length, Settings, Required, and Unique. Below the table are buttons for 'Domains', 'Common Fields', 'Add' (highlighted with a red box), 'Modify', and 'Delete'. The 'OK' and 'Cancel' buttons are at the bottom right.

5. In **Add New Drawer Field**, enter the **Field Name**. Use the same name as the parent domain to easily identify the field.
6. Select the required **Index Type**. The index field can be a folder field or document field.

7. In **Data Type**, either select 'Text' or select the parent domain created in *17.8.1 Creating a Parent Domain* on page 104. If you select 'Text', when setting index properties, users must enter the exact name of a linked sub-domain to display the sub-domain values. The **Add New Drawer Field** dialog box should look similar to the following:

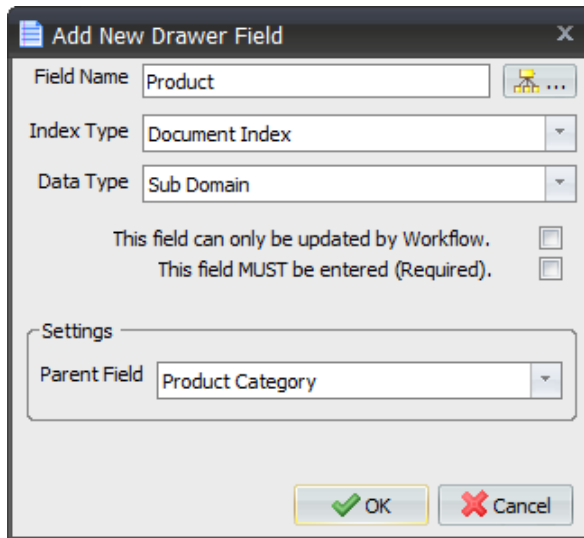


8. If you want to make the field mandatory, select **This field MUST be entered (Required)**. If you want to make the child index field mandatory, you must set the parent field to be **Required** here.
9. Click the **OK** button to save your settings and close the dialog box.

To set up child index fields for a drawer:

1. On the **Index Fields** tab, click **Add** to define the child index field.
2. Enter the **Field Name**. Use a name that can easily be identified as being linked to the parent field. In the garden centre example, you could use 'Product' to identify the field as a child of the parent 'Product Category' index field.
3. Select the required **Index Type**. The index field can be a folder field or document field; however, if the parent is a document index field, the child cannot be a folder index field.
4. Select 'Sub Domain' from the **Data Type** drop-down list. This identifies the field as a sub-domain (child) field.
5. If you want to make the field mandatory, select **This field MUST be entered (Required)**. It is not possible to make a child field required if the parent field is not set to **Required**.

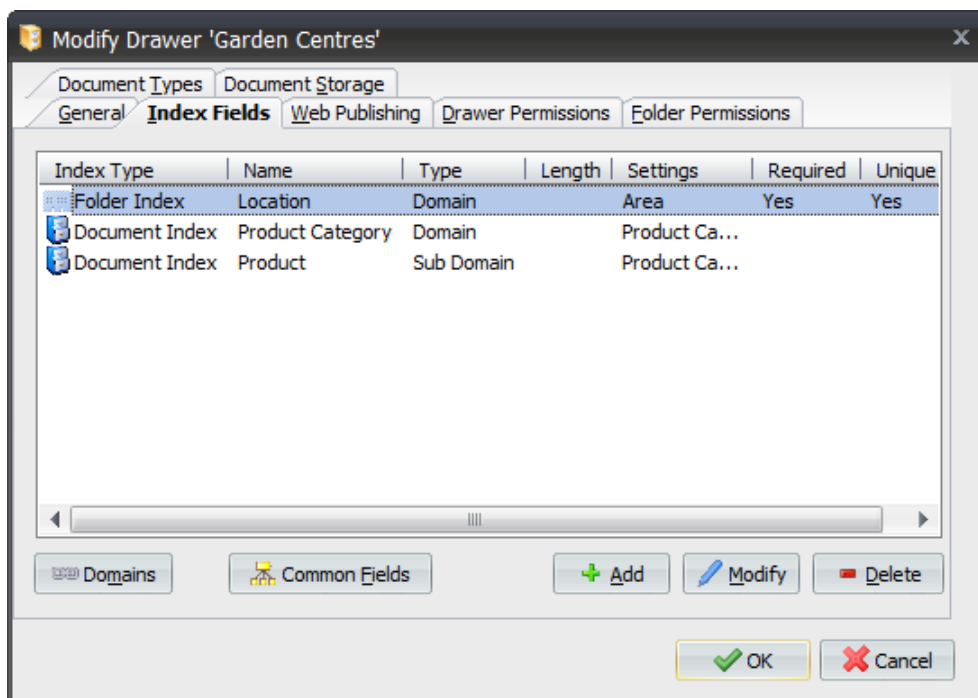
- Under **Settings**, select the appropriate **Parent Field**. In the garden centre example, this would be 'Product Category'. This links the child index field to the parent field:



The 'Add New Drawer Field' dialog box is shown. It contains the following fields and options:

- Field Name:** Product
- Index Type:** Document Index
- Data Type:** Sub Domain
- ☐ This field can only be updated by Workflow.
- ☐ This field MUST be entered (Required).
- Settings:**
 - Parent Field:** Product Category
- Buttons:** OK (green checkmark), Cancel (red X)

- Click **OK** to save your settings and close the dialog box. The **Index Fields** tab shows the index fields created:



The 'Modify Drawer 'Garden Centres'' dialog box is shown with the **Index Fields** tab selected. It displays a table of index fields:

Index Type	Name	Type	Length	Settings	Required	Unique
Folder Index	Location	Domain		Area	Yes	Yes
Document Index	Product Category	Domain		Product Ca...		
Document Index	Product	Sub Domain		Product Ca...		

Below the table are buttons for **Domains**, **Common Fields**, **Add** (green plus), **Modify** (blue pencil), and **Delete** (red minus). At the bottom right are **OK** (green checkmark) and **Cancel** (red X) buttons.

- Click the **OK** button to save the set-up for the drawer.



NOTE: If creating a new drawer, you may want to configure the settings on the other tabs in the **Drawers** dialog box. See sections 19.5 to 19.9 starting on page 128 for more information on configuring drawers.

18 Common Fields

The **Common Fields** settings in the Administration Module are used to define index fields that can be shared across drawers in the Document Manager database.

The purpose of common index fields is to enable Document Manager users to search for folders and documents across multiple drawers. To ensure the search results are relevant, create index fields that will best describe the information in a folder and document. Also create index fields that reflect business processes, for example, 'Invoice Status'.

Whenever a document is created or imported into Document Manager, a user will be required to index the document. The reason for manually entering specific information into index fields is so that the folder and document can be searched for at a later time by other users. There is an option in the Administration Module to set certain fields as mandatory fields, which users must complete. This is recommended so that when users search for folders or documents and enter criteria into required (yellow) fields, the search will return better results.

Two or more drawers may share the same fields, which allows users to search across multiple drawers. For example, a finance department can have a drawer containing invoices for 2006 and another drawer containing invoices for 2007. By having a common field called 'Invoice Number' used in both drawers, users can search for invoice numbers across the 2006 and 2007 drawers at the same time.

Even if a field type is to be used in only one drawer, it is still recommended that it is defined as a common field. This will simplify the configuration of the system and drawers and allow for future creation of new drawers that can use the common field.

Once common fields are defined, the System Administrator can quickly define a drawer structure by selecting from the list of predefined common fields.



NOTE: A common field cannot be changed back to a regular field without potential risk. If the change to a regular field is required, it is highly recommended that Document Logistix are consulted prior to making this change.



TIP: If planning to implement Document Manager Workflow at a later stage, think about the kinds of index fields needed for the workflow. An example workflow field is 'Status', with a data type of domain, and values such as 'Received', 'Checked', 'Query', 'Paid', and 'Rejected'.

Setting up Common Fields is a three-fold activity:

1. Set up any domains that will be used for any index fields.
2. Set up common fields in the Administration Module.
3. When creating a drawer, select its common fields from the list of fields you have defined. One of the common fields is then configured to match the drawer requirements (e.g. whether the field is a folder or document index, a required entry field, and so on).

18.1 Default Index Fields

There are several default index fields provided in Document Manager that will also be available when searching across all drawers. As with other index fields, users can search on the contents of these fields for folders or documents.

Refer to Table 20 for default Folder field descriptions:

Folder Field	Description
Date Created	Contains the date the folder was created in Document Manager.
Sub Folder Name	Contains the name of the sub-folder.
Access From	Contains the mode of access configured for a folder (for example, via the Document Manager Client only, or through the Client and the Web).

Table 20: Default Folder Index Fields

Refer to Table 21 for default Document field descriptions:

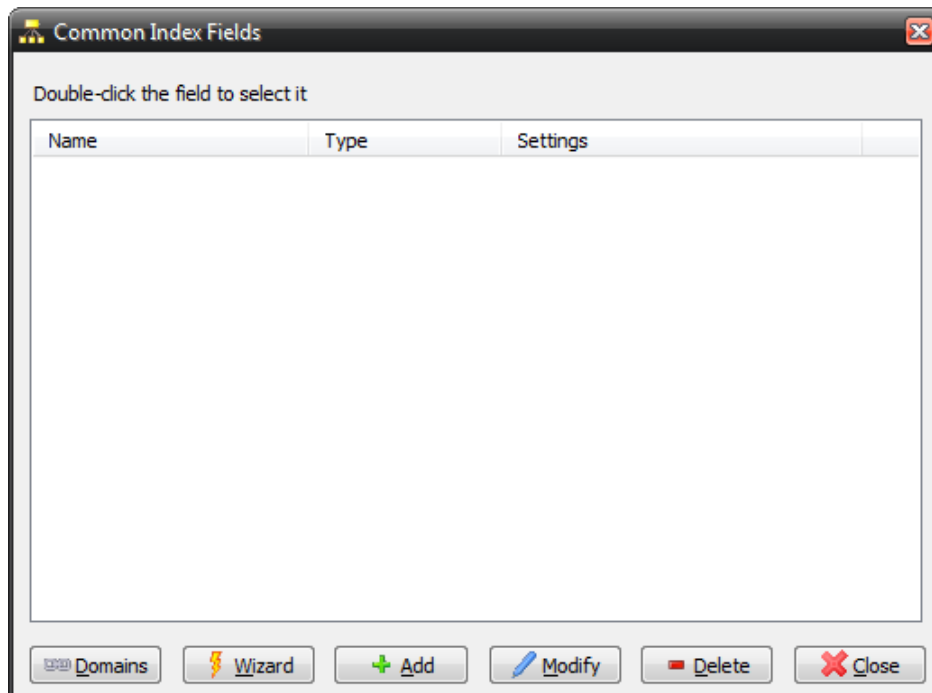
Document Field	Description
Doc Description	Contains a description of the document, as entered by users when creating a document or modifying the document properties.
Date Created	Contains the date the document was created or imported into Document Manager.
Annotation Text	This field enables users to search on the text inside a Sticky Note added to a document.
Document Id	Every document stored in Document Manager has a unique ID number, which enables users to search for a document by that ID number.
Checked Out To	This field is useful for finding documents checked out by a specific user. As an example, a user could search by 'Checked Out To' is 'Equal To' the user 'Tim Smith'.
Properties	Documents can have properties of 'Read-Only', 'Checked Out' or 'External Reference'. Users can search for documents by property.
Access From	Contains the mode of access configured for a document (for example, via the Document Manager Client only, or through the Client and the Web).
Storage Media	This field displays when searching for documents to export. Contains the storage locations set up in the Administration Module, including the default locations. Storage locations are configured by the System Administrator in the Storage Locations dialog box (see <i>15 Configuring Storage Locations</i> on page 73 for more information).

Table 21: Default Document Index Fields

18.2 Accessing the Common Index Fields Dialog Box

To access the **Common Index Fields** dialog box:

- Click the **Common Fields** button on the **Administer** tab. The **Common Index Fields** dialog box displays:



Refer to Table 22 for a description of the items in the **Common Index Fields** dialog box:

Item	Description
Columns	Name – Indicates the name assigned to the field. Type – Displays the data type, for example, numeric, text, domain, and so on. Settings – Lists the field format or domain name.
Domains	Click to access the domains configured for the database (see <i>17 Domains</i> on page 93).
Wizard	Click to launch the Common Field Merging Wizard , which is for finding shared fields in existing drawers. This is most useful when upgrading historical databases (the fields must have exactly the same index information (type, name, format, size, etc). For more information about the Wizard, refer to <i>18.5 Field Merging Wizard</i> on page 115.
Add	Click to add a new common field.
Modify	Click to modify the selected field in the Field Definition dialog box. Click OK to save changes.
Delete	Click to delete the selected field. A message asking to confirm deletion will be displayed.

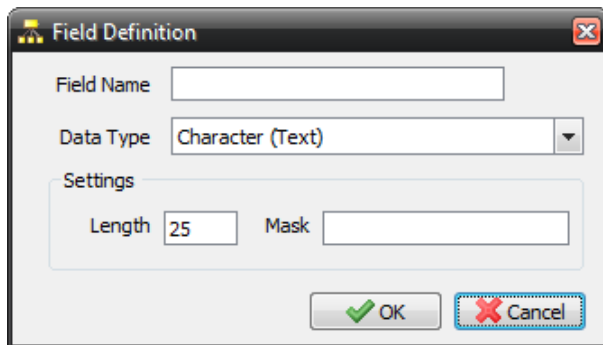
Table 22: Description of Common Index Fields Dialog Box

18.3 Adding a Common Field

Before creating fields, it is recommended that **Domains** are set up first. Create the domains prior to creating the new common fields so that they are available for selection from the **Data Type** field (see *17 Domains* on page 93 for more information).

To add a common field:

1. In the **Common Index Fields** dialog box, click **Add**. The **Field Definition** dialog displays:



The **Field Definition** dialog box is shown. It has a title bar with a close button. Inside, there is a 'Field Name' text box, a 'Data Type' dropdown menu currently showing 'Character (Text)', and a 'Settings' section containing a 'Length' text box with the value '25' and a 'Mask' text box. At the bottom are 'OK' and 'Cancel' buttons.

2. Define the field and when finished, click **OK**.

Refer to Table 23 below for a description of the options in the **Field Definition** dialog box:

Item	Description
Field Name	Enter the name of the field. Make sure the field is appropriately named for use across multiple drawers.
Data Type	Use the drop-down list to choose the type of information users will be required to enter into the field. The Data Type field has some preformatted default data types to use, such as 'Numeric' and 'Date/Time'. If you have created domains to be used as index fields, the domain names will also display in the Data Type field (see <i>17.3 Adding a Domain and Domain Values</i> on page 96 for more information). Below is a list of all the default data types: • Character – A combination of text and numbers can be used in this field. When Character is selected, the Length and Mask fields display to enter additional parameters relating to the character data type. • Boolean (Yes/No) – A data type with predefined values for True/False or Yes/No. When Boolean is selected, choose the preferred setting from the options displayed in Settings. • Decimal – A data type using a number in the decimal system. When 'Decimal' is selected, in the Mask field, enter the specific type of numerical formatting a user is required to use to fill the field and specify the position of the decimal point. For example, for a monetary amount field, set the mask for <code>###,###.##</code> to reflect amounts from \$0.00 to \$99,999.99 (e.g. \$10,000.00). The character # indicates an optional digit (the value can be blank) and 0 indicates a mandatory digit (either a 0 or a digit must be entered). • Date/Time – A data type that requires the user to enter the 'Date', 'Time' or 'Date and Time'. When the 'Date/Time' selection is made, choose whether only the date, only time, or both the date and time is required in Settings.

Item	Description
Data Type (continued)	Numeric – A data type using a whole number value. When 'Number' is selected, enter the specific type of numerical formatting with which a user is required to fill the field. For example, for a monetary amount field, set the mask for \$#,### to reflect amounts from \$0 to \$9,999 (e.g. \$4,987).
Settings	When the 'Character (Text)' Data Type is selected, the Length and Mask fields display: Length – Enter the maximum number of characters a user is allowed to enter into this field. Mask – Enter the specific type of information with which a user is required to complete the field. This determines how the information will be displayed, for example, if the field is a UK National Insurance (NI) Number, set the mask for @@000000@ (where @ = letter; 0 = required number). You can enter the following: # for any numeric character 0 – 9. This placeholder means the numeral is optional so that the number of numeric characters does not have to exactly match the number of placeholders in the mask. 0 for a digit placeholder (always required – the number of numeric characters must exactly match the number of placeholders in the mask) @ for any alpha character ? for any character * is a wildcard and means any character can be entered - Any other character is taken as literal. For numeric (or decimal) fields, a Mask must be entered in Formatting of Number. This defines how the data in that field is displayed, not how data must be entered. For example, a mask of \$###,###.00 will allow data to be entered as 1234, but when displayed, this will be shown as \$1,234.00. For text fields, a Mask is optional but if defined, will restrict the format of data that can be entered. For example, a mask of @@000000@ will force the user to enter two letters, six numbers and one letter, e.g. AB123456C. It is possible to leave a Mask field blank for text fields.

Table 23: Field Definition Dialog Box Options

18.4 Modifying a Common Field

You can also modify common fields in the **Common Index Fields** dialog box.

To modify a common field:

1. In the **Common Index Fields** dialog box, select the index field to edit and then click the **Modify** button. The **Field Definition** dialog box displays the settings for the selected index field.
2. Make the required changes and when finished, click **OK**.

18.5 Field Merging Wizard

The Field Merging Wizard is designed to find shared fields in existing drawers. This is most useful when updating historical databases (from before the Common Field feature existed in the product). However, it only works on fields that have exactly the same name, type and length. Once the Wizard has made the shared fields into common fields, users and groups can search them across multiple drawers.



NOTE: There must be more than two drawers set up in order for the Wizard to work. For more information about drawers, refer to section *19 Drawers* on page 116.

To run the field merging wizard:

1. In the **Common Index Fields** dialog box, click on **Wizard**. The **Common Field Merging Wizard** dialog box displays.
2. Select a field and click the **Make Common** button. The Wizard will convert the standard field into a common field. When the **Drawers** dialog box displays, the drawer field index now shows it has been changed to a common field index.

19 Drawers

Drawers are the highest organisational level within a Document Manager database. Each drawer within Document Manager can have its own custom indexing structure.

There are three default system drawers in Document Manager with drawer structures that cannot be modified. These drawers are not typically seen by normal Document Manager users:

- The **Batches** drawer is used by the ad-hoc Scanning Module and the optional Batch Scan program (formerly known as Sorting Office) to store batches of scanned images for processing.
- The **Deleted** drawer is used to store documents that have been 'deleted' by Document Manager users. If the system setting **Disable the 'Deleted Documents' Drawer** is clear, deleted documents are not actually deleted but are 'moved' into the 'Deleted' drawer, allowing the System Administrator to recover them if necessary (see *20.1.1 Documents Tab* on page 136 for more on this setting). Periodic cleaning out of the 'Deleted' drawer by the System Administrator will be required. It is recommended that this procedure is included as part of the Company Document Management Policy. If the 'Deleted' drawer is disabled, deleted documents cannot be recovered.
- The **Templates** drawer is where templates for all the document types and image stamps are kept.

To understand drawer structures in Document Manager, imagine a filing cabinet with each cabinet drawer named separately, for example, 'Accounts Payable', 'Personnel' or 'Customer Services'. When opening the Personnel drawer, there are typically many folders inside. On the outside of a folder, there is typically information related to the folder written on the folder. Open up the folder and it has all the related documents inside. Each document has its own information describing its contents.

When setting up a drawer, consider the business process for each drawer. Typically the Personnel department and Accounting department would want to index folders and documents differently. A solution to this is for each department to have their own drawer with their own indexing structure.

It is important to meet with the departments in an organisation to find out what their business processes are and how they could implement those processes in Document Manager. What documents will users need to access (both to create and retrieve) within the drawer(s)? What applications will users be running? Will they want to integrate Workflow into their business process?

To facilitate this planning, it is highly recommended that the administrator reads the *Company Policy* section in the *Guide to Document Management* first.

Prior to setting up the drawers, the following items must be completed:

1. **Set up Users** – Create user accounts, assign access rights and permissions and assign the users to a group (see *11 User Accounts* on page 37).
2. **Set up Groups** – Create groups, assign users to groups and then set the group's access rights and permissions (see *12 Groups* on page 57).
3. **Define the Storage Locations** – Set up the directories to which Document Manager will automatically save documents (see *15 Configuring Storage Locations* on page 73).
4. **Define the Document Types** – Set up the different types of documents that users will utilise whenever a new document is created or imported in Document Manager (see *16 Document Types* on page 77).
5. **Create Domains** – When creating and importing documents, a user needs to index fields. Domains assist users in entering correct information by providing a drop-down list for users to choose from (see *17 Domains* on page 93).
6. **Define Common Fields** – Create the fields that each drawer will use as part of its indexing structure (see *18.3 Adding a Common Field* on page 113).

19.1 Accessing Drawer Settings

Clicking the **Drawers** button on the **Administer** tab opens the **Drawers** dialog box. The three default drawers will be displayed, as well as sample drawers and drawers that have been added:

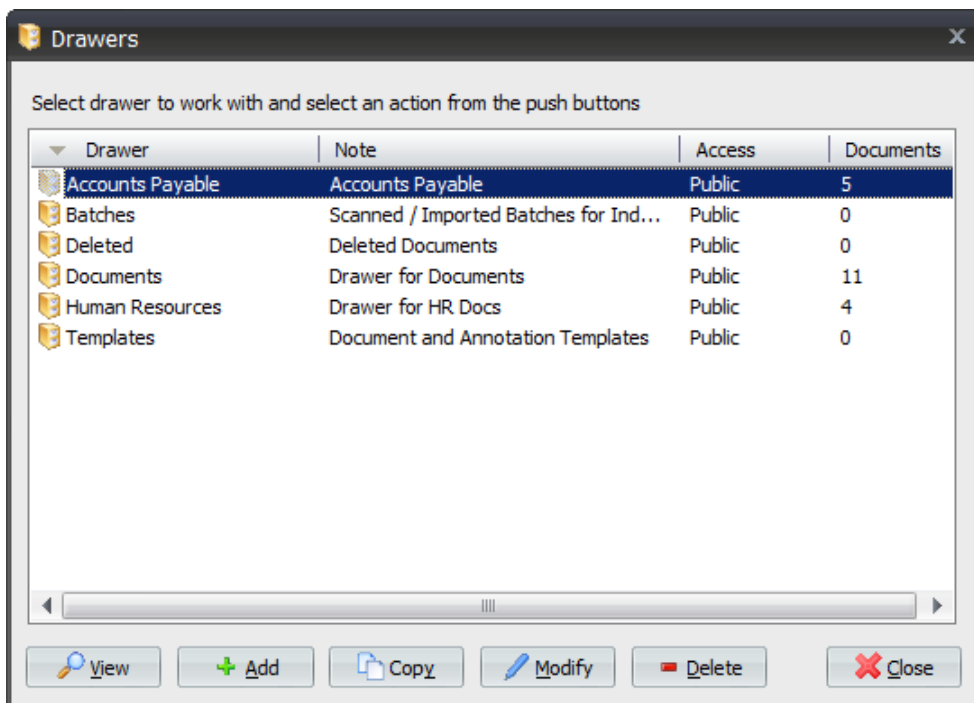


Figure 21: The Drawers Dialog Box

In the **Drawers** dialog box, there are four columns of information:

- **Drawer** – Lists the drawer name, as it is seen in Document Manager.
- **Note** – Contains the description of the drawer.
- **Access** – Indicates whether the drawer is accessible by the 'Public' group or if it has customised permissions.
- **Documents** – Shows the number of documents in each drawer.

Table 24 below describes the buttons in the **Drawers** dialog box:

Button	Description
View	Displays all the properties for a drawer but prevents changes from being made to that drawer. By default, when a drawer is double-clicked, the information is displayed in View mode.
Add	Click to create a new drawer. (If the Add button is disabled, the workstation user account for the database (Microsoft SQL) does not have table creation rights. This will need to be resolved by the Database Administrator.)
Copy	To create a drawer with the same indexing structure as an existing drawer, select the drawer and then click Copy . Make the required changes to the new drawer, and when finished, click OK .
Modify	Allows settings for an existing drawer to be changed (select the drawer and then click the Modify button). You can add, delete and modify indexes. However, you cannot delete all required folder index fields. When a drawer has been defined, and folders or documents created within it, index fields can be added, modified, and deleted.
Delete	Removes the selected drawer. If the drawer contains documents or folders, you cannot delete the drawer. A confirmation message appears when deleting a drawer. When a drawer is deleted, all related Screen Scrape Definitions and Saved Searches will also be deleted.
Close	Closes the Drawers dialog box.

Table 24: Drawers Dialog Box Options

19.2 Example Drawer Setups

19.2.1 Example Human Resources Drawer

To help clarify the indexing and drawer system used in Document Manager, two drawer examples are provided. Most companies have a Human Resources department that usually has its own drawer due to the confidential documents that the department stores.

Common document types used for the Human Resources drawer are:

- Confidential Letter
- Email Correspondence

- Birth Certificate, Passport, and so on
- CV/Résumé
- Employee benefit forms (e.g. medical, dental, and so on)
- Employment Contract
- Sick Note
- Salary/Performance Review

Table 25 shows a sample folder configuration:

Index Field Name	Index Type
Employee#	Folder Index, Numeric10, Required, Unique
Last Name	Folder Index, Char50, Required
First Name	Folder Index, Char35, Required
Middle Name	Folder Index, Char20, Optional
Status	Folder Index, Domain, Employee Status, Required, default: Active

Table 25: Sample Configuration for Folder Index Fields

19.2.2 Example Sales Orders Drawer

Most companies also have a Sales Order system, which usually has its own drawer. The drawer will contain a folder for each customer and the documents within it will be the sales order documentation for each customer. A typical configuration is as follows:

Document Types:

- Check copy
- Invoice
- Purchase order
- Credit Note

Table 26 shows the domains used in this drawer:

Domain	Domain Values
Order Status	• Invoiced • Paid • Received • Hold

Domain	Domain Values
Items for Resale	• Not Required • Ordered • Received • Required • Unknown
Products	• Software • Hardware • 3rd-party Software

Table 26: Example Drawer Domains

Table 27 shows possible indexes for this drawer:

Index Field Item	Index Type
Company Name	Folder Index, Character50, Required, Unique
Company ID	Folder Index, Char10, Required, Unique
Order Ref #	Doc Index, Char15, Optional
Gross Order Value	Doc Index, Currency, \$###,###,###.00, Optional
Order Status	Doc Index, Order Status Domain, Required
Transaction Date	Doc Index, Date, Date only, Optional
Product Line	Doc Index, Products Domain, Optional

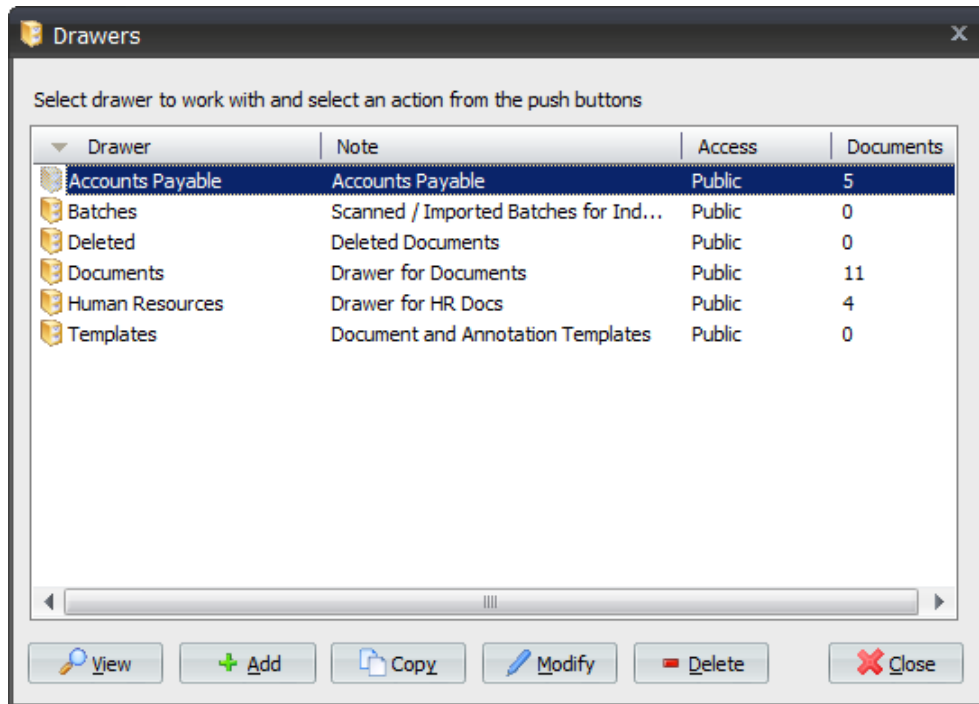
Table 27: Example Index Fields for the Drawer

As the System Administrator, when setting up fields for the drawer (click **Add** on the **Index Fields** tab in the **Add/Modify Drawer** dialog box,) you can either enter a new field name or select an existing field name from the list of common fields displayed in the **Common Index Fields** dialog box (see *19.4 Adding Index Fields to a Drawer* on page 123 for more information). Decide whether the combination of folder index fields is required to be unique in a drawer.

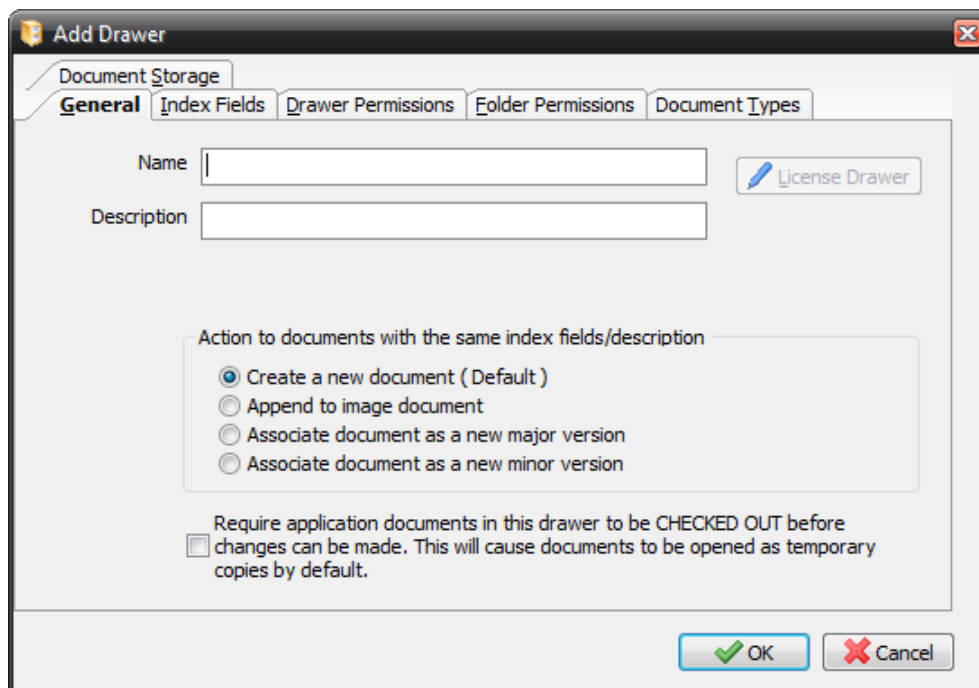
19.3 Adding a Drawer

To add a new drawer:

1. Click on the **Drawers** button on the **Administer** tab to display the **Drawers** dialog box:



2. Click on the **Add** button. The **Add Drawer** dialog box displays:



3. The drawer **Name** should always be clearly defined, simple and unique (Document Manager users will see this name, not the description). An example of a drawer name is 'Accounts Payable' or 'Sales Orders.'
4. The **Description** should contain a meaningful comment about the drawer. An example of a drawer description is 'Sales Orders Received.'
5. In the **Action to documents with the same index fields/description** section, select an option to determine what action is to be applied when a document is added to a folder containing an existing document with matching index fields (within this drawer):
 - **Create a new document (Default)** – Selecting this checkbox specifies that when a new document is added to the drawer with the same index fields as another document, Document Manager will treat the document added as a new document.
 - **Append to image document** – This option only applies to image documents. Selecting this checkbox specifies that any image documents added to the drawer will be appended to an existing image document with the same description and index fields. This is useful when scanning in several pages that need to be part of the same document.
 - **Associate document as a new major version** – Selecting this checkbox will save a new document added to the drawer, with the same index fields as another document, as a new major version of the existing document (e.g. 3). The new document will be linked to the existing document through Document Manager's version control system.
 - **Associate document as a new minor version** – Select this checkbox to save the document added to the drawer as a new minor version of the existing document (e.g. 3.1, 3.2, and so on).
6. If it is required that application documents must be checked out before changes can be made, select the **Require application documents in this drawer to be CHECKED OUT...** checkbox. If another user attempts to open a document when it has been checked out, he or she will only be allowed a read-only copy. This ensures only one user at any one time can edit the document.



NOTE: If using this option, the Checkout license feature must be activated.
7. When finished, either click **OK** to close the **Add Drawer** dialog box, or click the **Index Fields** tab to configure index fields for the drawer (described in next section).

19.4 Adding Index Fields to a Drawer

Careful consideration should be given when defining the folder and document index fields for a drawer. A sufficient number of fields should be defined to make searching useful and easy. However, too many drawer fields can make the creation of a folder or document in Document Manager time consuming.

Determine if a field relates to a document or a folder. To see example folder and document index structures, refer to *19.2 Example Drawer Setups* on page 118.

- Each drawer can have up to 20 user-defined folder index fields and unlimited document index fields, in addition to the system default fields.

There is not a set approach to the creation of an indexing structure. It is strongly recommended that an indexing structure is tested before committing documents to it. This will help avoid discovering that an index structure does not work as intended.

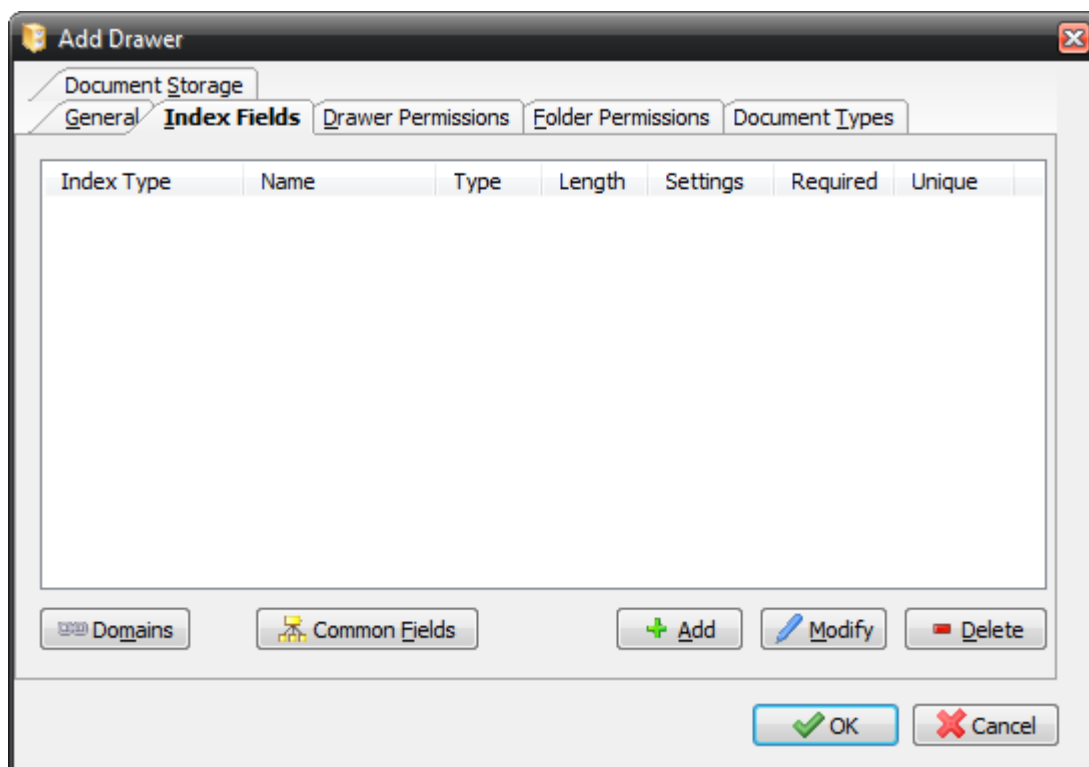
 **NOTE:** If the Screen Scrape functionality is to be used (screen scrapes are performed from external applications), consider what fields the application screens will present. Ensure that index fields are defined at the folder and/or document level to correspond to the application's fields. For document-level Screen Scrapes, the document indexes must be defined in Document Manager to search the corresponding data presented by the application. Likewise, to perform folder Screen Scrapes, the folder indexes must relate to the index data presented by the application screens.

19.4.1 Adding Folder Index Fields to a Drawer

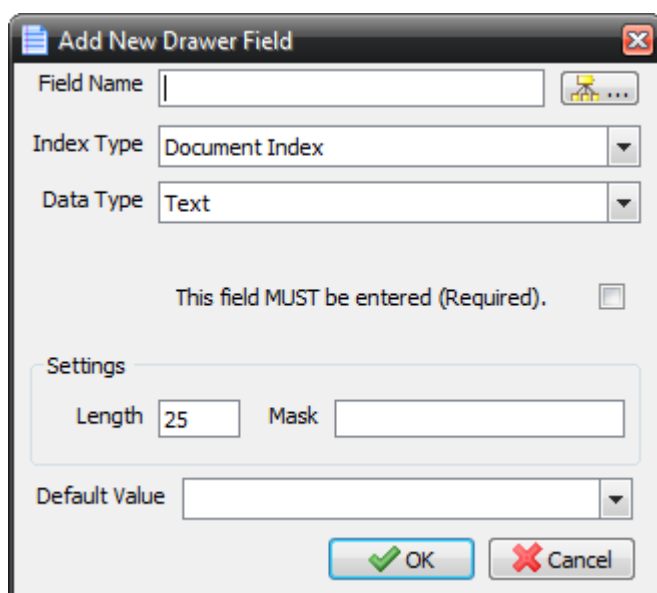
 **NOTE:** The directions below are based on the assumption that a pool of common index fields has been created. If not, refer to *18 Common Fields* on page 110. If not using common fields, simply add the index field as a new field or select a domain field.

To add folder index fields to a drawer (using common fields):

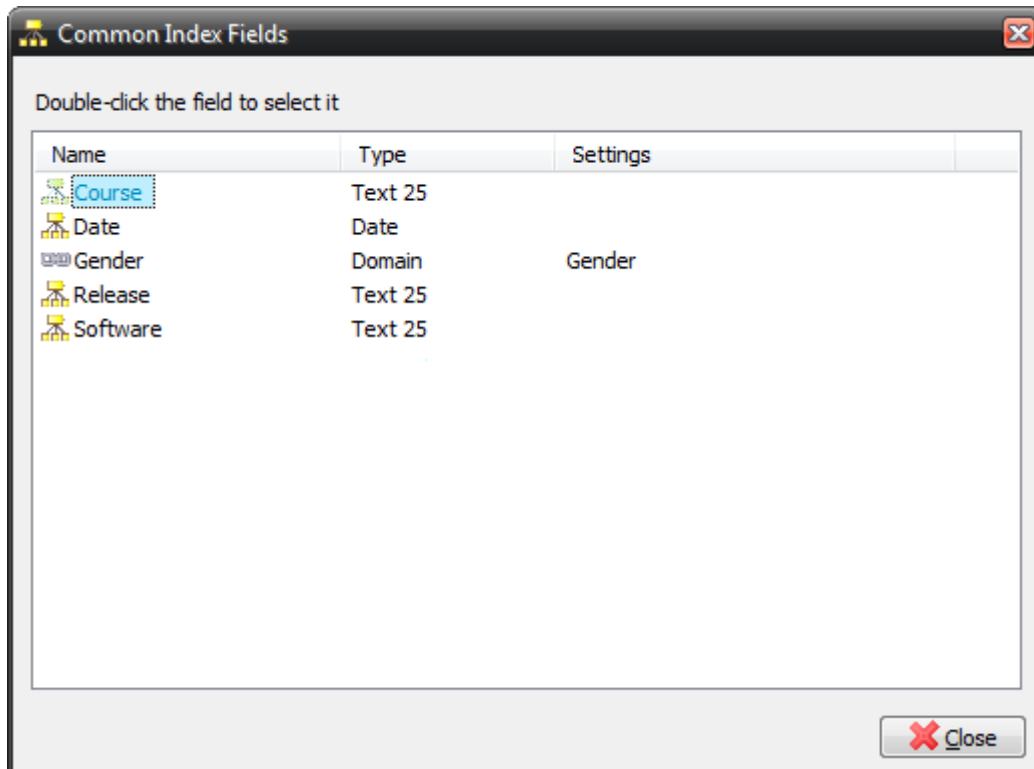
1. If adding a new drawer, click on the **Index Fields** tab (see below). If modifying the index fields that are already in a drawer, select a drawer, click **Modify** and then click on the **Index Fields** tab:



2. On the **Index** tab, click the **Add** button. The **Add New Drawer Field** dialog box displays:



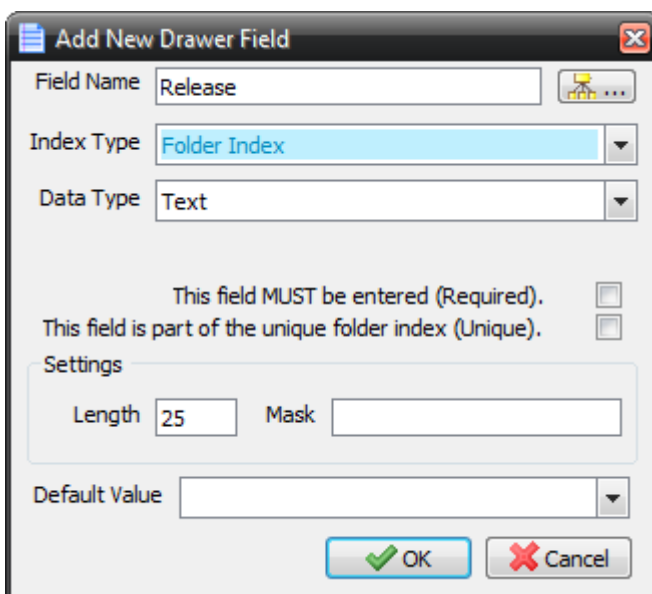
- Click the Common Fields button  located to the right of the **Field Name** field. The **Common Index Fields** dialog box displays:



- Double-click on the name of the field you want to use. You are returned to the **Add New Drawer Field** dialog box (see below). Select 'Folder Index' from the **Index Type** drop-down list.



NOTE: The **Field Name** and the **Data Type** field are already completed. Check that they are correct before proceeding.

The 'Add New Drawer Field' dialog box is shown. It has a title bar with a close button. The fields are as follows:

- Field Name:** Release
- Index Type:** Folder Index (selected in a dropdown)
- Data Type:** Text (selected in a dropdown)
- Settings:**
 - ☐ This field MUST be entered (Required).
 - ☐ This field is part of the unique folder index (Unique).
 - Length:** 25
 - Mask:** (empty text box)
- Default Value:** (empty text box)

At the bottom are 'OK' and 'Cancel' buttons.

The **Data Type** field displays the type of index this folder index will be. Any domains that have been created will display in this list, along with a few default ones. (The **Data Type** is set for common fields when you create them.) The default options in **Data Type** are:

- **Character (Text)** – The Document Manager user can enter characters/text into this field.
 - **Boolean** – The user will need to enter either a True/False (default) or Yes/No setting.
 - **Date/Time** – The user will need to enter a date, time, or both.
 - **Numeric** – The user will need to enter a whole number, positive or negative.
 - **Decimal** – The user can enter a number with decimal places.
5. If the index field is to only be updated as a part of a workflow process, select **This field can only be updated by Workflow**. (You MUST have a Workflow license in order to use this functionality.) If this field is not selected, the index field can be used normally.
 6. If Document Manager users will be required to enter information into the field (when importing or creating a new document), select **This field MUST be entered (Required)**.
 7. If this field is unique to the drawer, select **This field is part of the unique folder index (Unique)**. At least one folder field in the drawer structure is required to be unique. Only folder index fields can be unique.
 8. Depending on the item displayed in the **Data Type** field, the **Settings** section changes to allow additional settings or formatting relating to the data type. Make your selection in the **Settings** section. Refer to Table 28 below for a description of the **Settings** section.
 9. Select a value to be used automatically to complete the field in **Default Value**, which ensures the field is always completed. Choose what you think will be the most commonly used value, which is prefilled when a folder is created, allowing users to work quickly.

The default value for an index field can be edited or changed when displayed in the drawer.

Depending on the data type for the field, default values can either be absolute values (like text or numbers) or can be operators (variables) that will be replaced by their actual values at the time the fields are used (when a folder is created). The variables are:

- **%NOW** – will insert the current date/time when the folder is created.
 - **%USER** – will insert by the name of the user logged in when the folder is created.
 - **%COUNT** – can be used for allocating unique sequential numbers. Follow the **%COUNT** with a unique name for the counter, for example, '**%COUNTordernum**'. If you want to define more than one **%COUNT** variable in your system, use unique names for each count, for example, '**%COUNTordernum1**', '**%COUNTordernum2**' and so on.
10. Click the **OK** button.
 11. For additional folder indexes, repeat steps 2-10.

Table 28 describes the **Settings** section for **Data Type** in the **Add New Drawer Field** dialog box:

Data Type Selected	Settings Description
Text	Length – Indicates the maximum field length. Mask – Indicates the type of data that is to be entered by the Document Manager user. It also shows how the information will be displayed, for example, a National Insurance (NI) number could be set as @@000000@. The user would have to enter two letters, six numbers, and then one letter. The following can be entered: # for any numeric character 0 – 9. This placeholder means the numeral is optional so that the number of numeric characters does not have to exactly match the number of placeholders in the mask. 0 for any numeric character (required – the number of numeric characters must exactly match the number of placeholders in the mask) @ for any alpha character ? for any character * is a wildcard and means any character can be entered - Any other character is taken as literal If required, you can leave a Mask field blank.
Boolean	Indicate whether the Document Manager user is to choose True/False or Yes/No when using the Boolean data type index field.
Date	Indicate whether the user is to enter a Date , Time , or Both .
Number	Formatting of Number: Indicates the formatting of values that users can enter. For example, \$###,### could be displayed in Document Manager as \$9,977 or \$997,703. A mask of '\$000,000' must be displayed as six figures, for example \$123,456.
Decimal	Formatting of Number: Indicates the formatting of values that users can enter. For example, \$###,###.00 could be displayed in Document Manager as \$1,234.56 or \$456,223.00. A mask of '\$000,000.00' must be displayed as six figures to two decimal places, for example \$123,456.78.

Table 28: Settings Options in the Add New Drawer Field Dialog Box

19.4.2 Adding Document Index Fields to a Drawer

To create Document Index fields:

- Follow the steps in *19.4.1 Adding Folder Index Fields to a Drawer* (starting on page 123), and choose 'Document Index' from the **Index Type** drop-down list.
- Once you have finished making changes to the drawer, click the **OK** button.

19.4.3 Modifying an Index Field

To modify an index field:

1. In the **Drawers** dialog box, select a drawer, click **Modify** and click on the **Index Fields** tab.
2. Select an index field and click **Modify**. The **Field Parameters** dialog box displays.
3. Make the required changes and when finished, click the **OK** button.
4. Click the **OK** button at the bottom of the **Modify Drawer** dialog box.

19.4.4 Deleting an Index Field

To delete an index field:

1. In the **Drawers** dialog box, select a drawer, click **Modify** and click on the **Index Fields** tab.
2. Select an index field and then click **Delete**.
3. Confirm deletion. The **Modify Drawer** dialog box refreshes with the index field removed.
4. Click the **OK** button at the bottom of the **Modify Drawer** dialog box. All existing data for that index field will be deleted.

19.5 Drawer Permissions

Permissions and access need to be defined for the drawer. Multiple users and groups can be given access, and each user or group can be assigned different permissions in a drawer. All users/groups in the **Users/Groups with Access** list will be able to open the drawer in Document Manager.

When assigning permissions, think of it as applying further restrictions rather than adding additional permissions.

The individual permissions available within the **Document** and **Folder** tabs are the same as the permissions specified for user accounts and groups (see *11 User Accounts* on page 37 and *12 Groups* on page 57 for more information). The permissions determine what users or groups can do with either documents or folders that reside within the selected drawer. If a user or group does not have the corresponding permission granted in their user account or group, that user or group will not be able to perform the corresponding function in the drawer.

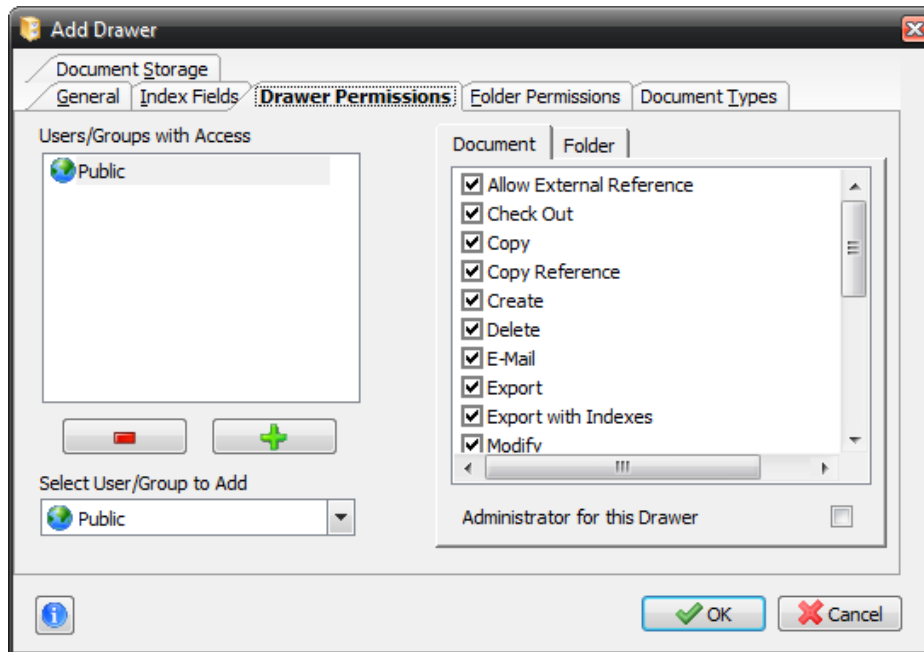
In order for a user to perform a specific action, that user **MUST** have permissions at both the User Account level and at the Drawer level. For example, if a user has the permission to email a document at the drawer level, but does not have that permission (in their user account), that user will not be able to email a document from this drawer.

There is the option of leaving the permissions set to 'Public', which means any Document Manager user can access this drawer and all the folders and documents inside. This is a good idea for drawers that contain administrative types of documents (forms or other common documents) that are part of a company's business processes.

19.5.1 Granting User/Group Access to a Drawer

To grant access to a drawer to users and groups:

1. Click on the **Drawers** button on the **Administer** tab and, if adding a new drawer, click **Add** in the **Drawers** dialog box. If modifying an existing drawer, select it and click **Modify**.
2. Click on the **Drawer Permissions** tab:



3. To add a user or group, select a user or group from the **Select User/Group to Add** drop-down list.
4. Click the green plus (+) button.
5. The **Users/Groups with Access** list updates accordingly.
6. Repeat steps 2-4 for additional users and groups.
7. When finished, click **OK**.

19.5.2 Removing Users/Groups from a Drawer

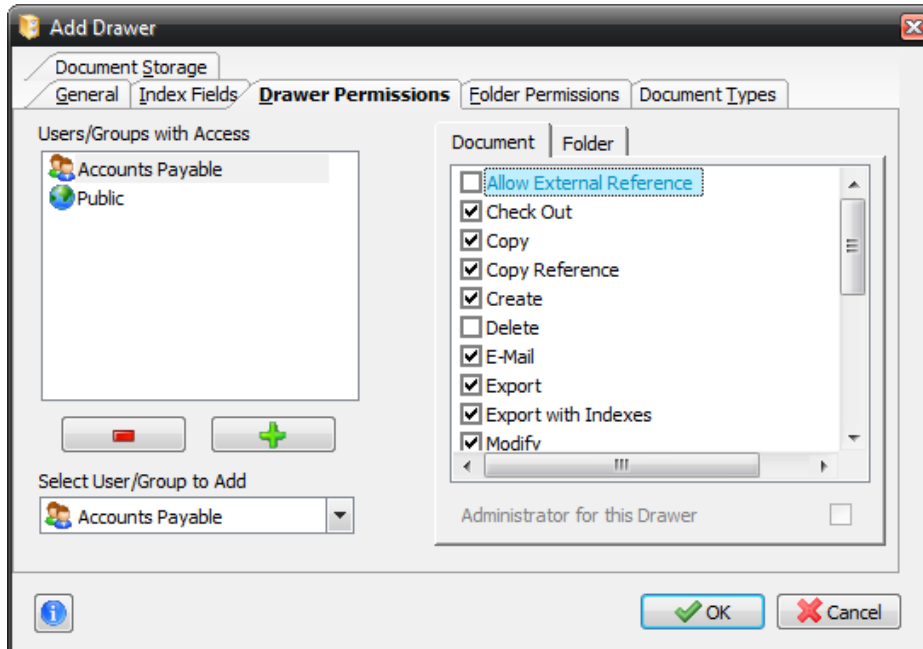
To remove access for a user or group:

1. On the **Drawer Permissions** tab, click on the user or group name in the **Users/Groups with Access** list.
2. Click the red minus (-) button.
3. The name is removed from the **Users/Groups with Access** list.
4. When finished, click **OK**.

19.5.3 Specifying Folder and Document Permissions

To specify permissions for users or groups within a drawer:

1. On the **Drawer Permissions** tab, click on the required user or group in the **Users/Groups with Access** list. In the example screenshot below, the 'Accounts Payable' group is selected:



2. On the **Document** and **Folder** tabs, select the relevant checkboxes to grant permissions. Clearing a box (or leaving it blank) will deny permission for that particular function. In the example screenshot above, all items on the **Document** tab are selected except 'Allow External References' and 'Delete'.

i NOTE: Remember that groups can contain other groups – keep this in mind when assigning drawer permissions. If you are unsure of the users and groups that a particular group contains, refer to *12 Groups* on page 57.

Clicking the Help button  will display a message box indicating that users must have permissions at both the User Account level and the Drawer level in order to perform a specific action.

19.5.4 Setting a Drawer Administrator

A user can be specified as an administrator of a particular drawer, for example, the Human Resources manager could be made an administrator of the 'Human Resources' drawer. A drawer administrator has access to all the tabs and settings in the **Modify Drawer** dialog box in the Administration Module.

To set a user as a drawer administrator:

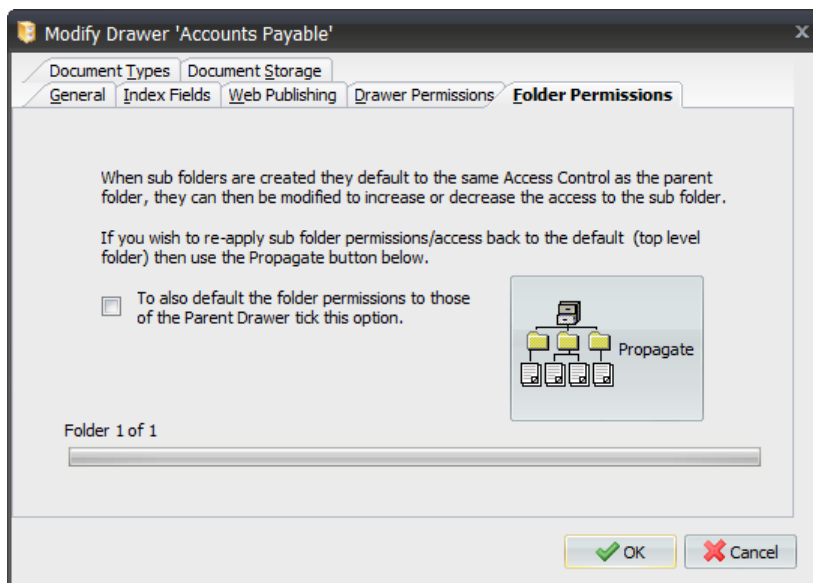
1. On the **Drawer Permissions** tab for the required drawer, select the user you want to make a drawer administrator from the **Select User/Group to Add** drop-down list.
2. Click the add button **+** and then highlight the user in the **User/Groups with Access** list.
3. Select the **Administrator for this Drawer** checkbox and click **OK**.

To administrate a specific drawer, the user must also be granted the 'Administer Selected Drawers' permission. See Table 8 in *11.2.1 Permissions Tab* starting on page 42 for more information.

19.6 Resetting Sub-Folder Permissions within a Drawer

If the permissions are changed for an existing drawer (using the **Drawer Permissions** tab), you can use the **Folder Permissions** tab to quickly re-set the permissions for any sub-folders within the drawer, so that they inherit the drawer permissions. This eliminates the need to individually set every sub-folder within Document Manager.

- Select the existing drawer, click **Modify** and click on the **Folder Permissions** tab:



If you want the permissions for sub-folders to be the same as those defined for the drawer, select **To also default the folder permissions to those of the Parent Drawer tick this option** and click on the **Propagate** button. The **Propagate** button is not enabled for new drawers.

It is also possible to apply the permissions set for parent folders within the drawer to all existing sub-folders that each folder contains. To do this, ensure the **To also default the folder permissions to those of the parent drawer tick this option** checkbox is clear and click the **Propagate** button. Confirm the selection before proceeding.

NOTE: If you click **Propagate**, any permissions that you have modified for existing sub-folders will be overwritten.

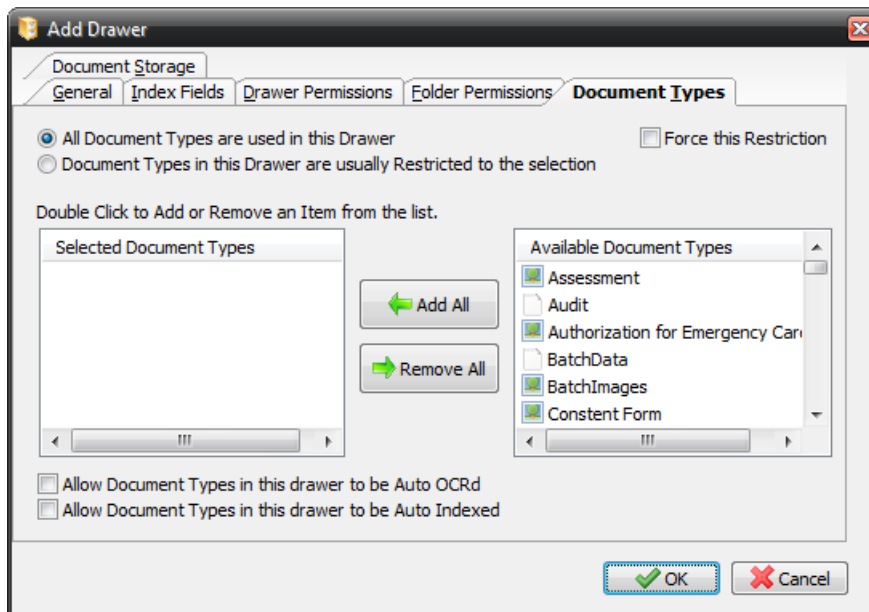
19.7 Configuring Document Types for Drawers

The **Document Types** tab enables the System Administrator to specify what document types will be available for selection when creating a new document within the drawer in Document Manager.

NOTE: All Document Types to be used in a drawer need to be created prior to adding them to the drawer. See *16.2 Adding an Image Document Type* on page 79 and *16.3 Adding an Application Document Type* on page 83 for more information.

To configure document types for a drawer:

1. Click on the **Drawers** button on the **Administer** tab and, if adding a new drawer, click **Add** in the **Drawers** dialog box. If modifying a drawer, select the drawer and click the **Modify** button. Next, click on the **Document Types** tab:



2. Select one of the following options:
 - If all of the currently-defined document types need to be available in this drawer, select the **All Document Types are used in this Drawer** option and then either click **OK** or continue to the **Document Storage** tab (refer to the next section).
 - If certain document types are to be restricted within the drawer, select **Document Types in this Drawer are usually Restricted to the selection**.
3. In the **Available Document Types** list, double-click each document type to add it to the **Selected Document Types** list. Alternatively, click the **Add All** button to add all document types.
4. The document types display in the **Selected Document Types** list.

5. If the document types in the **Selected Document Types** list are to be the only document types allowed in the drawer, select the **Force this Restriction** checkbox. This means a Document Manager user can only select from the list of document types displayed for documents created in or added to this drawer. If the **Force this Restriction** box is clear, a plus button (+) displays next to the **DocType** field in Document Manager, allowing the user to toggle between the selected document types for the drawer and all available document types.
6. You can also choose to permit document types within the drawer to be automatically read by OCR or to be automatically indexed:
 - Select **Allow Document Types in this drawer to be Auto OCRd** to enable document types to be read by OCR.
 - Select **Allow Document Types in this drawer to be Auto Indexed** to enable document types to be automatically indexed.
7. When finished, click **OK**.

19.7.1 Removing Document Types from a Drawer

Document types can be removed from the **Selected Document Types** list on the **Document Types** tab for a drawer by double-clicking on them. This will return a document type to the **Available Document Types** list. Additionally, the **Remove All** button can be used to remove all document types from the list.

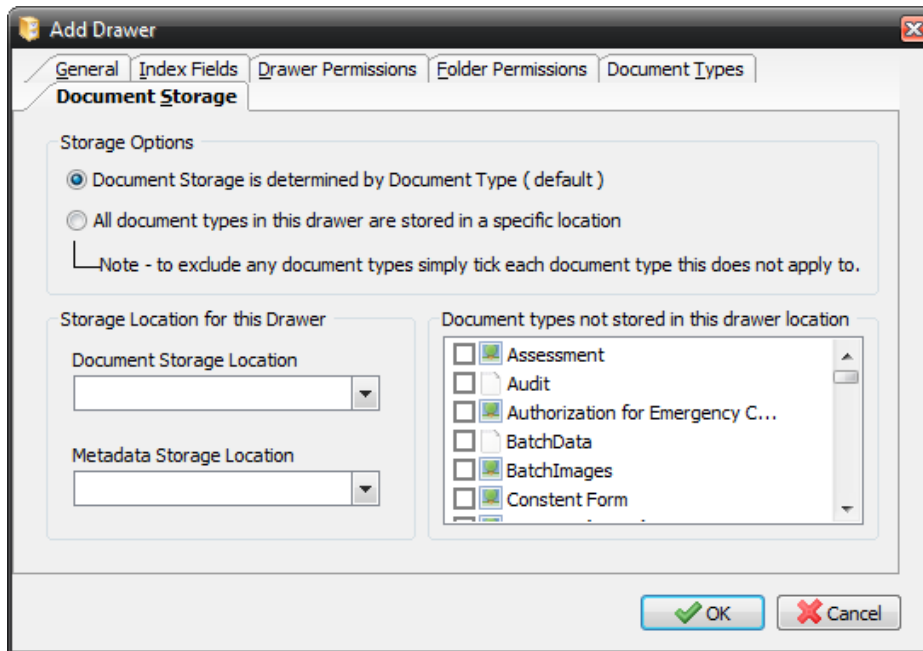
19.8 Document Storage (for Drawers)

The **Document Storage** tab enables System Administrators to determine the storage location in which documents for the drawer will be physically stored on the network.

 **NOTE:** All Storage Locations AND Document Types to be used in a drawer **MUST** be created prior to adding them to the drawer. (For further information on document storage, refer to *14 Understanding Storage Locations* on page 68 and *15 Configuring Storage Locations* on page 73.)

To configure a document storage location for a drawer:

1. Click on the **Drawers** button on the **Administer** tab and, if adding a new drawer, click **Add** in the **Drawers** dialog box. If modifying a drawer, select the drawer and click the **Modify** button. Next, click on the **Document Storage** tab:



2. Select one of the following options:
 - If all documents in this drawer are to be stored according to the storage location set for each document type, select the **Document Storage is determined by Document Type** option. Proceed to step 5.
 - If all documents in this drawer are to be stored in the same storage location, select **All document types in this drawer are stored in a specific location**. The location is specified in the **Document Storage Location** drop-down list.
3. In the **Document types not stored in this drawer location** list, select the checkbox of any document types not to be stored in the selected drawer location. These types of document will instead be stored in the **Default Document Location** specified in the **Storage Locations** dialog box.
4. In the **Document Storage Location** drop-down list, select the storage location that will be used for all documents in the drawer (only applicable if **All document types in this drawer are stored in a specific location** is selected above).
5. In the **Metadata Storage Location** field, select the location where the metadata associated with documents in this drawer will be stored from the drop-down list.
6. When finished, click the **OK** button.

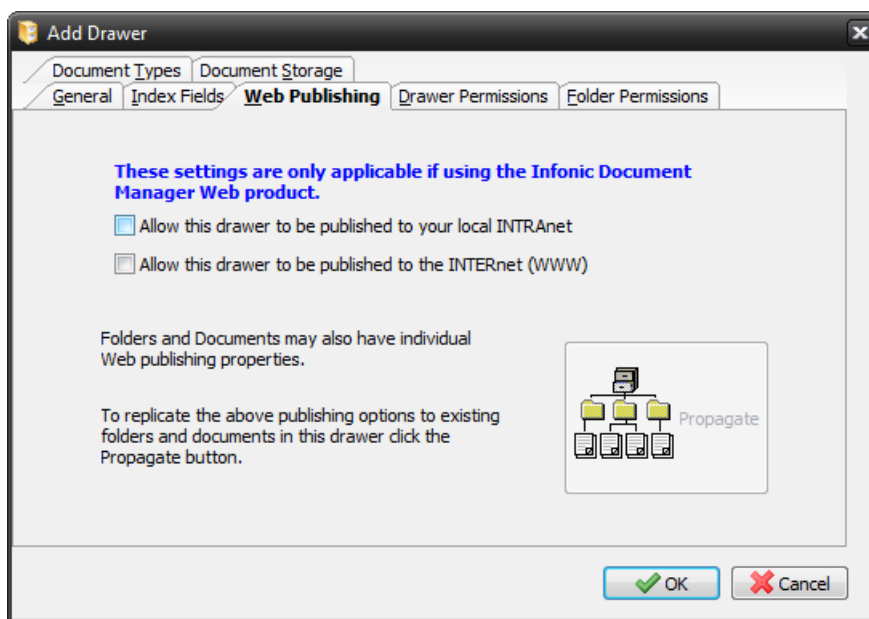
19.9 Web Publishing Tab

This tab is only available if Document Manager Web Basic is installed, which requires an additional license. Contact Document Logistix or your reseller for more on Document Manager Web Basic.

On the **Web Publishing** tab, you can control whether each Document Manager drawer can be accessed from Document Manager Web Basic.

To enable Document Manager Web Basic access for a drawer:

1. Click on the **Drawers** button on the **Administer** tab and, if adding a new drawer, click **Add** in the **Drawers** dialog box. If modifying a drawer, select the drawer and click the **Modify** button. Next, click on the **Web Publishing** tab:



2. If you want the drawer to be available for Document Manager Web Basic access over an internal network, select **Allow this drawer to be published to your local INTRANet**.
3. To enable Document Manager Web Basic access to the drawer over the Internet, select **Allow this drawer to be published to the INTERNet (WWW)**. If you want the drawer to be available over both an intranet and the Internet, select both checkboxes.
4. Individual folders and documents can also be set to be accessible to users of Document Manager Web Basic. If you are modifying an existing drawer and want to apply the **Web Publishing** settings selected in steps 2 and 3 above to existing folders and documents in the drawer, click the **Propagate** button. **Propagate** is not enabled for new drawers.

Web access for individual documents and folders can be modified using the **Access From** index field in the **Modify Folder Properties** and **Modify Document Properties** dialog boxes. See the *Document Manager User Guide* for more information.

5. Click **OK** to save your changes and exit the **Add/Modify Drawer** dialog box.

20 Settings

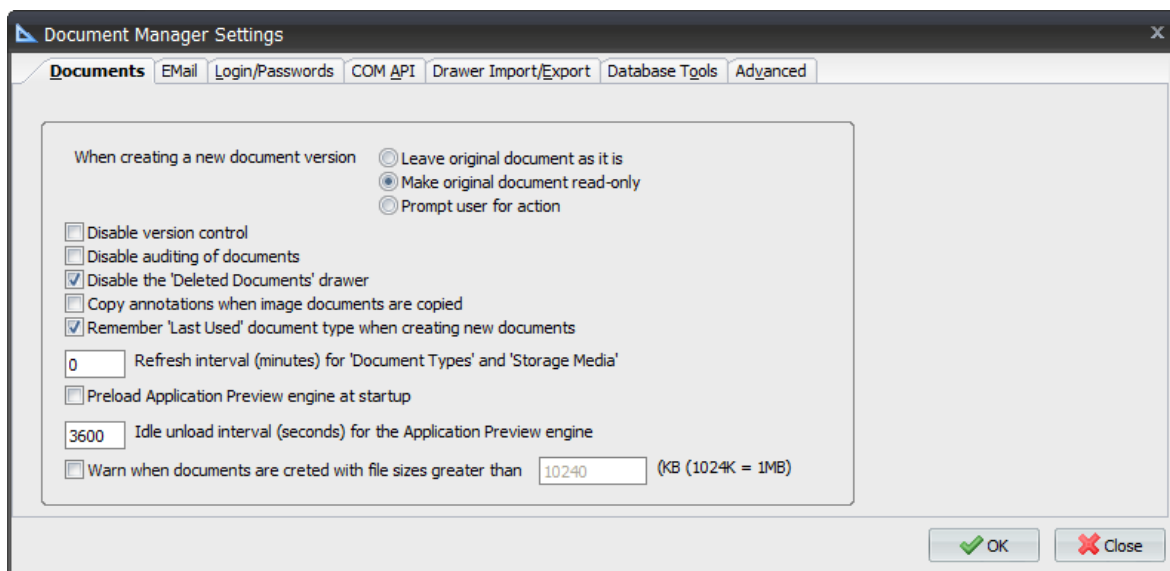
The Administration Module **System Settings** are used to configure the overall Document Manager system.



IMPORTANT: In the **Document Manager Settings** dialog box, the **Advanced** tab is ONLY to be used by Document Logistix Support.

20.1 Document Manager Settings

- Click the **System Settings** button on the **Administer** tab. The **Document Manager Settings** dialog box displays:



20.1.1 Documents Tab

To change settings on the Documents Tab:

- Click the **System Settings** button on the **Administer** tab. The **Documents** tab displays.
- Make any required changes and click **OK** to close the Settings dialog box, or click the **Email** tab to configure email settings (see the next section). See Table 29 below for an explanation of the settings.

Table 29 describes the **Documents** tab settings:

Item	Description
When creating a new document version	Select an option to specify the course of action when creating a new version of a document: • Leave original document as it is – This leaves the document in its original state (i.e. either read-only or read-write). • Make original document read-only – Sets the original document as read-only. • Prompt user for action – Prompts the user to set the read/write property of the document.
Disable Version Control	Select to disable the Document Manager version control feature. This is an option to consider if you want to minimise the database size or if the available document storage space is limited.  NOTE: If the company has been running Document Manager for a while and is now importing a new license file that has version control, click on the Database Tools tab and click the Regenerate Missing Version Data button (see the table in 20.1.6 <i>Database Tools Tab</i> on page 145).
Disable auditing of Documents	Select to disable the Document Manager auditing feature. This is not recommended unless Legal Admissibility is of no concern. The benefit in disabling Document Auditing is a significant reduction in Database size, and removing the need to archive the Audit records.
Disable the 'Deleted Documents' Drawer	Select if you want all document deletions in Document Manager to be final deletions. Clearing the checkbox will cause deleted documents to be 'moved' to the Deleted drawer from where they can be permanently deleted by the System Administrator or restored to their Document Manager location. This feature is similar to the 'Recycle Bin' provided by the Windows operating system.
Copy annotations when Image documents are copied	Select to include any annotations applied to an image document (for example, sticky notes), when copying the document from one location to another.
Remember 'Last Used' document type when creating new documents	Select to remember the last document type selected by the user in the Create New Document dialog box.
Refresh interval (minutes) for 'Document Types' and 'Storage Media'	Select to specify how frequently Document Manager checks the database to see if there have been any changes to the Document Type or Storage Location configurations. To improve performance, Document Manager caches the settings of document types on startup. This setting allows changes to be made without having to restart Document Manager and without performance being affected. Set this value to zero to disable the feature.
Preload Application Preview engine at startup	Select this checkbox to load the components that enable the Application Preview feature when Document Manager is started. This may take a few moments on startup but gives a quicker response when first previewing application documents.

Item	Description
Idle unload interval (seconds) for the Application Preview engine	Enter the amount of time in seconds that the Application Preview components stay loaded in memory before they are cleared. After unloading, when an application document is next previewed, the components will have to be reloaded.
Warn when documents are created with file sizes greater than	Select this checkbox to display a warning message when a document is added to or created in Document Manager that exceeds the specified size. Enter the size in KB in the box to the right of the setting.

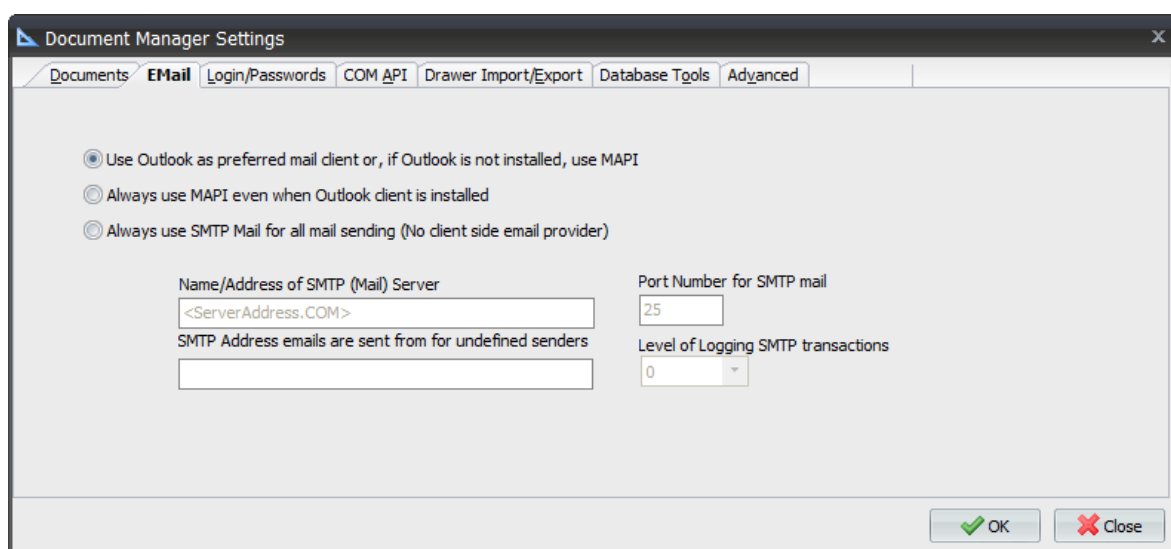
Table 29: Document Manager Settings Dialog Box – Documents Tab

20.1.2 Email Tab

The settings on the **Email** tab control how emails are handled when sent from Document Manager.

To change settings on the Email tab:

1. Click on the **Email** tab to display the available settings:



2. Make any required changes and click **OK** to close the Settings dialog box or click on the **Login/Passwords** tab (see the next section). Refer to Table 30 below for an explanation of the settings.

Table 30 describes the **Email** tab:

Item	Description
Use Outlook as preferred mail client or, if Outlook is not installed, use MAPI	Select this option to use the Outlook client to handle email messages sent from Document Manager or, if Outlook is not installed, to use the Messaging Application Programming Interface (MAPI) to handle emails instead.
Always use MAPI even when Outlook client is installed	Select this option to always use MAPI to send emails from Document Manager. As an example, you can select this option if Outlook is the default email client on your computer but you have an additional client installed that supports MAPI and that you want to use to send email from Document Manager.
Always use SMTP Mail for all mail sending (No client side email provider)	Select this option to always use the Simple Mail Transfer Protocol (SMTP) to send emails from Document Manager. Use this option when there is no email client installed on the Document Manager server. If this option is selected, specify the SMTP details in the settings below.
Name/Address of SMTP (Mail) Server	This option is only available if Always use SMTP Mail for all mail sending is selected above. Enter the machine name or IP address of the SMTP server that Document Manager will connect to.
Port Number for SMTP mail	This option is only available if Always use SMTP Mail for all mail sending is selected above. Enter the port number that Document Manager will use to communicate with the SMTP server.
SMTP Address emails are sent from for undefined senders	This option is only available if Always use SMTP Mail for all mail sending is selected above. Enter the address from which emails are sent when no sender is specified at the time of sending from Document Manager. For example, if you have configured Document Manager Workflow and enter 'Workflow@MyCompany.com' here, any email sent by Document Manager will appear (to the recipient) to have been sent from 'workflow@mycompany.com'.  NOTE: Depending on the SMTP Server configuration, this may need to be a valid email address. Check with the mail administrator if problems occur.
Level of Logging SMTP transactions	This option is only available if Always use SMTP Mail for all mail sending is selected above. If there is a problem with emails and it may be the SMTP connection, you can increase the detail logged about SMTP connections. This will help Document Logistix Support if you need further assistance. To do this, increase the logging transaction level using this drop-down field.

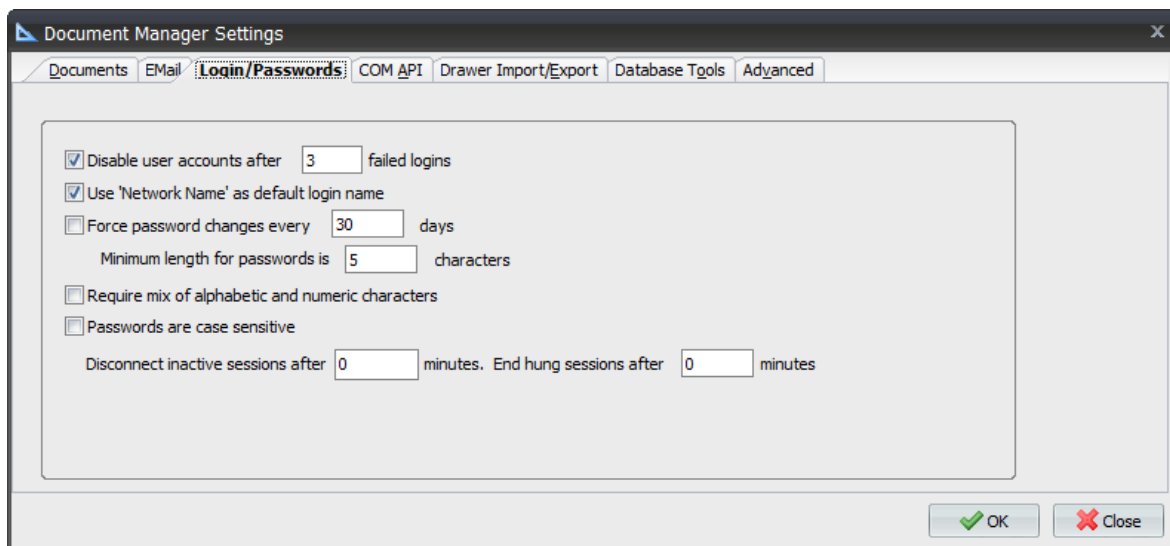
Table 30: Document Manager Settings Dialog Box – Email Tab

20.1.3 Login/Passwords Tab

This tab deals with passwords, login settings and session controls.

To change settings on the Login/Passwords tab:

1. Click on the **Login/Passwords** tab to display the available settings:



2. Make any required changes and click **OK** to close the Settings dialog box or click on the **COM API** tab (see the next section).

Refer to Table 31 for a description of the **Login/Passwords** tab:

Item	Description
Disable User Accounts after <n> failed logins	If selected, a user will be allowed the specified number of login attempts with an incorrect password before their user account is disabled. Once an account is disabled, the user will not be permitted to log in until a System Administrator has unlocked their account. See <i>11.3 Unlocking a Locked User Account</i> on page 53 for more information. NOTE: If the user is granted the permission 'Never disable after incorrect password' on the Misc tab in Modify User Account, this setting will be overridden.
Use 'Network Name' as default login name	Select to automatically display a user's network name in the User Name field when logging in. If this option is clear, the User Name field in the Document Manager login dialog box will be blank, requiring the user to enter his or her Document Manager username.
Force password changes every <n> days	Select this checkbox to make users change their password regularly and enter the number of days between changes.
Minimum length for passwords is <n>	Specify the minimum length for passwords required from users. Enter a minimum character length in the box.
Require mix of alphabetic and numeric characters	Select to require passwords to be a mixture of alphabetic and numeric characters.

Item	Description
Passwords are case sensitive	Select to force users to enter case-sensitive passwords when they log in to Document Manager (i.e. users must exactly match the upper and lower case of the password set for their user account in the Administration Module).
Disconnect inactive sessions after <n> minutes	This is an extra security feature that takes into account that people leave their desk with Document Manager open or minimized. To protect company documents in Document Manager, the administrator can set the number of minutes before an inactive session is automatically ended. Each inactive session will be disconnected after this time period. If you want to ensure sessions never time out, enter '0' in the text box. However, this will make documents in Document Manager less secure if users leave workstations unattended.  NOTE: If users import documents to Document Manager using the Scanning Module, ensure this value is set to a long enough time for them to complete their tasks. If Document Manager is inactive for the specified minutes, the Scanning Module closes.
End hung sessions after <n> minutes	In the event that Document Manager hangs or becomes 'locked', the Document Manager session is automatically ended after the number of minutes specified in this setting.
Update Password Encryption for existing Passwords	This option is only displayed if you have a database using older encryption methods. If not using complex passwords, click this button to encrypt the system's passwords.

Table 31: Document Manager Settings Dialog Box – Login/Passwords Tab

20.1.4 COM API Tab

Callback events are modules of code written to perform a customer-specific action when an event happens in Document Manager. They are application enhancements that allow you to make Document Manager behave in a way that is specific to your business requirements.

Each enhancement is written into a module of code. Each module has a name in the form of 'server.class' where 'server' is the name of the library, and 'class' is the name of the object within the class. For example, the library might be called 'tokopen2sage' and the class name may be 'callbacks', so the setting defined in the Administration Module would be defined as 'tokopen2sage.callbacks'.

When a document is created, Document Manager looks on the Document Manager workstation for the user-defined library of code that matches the code defined in the Administration Module. The code must be registered on the workstation using RegSvr32.exe. If it is found, it calls that piece of code and passes across the details of the document, so that the code can do something specific to the customer's implementation of Document Manager.

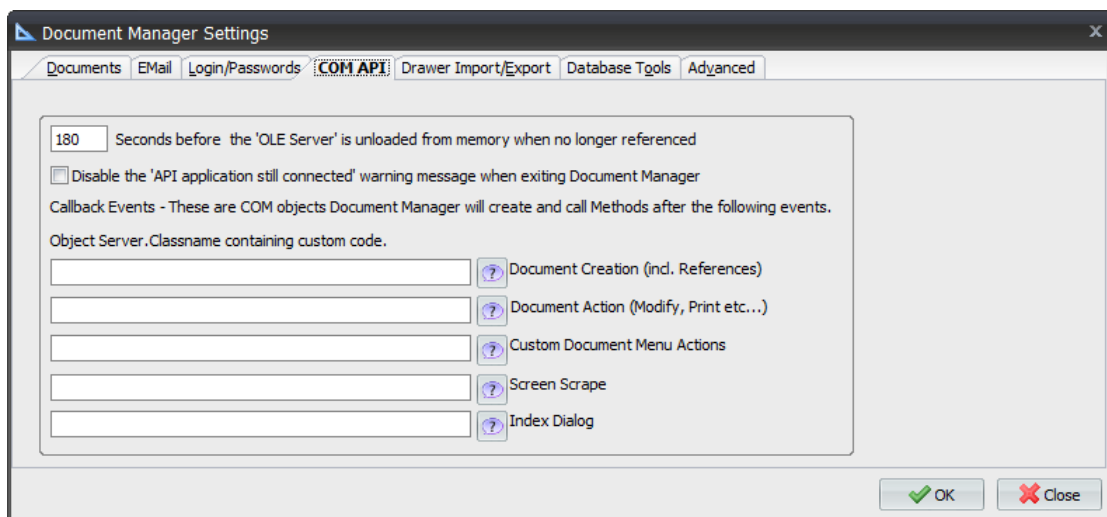
An example of the callback code (in pseudo code) would be:

```
IF drawer=Accounts AND doctype=Invoice AND amount>1000 THEN
  Send_E-mail_to fd@mycompany.com
```

This allows customer-specific applications to be designed. Full programming guidelines are provided in the onscreen help by clicking the  buttons to the right of each field.

To configure a COM API:

1. Click on the **COM API** tab to display the available settings:



2. Make any required changes and click **OK** to close the Settings dialog box, or click on the **Drawer Import/Export** tab to configure import/export settings (see *20.1.5 Drawer Import/Export Tab* on page 143). Refer to Table 32 below for an explanation of the settings.



NOTE: When adding a COM API, an 'Action' button will automatically be added to the Document Manager **Document** tab and at the bottom of the Document pop-up menu.

For more on creating an API callback, refer to *Appendix A: COM API Example* on page 170.

Table 32 describes the **COM API** tab:

Item	Description
<n> Seconds before the 'OLE Server' is unloaded from memory when no longer referenced	This setting is only relevant if using Document Manager as an OLE server. If Document Manager has been automatically launched by another program using OLE, then when that program closes, Document Manager will remain loaded in memory for the number of seconds specified. This is to prevent having to reload Document Manager if it is required shortly after the host program unloads.
Disable the 'API application still connected' warning message when exiting Document Manager	If you use an API to connect to Document Manager and exit without disconnecting, a message is displayed informing you that the API is still connected. Select this checkbox if you want to disable this message so that it is not displayed when exiting.
Document Creation (incl. References)	Runs whenever a document is created in Document Manager.

Item	Description
Document Action (Modify, Print, etc)	Runs whenever an action is performed on a document. The Document Action code is run AFTER the action has been performed, with the exception of DELETE, which is run BEFORE the action is performed, and has the option of cancelling the deletion, (for example, if the deletion is not allowed for some customer-specific reason).
Custom Document Menu Actions	Runs when building the document pop-up menu, and when a pop-up item is selected. The custom menu is run when the user clicks on a document and Document Manager builds the pop-up menu to be shown. This allows additional items to be added. For example, on an invoice you could add an item to the pop-up menu called 'Print Cheque'. If the user-defined item is actually selected from the menu by the user, the code is run again, and the details of the selected item are passed to it, so the necessary action can be performed (e.g. print the cheque).
Screen Scrape	Runs after the screen scrape hotkey is pressed, before the lookups occur.
Index Dialog	Enables the document or folder index properties dialog box to be replaced with a customised dialog box.

Table 32: Document Manager Settings Dialog Box – COM API Tab

20.1.5 Drawer Import/Export Tab

Configuration of drawers and document types can be done offsite and then exported as XML configuration files. They can then be imported into another location to recreate a configuration, for example at a client site. This maintains the database structure and cuts down on installation time onsite. It is also useful for installing the Batch Scan Remote module (Sorting Office Remote), where drawer structure and document types need to exactly match that of the central database.

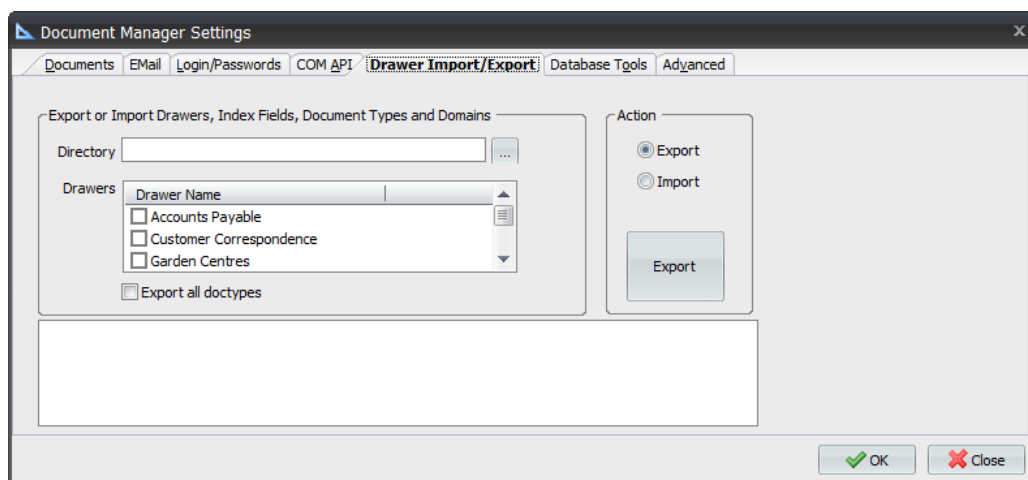


NOTE: Importing a configuration file into an existing system will not overwrite any existing drawers or document types. If any drawers or document types to be imported have the same name as an existing drawer or document type, they will be skipped during the import process – the existing items will not be changed.

Any domains used by the exported drawer will also be exported or imported.

To configure import/export settings:

1. Clicking on the **Drawer Import/Export** tab displays the available options:



2. Make any required changes and click **OK** to close the Settings dialog box, or click on the **Database Tools** tab to administer the database (see the next section).

Table 33 describes the **Drawer Import/Export** tab:

Item	Description
Directory	Enter the directory path, or click the browse button (...) to find the directory to export files to or import from.
Drawers	If exporting, this field is activated. Select the drawers to export. If importing, this field is disabled.
Action	Select to indicate if exporting or importing Document Manager configurations.
Export/Import	The name of the button changes depending on whether Export or Import is selected above. After setting your preferences, click the Export/Import button.

Table 33: Document Manager Settings Dialog Box – Drawer Import/Export Tab

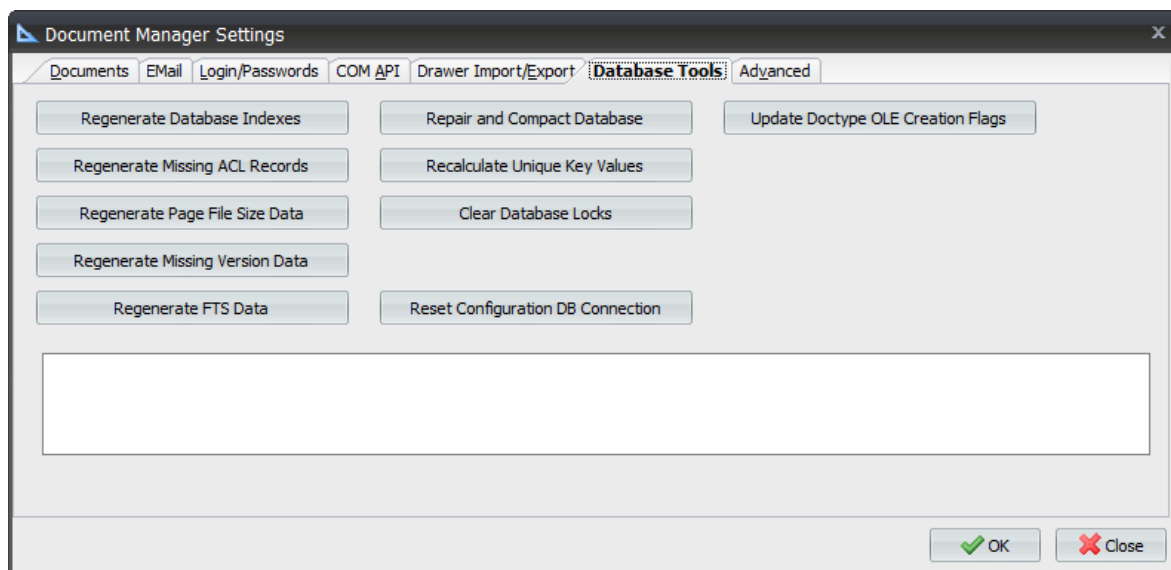
20.1.6 Database Tools Tab

This tab enables the maintenance of databases.

When transferring databases, depending on the transfer mechanism, it may be necessary to go the **Database Tools** tab to regenerate the indexes.

To use a database tool:

1. Click on the **Database Tools** tab to displays the available Database tools:



2. Click the required button. See Table 34 below for a description of the Database tools.
3. Click **OK** to close the Settings dialog box.

Table 34 describes the **Database Tools** tab:

Button	Description
Regenerate Database Indexes	Recreates all table indexes in the Document Manager database. Click Regenerate .  WARNING: This may take some time on large databases and should be performed when the system is not in use.
Regenerate Missing ACL Records	Recreates all user/group folder and document permissions. Click Regenerate .  WARNING: This may take some time on large databases and should be performed when the system is not in use.
Regenerate Page File Size Data	If tracking how much space the Document Manager database is taking on the server, click this button to recalculate the page file size data. This is also useful if the page file size data gets out of sync.

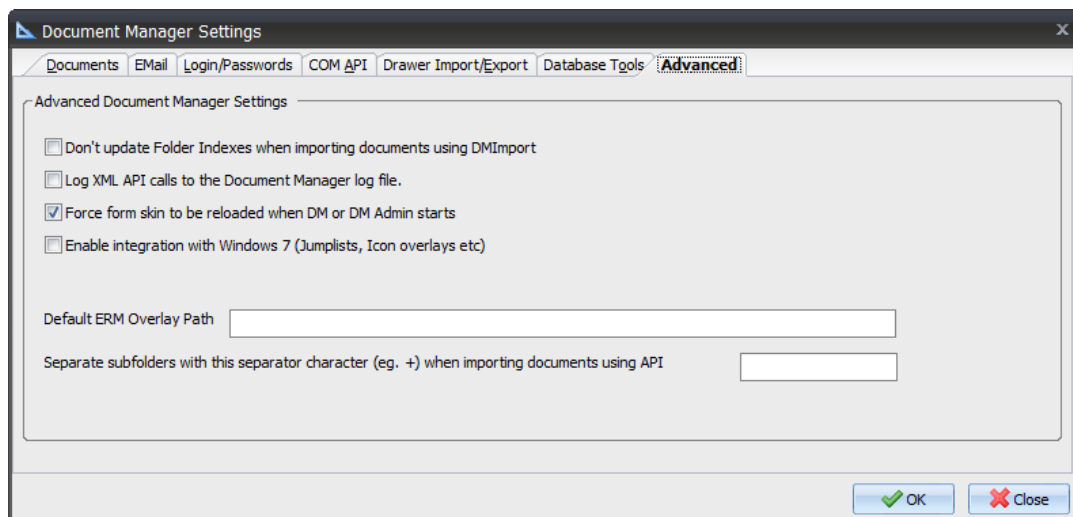
Button	Description
Regenerate Missing Version Data	If the version records get deleted inside the Document Manager database, click this button to create the missing Version Records. This is also useful if you purchased a new Document Manager license that has version control. Document Manager would go through all documents in the system and mark them as version 1 to start the version control.
Regenerate FTS Data	This option recreates indexes for Full-Text Search.
Repair and Compact Database	If using an Access database, this will perform a repair and compact of the database
Recalculate Unique Key Values	Each table in the Document Manager database has a corresponding unique ID value. This value makes sure that all new records added to tables have a unique value associated with them. This option ensures that the values held in each of the tables matches up with the master unique ID values.
Clear Database Locks	Each time a table is written to, the record being written is locked so that no other process can access it. Sometimes these locks are not cleared properly, mostly due to the program terminating unexpectedly. This option will clear any locked database records.
Reset Configuration DB Connection	This option allows you to reset and reconfigure the location of your configuration database.  IMPORTANT: Ensure you have made a note of the connection details and have them to hand. If you reset the connection to the configuration database, the details will be removed
Update Doctype OLE Creation Flags	To ensure your existing document types are set up correctly, you can click this button to check whether they support OLE creation and update Document Manager accordingly. When users create a new application document, Document Manager filters the DocType drop-down list in the Create New Document dialog box to only show the document types that support OLE creation and have a template associated with them. Clicking this button ensures this list is filtered correctly. All new document types created through the Document Types dialog box in the Administration Module will automatically be set correctly.

Table 34: Document Manager Settings Dialog Box – Database Tools Tab

20.1.7 Advanced Tab

The **Advanced** tab is for use by the Document Logistix Support team. The fields of the **Advanced** tab are described in Table 35 below.

- Click on the **Advanced** tab to display the advanced settings:



Refer to Table 35 for a description of the **Advanced** tab:

Item	Description
Don't update Folder Indexes when importing documents using DMImport	Selecting this option specifies that folder index fields will not be updated when importing into Document Manager via DMImport. Clearing the checkbox will allow overwriting of folder index fields (except the Unique ones) when importing. See <i>Appendix B: Auto Import Utility</i> on page 172 for more on DMImport.
Log XML API calls to the Document Manager log file	Selecting this option specifies that tracking of XML/API events in Document Manager will occur. Clearing the checkbox specifies no tracking.
Force form skin to be reloaded when DM or DM Admin starts	If you are experiencing problems with scrollbars freezing in Document Manager, you can select this option to reload the application skin.
Enable integration with Windows 7 (Jumplists, Icon overlays etc)	Select this checkbox to integrate Document Manager with Windows 7, which provides additional features on the taskbar and Start menu.
Default ERM Overlay Path	Entering the pathname for the ERM template here overwrites all settings in the ERM Overlay Location field in the Storage Location dialog box.
Separate subfolders with this separator character (e.g. +) when importing documents using API	This option applies when importing multiple hierarchies of sub-folders through the API (for example, DMImport or the Import Service). The sub-folder hierarchies can be set by using a separator, such as '+', so the Sub Folder Name field of DMImport would be 'level1+level2+level3', and so on. For example, 'Accounts+2009' would mean a sub-folder called 'Accounts' with another called '2009' contained within it. See <i>Appendix B: Auto Import Utility</i> on page 172 for more on DMImport.

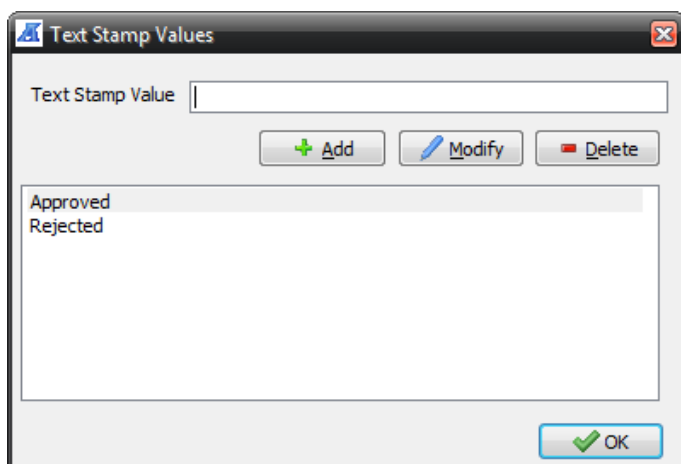
Table 35: Document Manager Settings Dialog Box – Advanced Tab

20.2 Text Stamps

In Document Manager, users can stamp an image document with a text stamp such as “Approved” or “Received”. The System Administrator sets up text stamps in the Administration Module.

To create a text stamp:

1. Click **Text Stamps** on the **Administer** tab. The **Text Stamp Values** dialog box displays:



2. Enter a text value into the **Text Stamp Value** field.
3. Click the **Add** button. The stamp is added to the list below.
4. Click **OK** to close the **Text Stamp Values** dialog box.

20.2.1 Modifying Text Stamp Values

To modify a text stamp:

1. Click **Text Stamps** on the **Administer** tab. The **Text Stamp Values** dialog box displays.
2. Select the Text Stamp value you want to modify. It displays in the **Text Stamp Value** field.
3. In the **Text Stamp Value** field, make the changes to the text and click the **Modify** button.
4. The newly-changed stamp displays in the list. Click **OK** to exit.

20.2.2 Deleting Text Stamps

To delete a text stamp:

1. Click **Text Stamps** on the **Administer** tab. The **Text Stamp Values** dialog box displays.
2. Select the Text Stamp value you want to delete. It displays in the **Text Stamp Value** field.
3. Click the **Delete** button. The stamp is removed from the list.
4. Click **OK** to exit.

20.3 Resetting the Configuration Database Connection

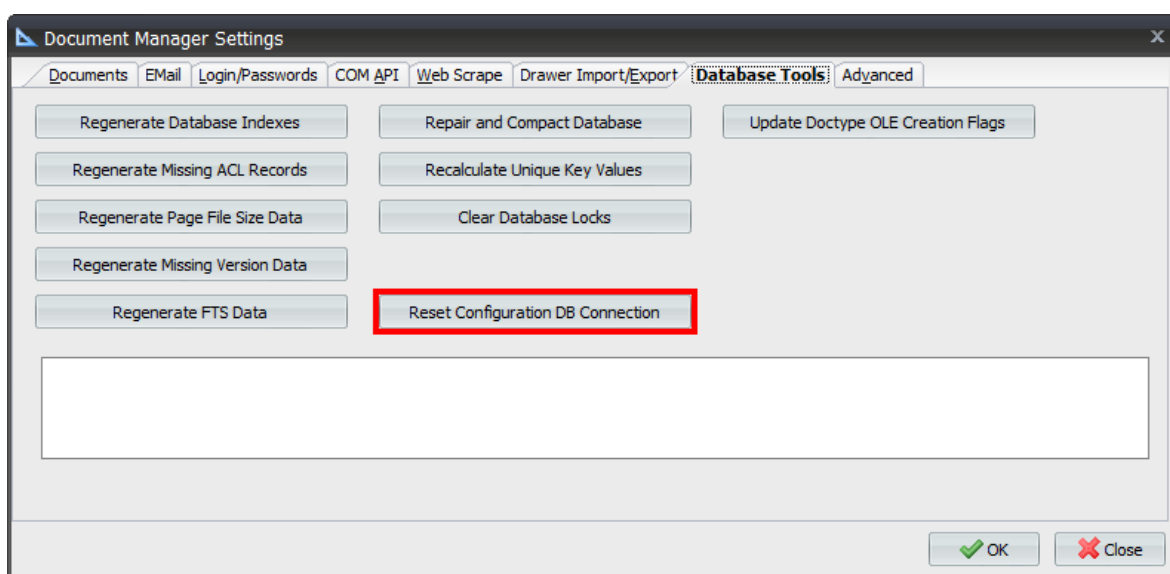
If a Test database was created for testing the Document Manager setup, or if changing host servers, you can change the server's configuration database connection details. This feature is also useful if your SQL Server details have changed.



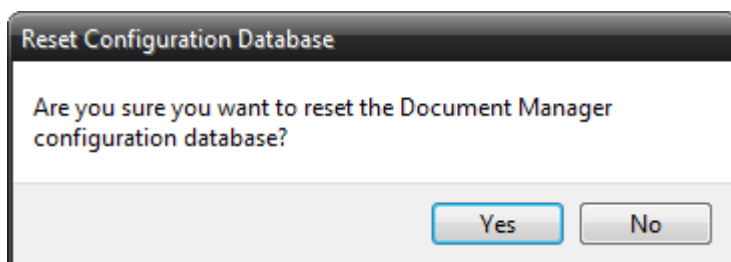
IMPORTANT: Ensure you have made a note of the connection details and have them to hand. If you reset the connection to the configuration database, the details will be removed.

To reset the connection to the configuration database:

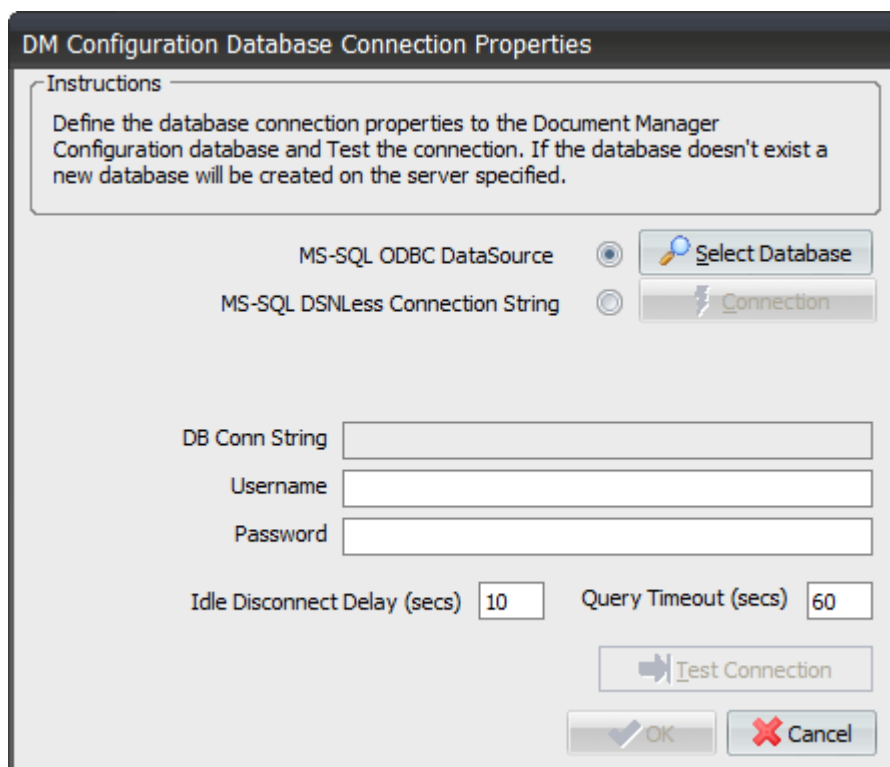
1. Click **System Settings** on the **Administer** tab, select the **Database Tools** tab and click the **Reset Configuration DB Connection** button:



2. Confirm that you want to proceed with resetting the connection to the configuration database. Click **Yes**:



3. A message indicating that 'No Document Manager Configuration Database Found' will display. Click **Yes** to open the **DM Configuration Database Connection Properties** box:



The dialog box is titled "DM Configuration Database Connection Properties". It contains an "Instructions" section with the text: "Define the database connection properties to the Document Manager Configuration database and Test the connection. If the database doesn't exist a new database will be created on the server specified." Below the instructions, there are two radio buttons: "MS-SQL ODBC DataSource" (selected) and "MS-SQL DSNLess Connection String". To the right of the "MS-SQL ODBC DataSource" radio button is a "Select Database" button. To the right of the "MS-SQL DSNLess Connection String" radio button is a "Connection" button. Below these are three text input fields: "DB Conn String", "Username", and "Password". At the bottom, there are two spinners: "Idle Disconnect Delay (secs)" set to 10 and "Query Timeout (secs)" set to 60. Below the spinners is a "Test Connection" button. At the very bottom are "OK" and "Cancel" buttons.

4. For a description of the **DM Configuration Database Connection Properties** and possible actions to take, refer to Table 36 below.
5. When finished, click **OK**. The Administration Module login dialog box displays.
6. Log in to the Administration Module (the default username is 'Administrator' and the default password is 'admin').



IMPORTANT: For security purposes, immediately change the default password for 'administrator'. Please keep the new password secure.

- If this is an upgrade from a previous database version, a warning may display stating that a major update of the Administration Module will be performed. Proceed with the upgrade.

Table 36 describes the **DM Configuration Database Connection Properties** dialog box:

Field	Description
MS-SQL ODBC DataSource	Select this option for an ODBC Data Source connection to the database. Click the Select Database button to select the database source in the Select ODBC Data Source dialog box.
MS-SQL DSNLess Connection String	Select this option to use a DSN-less SQL Server connection and then click the Connection button to enter the connection properties in the Data Link Properties dialog box. See 9.1.2 <i>Data Link Properties Dialog Box – Connection Tab</i> on page 28 for a description of the settings in this dialog box.
Data Source	This field only displays if MS-SQL ODBC DataSource is selected above. The Data Source field displays the name of the ODBC Data Source (DSN) selected in the Select ODBC Data Source dialog box. The Data Source must already be configured on your machine using Data Sources in the Control Panel (in Administrative Tools).
DB Conn String	This option only displays if MS-SQL DSNLess Connection String is selected above. Displays the connection string to the selected DSN-less database. This field can be edited if there is a problem with connection.
Username	The Username textbox only displays if MS-SQL ODBC DataSource is selected. Enter the login name for your ODBC data source.
Password	Enter the password used for your ODBC data source or SQL Server database.
Idle Disconnect Delay (secs)	This field is only applicable to ODBC connections. Specify the number of seconds before automatic disconnection from the selected data source if a connection is not established.
Query Timeout (secs)	This field is only applicable to ODBC connections. This option determines the maximum amount of time permitted for a query before it times out. The default is 60 seconds.
Test Connection	The database connection must be tested prior to implementation. Click this button to test the connection to the configured data source. If the connection is successful, the OK button will be enabled. If a failure message displays, the connection parameters will need to be changed and tested until connection test is passed.

Table 36: Description of DM Configuration Database Connection Properties

21 Web Settings

These settings only apply if you have installed Document Manager Web. Contact Document Logistix or your reseller for more information on Document Manager Web.

The **Document Manager Web Settings** dialog enables you to configure Document Manager Web.

- To display the **Document Manager Web Settings** dialog box, click **Web Settings** on the **Administer** tab.

Sections 21.1 to 21.6 describe the settings on each tab.

NOTE: All Document Manager Web settings are held within the Document Manager database, except for these items in the TokOpen.ini file: 'PublishTo', 'AllowGuests', 'EncryptionKey' and 'EncryptURL'. These items correspond to the settings **Your Internet Information Server is publishing to** and **Allow 'Guest' connection without login** on the **Server** tab, and **Require Encrypted URL parameters** and **Encryption Key** on the **Other** tab. If a change is made to these settings and the Document Manager Web installation directory is located anywhere other than in the Document Manager application directory (or a subdirectory), the TokOpen.ini file needs to be copied to the Document Manager Web directory.

21.1 Server Tab

The **Server** tab enables you to configure the Document Manager Web server:

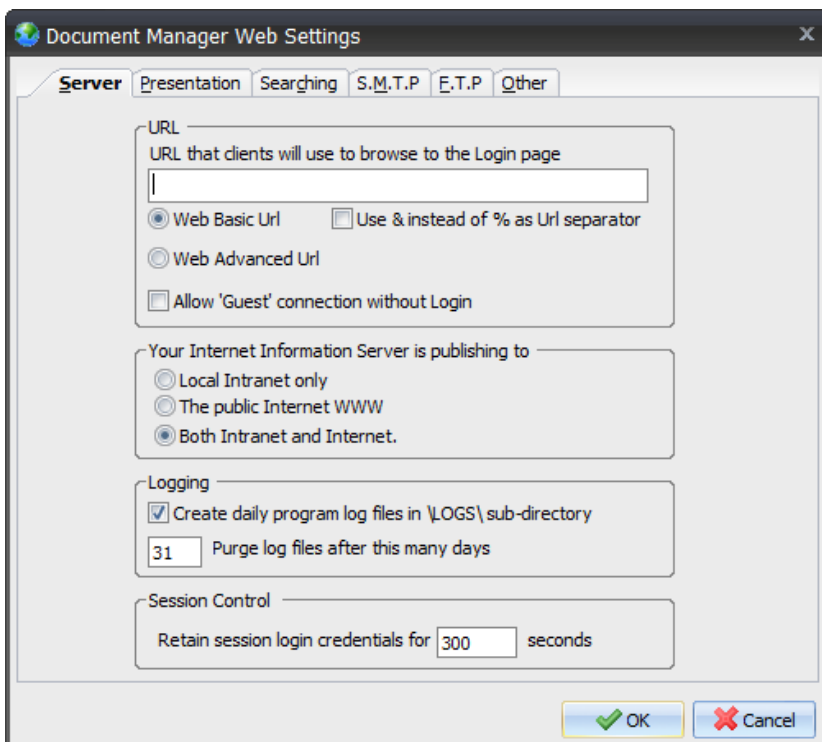


Figure 22: Web Settings – Server Tab

Table 37 describes the settings on the **Server** tab:

Setting	Description
URL that clients will use to browse to the Login page	Enter the address (URL) of the Document Manager Web home page, which is specified when configuring IIS. The URL must begin with 'http://' and end with '.asp' for Document Manager Web Basic and '.aspx' for DLX 2011. The default URL for Document Manager Web Basic is one of the following, depending on your installed version of Web, where <ServerName> is your specified server name: - http://<ServerName>/DMWebBasic/TokWeb27.asp - http://<ServerName>/DMWebBasic/TokWeb26.asp
Web Basic URL	Select this option to define the settings in this dialog box for the Web Basic application.
Web Advanced URL	Select to define Web settings for the DLX 2011 application.
Use & instead of % as URL separator	This option is only available if you are using the Web Basic application. Tick this checkbox to use the '&' symbol as the separator in URL strings. You can select this if you are having problems with generating URLs for emails or in API searches.
Allow 'Guest' connection without Login	Select to allow users to log in to Document Manager Web as a guest. Users who log in via the 'guest' login will only be able to access drawers, folders and documents that are specified as publicly available (that is, they have 'Public' access set in the appropriate permissions dialog box).
Your Internet Information Server is publishing to	Select where IIS will publish to using these options. This sets how files in Document Manager Web will be accessed: Local Intranet only: Select if the Document Manager database is only accessible to an intranet. The public Internet WWW: Select if the database is only accessible to the Internet. Both Intranet and Internet: Select if the database is accessible to both an intranet and the Internet. If you want to publish to an intranet and the Internet and distinguish between the two, it will be necessary to install two IIS servers and configure each differently (one for intranet and one for Internet). You will also need to select the required setting here for each configuration and then copy each TokOpen.ini file to the relevant Web servers. Typically, only one server is physically connected to the Internet and protected by a firewall, with the other simply connected to the local area network (LAN).

Setting	Description
Create daily program log files in \LOGS\ sub-directory	Select this checkbox to create daily program log files in subdirectories. Logs will be created in tab-delimited text files in subdirectories of the Document Manager\Logs directory. Filenames are taken from the applicable date, e.g. if users accessed Document Manager Web on 22nd May 2010, the file created for this date will have the filename '22 05 10'. Each log file consists of data for events that take place in the software. This data consists of the date and time of an event, the IP Address of the machine accessing Document Manager Web, the Session ID, the Thread ID, and event description. Logs can be accessed directly from the subdirectory providing you have appropriate software (such as Notepad) to open the file. Log files are tab-delimited, which also enables them to be opened in appropriate applications, such as Microsoft Excel, and organises the data for each record into columns, for easier reading. Logs are also helpful to Document Logistix Support staff for diagnosing problems.
Purge log files after this many days	You can choose to automatically delete (purge) log files after a specified number of days. To do this, enter the number of days in this box. If this field is left blank, log files will not be deleted and will be retained indefinitely.
Retain session login credentials for <n> seconds	If a user logs in to Document Manager Web but is inactive for a specified number of seconds, Document Manager Web will automatically log the user out. Enter the number of seconds the system will wait before logging inactive users out in this box.

Table 37: Description of Web Settings Server Tab

21.2 Presentation Tab

The **Presentation** tab settings control the Document Manager Web Basic display settings, including image size and quality and how search results are displayed:

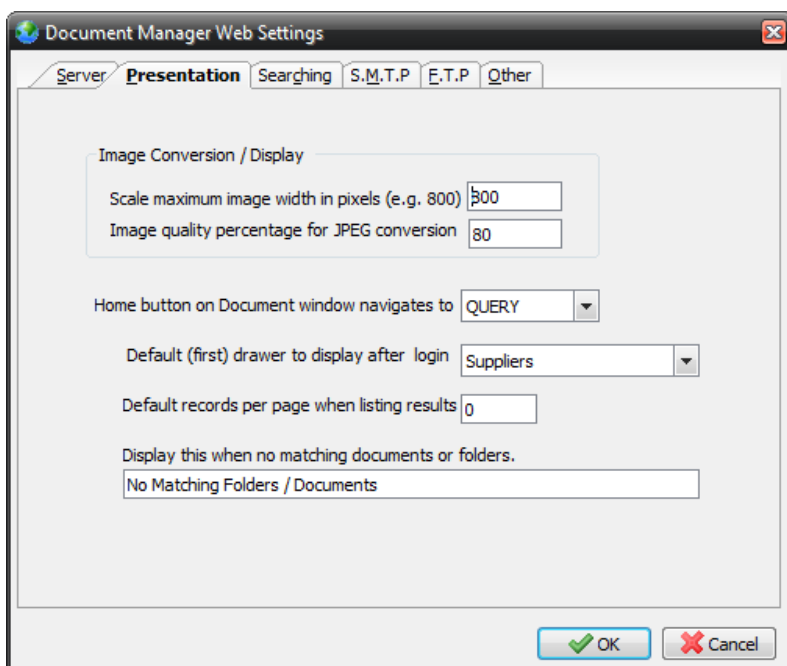


Figure 23: Web Settings – Presentation Tab

Table 38 describes the settings on the **Presentation** tab:

Setting	Description
Scale maximum image width in pixels (e.g. 800)	Enter the width of images that will be displayed in Web browsers (in pixels). The typical width is 800.
Image quality percentage for JPEG conversion	Enter a percentage to set the quality of JPEG images viewed in Web browsers. If a higher quality is entered, (i.e. closer to 100%) file sizes for images will be larger and it will take longer to display them. Lower values will compress images further and image quality will be reduced.
Home button on Document window navigates to	Select an option from the drop-down list to determine what happens when users click Home in the Web browser: • NONE: If this option is selected, the Home button is not displayed. • QUERY: Select to return the user to the Search Criteria page. • LOGIN: Select to return the user to the Login page. The user will need to log in again to perform further actions in Document Manager Web Basic.
Default (first) drawer to display after login	From the drop-down list, select the drawer to be shown (with its index fields) on the initial Search Criteria page, displayed when users log in or start a new search.
Default records per page when listing results	Enter the maximum number of search results shown on each results page. This value is overridden if the Default records per page when listing results option is set for a specific drawer on the Searching tab.
Display this when no matching documents or folders	If required, enter the text to be displayed when no matching folders or documents match a search query. "No Matching Folders / Documents" is the default text.

Table 38: Description of Web Settings Presentation Tab

21.3 Searching Tab

When users select a drawer for searching in Document Manager Web Basic, all its index fields are displayed. This may not be required if too many fields are displayed in a browser, or the fields are not relevant. If you want to limit the number of fields that are displayed to users for a drawer, you can do so on the **Searching** tab:

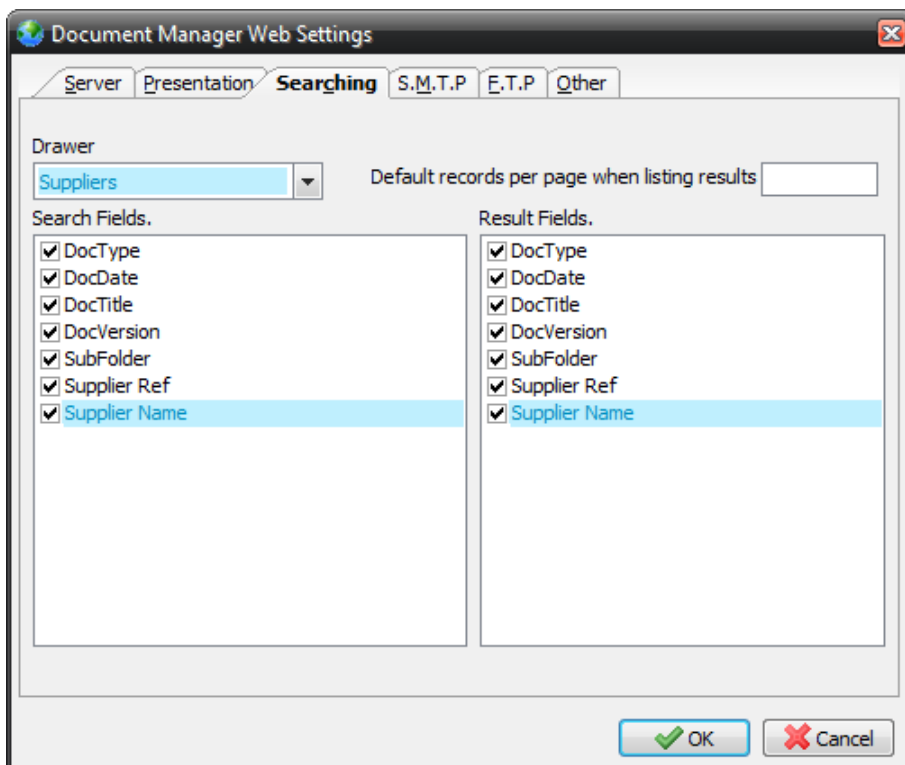


Figure 24: Web Settings – Searching Tab

Table 39 describes the settings on the **Searching** tab:

Setting	Description
Drawer	Select the required drawer from the drop-down list.
Default records per page when listing results	Enter the number of search results to display per page for the selected drawer.
Search Fields	Select the checkboxes for the fields that you want to be available for searching. If a checkbox is clear, the field will not be displayed.
Result Fields	Select the checkboxes for the fields that you want to be displayed in the search results. If a checkbox is clear, the field will not be displayed.

Table 39: Description of Web Settings Searching Tab

21.4 SMTP Tab

If using the email options in Document Manager Web, enter the settings on the **SMTP** tab:

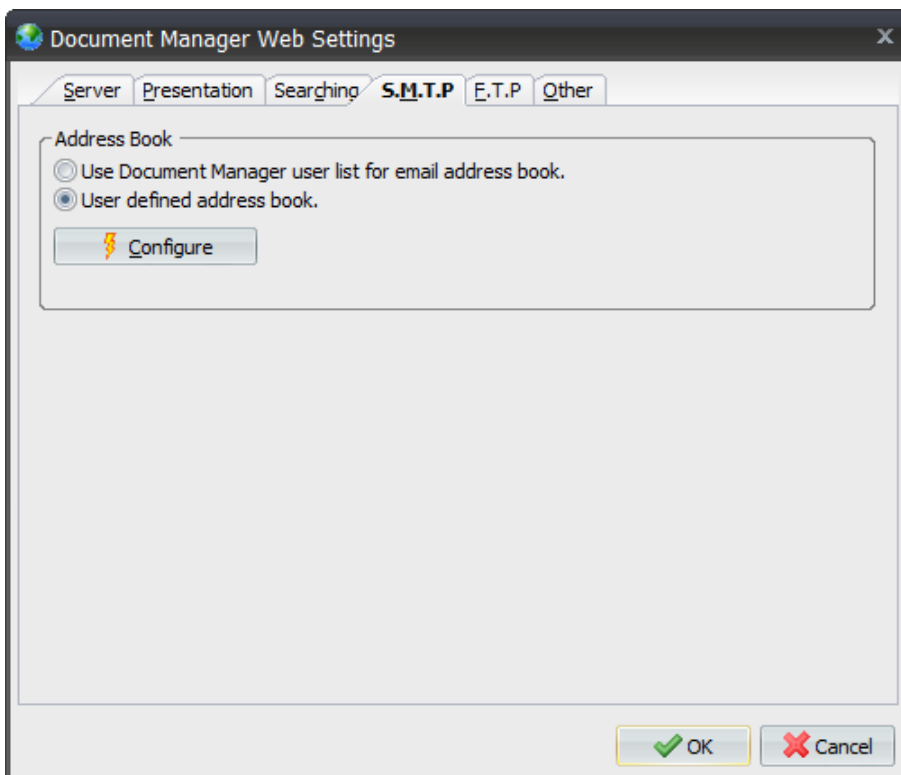


Figure 25: Web Settings – SMTP Tab

Table 40 describes the settings on the **SMTP** tab:

Setting	Description
Address Book	Select the address book you want to present when emailing from Document Manager Web: • Use Document Manager user list for email address book: Select to use the email addresses specified for users in Document Manager (in the User Accounts dialog box). • User defined address book: Select to define a lookup query to an external mail database. Click Configure to define the lookup. • Configure: This button becomes active if User defined address book is selected. Click to configure a lookup to an external directory. The External Mail Directory Lookup dialog box is displayed. The address book becomes available when users choose to email a document in Document Manager Web and click the To browse button (...) in the Web dialog displayed.

Table 40: Description of Web Settings SMTP Tab

21.5 FTP Tab

If Document Manager Web Basic will access the Document Manager storage locations using FTP, enter the required settings on the **FTP** tab:

Document Manager Web Settings

Server Presentation Searching S.M.T.P **F.T.P** Other

FTP Parameters for accessing document store by FTP (optional).

Name or IP Address of Server

FTP Port Number

FTP Login Name

FTP Login Password

Log FTP session data ☐

Use FTP over SSL ? ☐

SSL Options

Authentication

as

Storename

Certificate index

OK Cancel

Figure 26: Web Settings – FTP Tab

Table 41 describes the settings on the **FTP** tab:

Setting	Description
Name or IP Address of Server	Enter the DNS name or IP address of the FTP server.
FTP Port Number	Enter the port number used to access the FTP server, or accept the default value of 21.
FTP Login Name	Enter the FTP user login name.
FTP Login Password	Enter the FTP user password.
Log FTP session data	Select this option to store the FTP data in the Web log for troubleshooting purposes. Do not use this field unless you are having problems with the FTP connection.

Setting	Description
Use FTP over SSL?	Select to securely connect over FTP using Secure Sockets Layer (SSL), also known as FTPS. FTPS is based on the use of digital certificates (also known as X.509 certificates). If Use FTP over SSL? is selected, the settings under SSL Options become available: • Authentication: Select the level of authentication you want to use: • none: If selected, no encryption is used. • implicitcontrol: The FTP control connection is always encrypted with SSL. • securedata: The FTP data is encrypted with SSL. • firewallready: Select to enable secure FTP communications over a firewall. • hashlogin: Encrypts and salts the password, using 256-bit AES to ensure stronger protection over a clear connection. • explicitnormal: Everything is encrypted after the certificate is sent. • explicitcontrol: The FTP control connection is encrypted with SSL after an initial login. • explicitautocontrol: If selected, explicit authentication is used if possible; otherwise, no encryption is used on the FTP control connection. • as: Select whether to use the current user store (system store) or the local machine store (machine store). Applications installed as a service should store their certificates in the machine store since there is no current user when running as a service. • Storename: Enter the storename for the SSL authentication certificates. There are three major system stores (and several other stores). The three major stores are: • MY: For personal certificates. • ROOT: For Trusted Root Certificate Authority certificates. • CA: For all other certificates. • Certificate index: If required, enter the certificate index.

Table 41: Description of Web Settings FTP Tab

21.6 Other Tab

The **Other** tab contains settings for the Document Manager Web Basic API and Import Service:

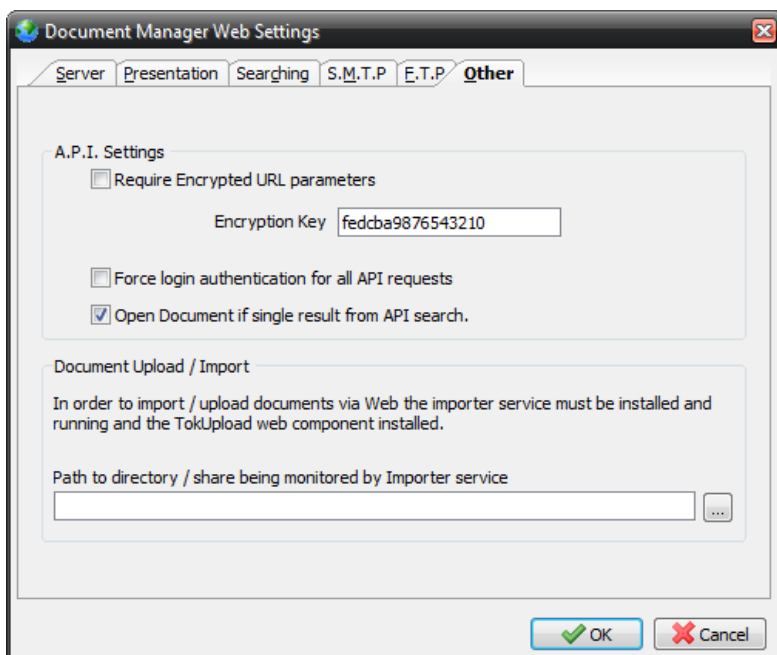


Figure 27: Web Settings – Other Tab

Table 42 describes the settings on the **Other** tab:

Setting	Description
Require Encrypted URL parameters	Select this checkbox to require that the API parameters passed to Document Manager Web Basic are encrypted (using the Blowfish algorithm).
Encryption Key	Enter the encryption key to be used for the URL parameters. The encryption key is used to decode the encrypted parameters. The key used must be the same as the key used by the application encrypting the parameters. This should be changed from time to time to maintain security. The encryption key is hexadecimal and only allows A-F and 0-9 characters.
Force login authentication for all API requests	To increase your level of security, select this checkbox to force a user login to Document Manager Web Basic each time an API request is submitted.
Open Document if single result from API search	Select to automatically open a document when it is the only one found in an API search.
Path to directory / share being monitored by Importer service	To upload documents using Document Manager Web Basic, the Document Manager Import Service must be installed and running. Enter the path to the directory being monitored by the Document Manager Import Service or click the browse button (...) to select it. The TokUpload Web component must also be installed.

Table 42: Description of Web Settings Other Tab

21.6.1 Document Manager Web Basic API

The Document Manager Web Basic API uses a URL to perform a specific search, for example, to locate an invoice by its invoice number. By constructing a URL string in the API code, you can make the API automatically perform the search for an invoice number.

The API is invoked by calling either 'TokWeb26.asp' or 'TokWeb27.asp' (depending on your version of Document Manager Web Basic) with two elements:

- The first element is '?WCI=API'. This tells Document Manager Web Basic to use the API interface.
- The second element contains the search criteria, which can be a combination of a number of allowable parameters and takes the format '%<field name> <condition> <value>' (which can be repeated). An example is:

<http://localhost/DMWebBasic/TokWeb26.asp?WCI=API&%Drawer=PODS%podref=12345678>

This URL directs the software to access the 'PODS' drawer and search for an item in the drawer that has a 'podref' index field with a value '12345678'.

Table 43 describes the field names and values allowed in the API URL:

Field Name	Value
%DRAWER=	• <Name of the drawer, for example, 'Accounts'>  NOTE: DRAWER is a required field name.
%DB=	• <n> Where <n> is the number of the database
%DATABASE=	<Name of the Document Manager Database, for example, 'London'>
%USERNAME=	• <Login name, for access to restricted documents>  NOTE: USERNAME and PASSWORD are optional, but if they are omitted, only 'Public' folders and document can be opened. If they are specified but the login fails, no documents or folders will be located.
%PASSWORD=	• <Password, for access to restricted documents>  NOTE: USERNAME and PASSWORD are optional, but if they are omitted, only 'Public' folders and document can be opened. If they are specified but the login fails, no documents or folders will be located.
%DOCTYPE=	• <The Document Manager document type, for example, 'Invoice'>
%DESCRIPTION=	• <The document description, for example, 'Bill for Water'>
%SUBFOLDER=	• <Name of a sub folder>
%CREATED=	• <The date and optionally the time that the document was created>

Field Name	Value
%COLUMNS=	NONE The resulting document list is simple, for example, Image1, Image2 and so on.
%DRAWERID=	<Number of the drawer, as defined in the database (for developers)>
%FOLDERID=	<Number of the folder, as defined in the database (for developers)>
%DOCCOPYID=	<Number of the document reference record in the drawer, as defined in the database (for developers)>
%XML=	YES – Generates an XML response to the request instead of HTML.
%DOCID=	<n> – Where <n> is the number of the Unique Document in the database.
%FIELD_-<n>=	<n> – Where <n> is the Document Manager API field number for the relevant field.

Table 43: Field Names and Values Allowed in the API URL

In addition to these field names, user-defined field names may be specified where these have been defined as index fields.

The conditions that can be used in the URL string are:

'='	Equal to
'>'	Greater than
'<'	Less than
'>='	Greater or equal
'<='	Less or equal
'<>' or '!='	Not Equal
'='	Equal
'['	Starts with
']'	Ends with
'*'	Contains



NOTE: If a field name or value contains one of the above (or the '%' character), the characters should be enclosed in square brackets and the element in double quote marks. For example:

"%Company=My Company [[London]]"

This represents a company name of 'My Company [London]'

If more than one document or folder is found matching the search criteria entered, the system returns an HTML table of resulting documents or folders. If a single document is found, it will be returned in its binary form (for example, if it is an image document, it will return raw JPEG).

22 Auditing

Document Manager and the Document Manager Administration Module keep an audit of all user activity (including the System Administrator). Audit records are considered entries in the Document Manager database. Audit logs can be saved to Document Manager and the purpose of doing this is to reduce the size of the live audit logs. This may also help to improve performance when logging in to Document Manager.

The audit may be viewed for different criteria, including date ranges (e.g. 'This Month' or 'This Year'), and users ('All Users' or for a selected user). Actions can also be grouped by **Type** so that all events, or actions that were performed on documents, folders or in the Administration Module, can be displayed.

The audit record notes:

- The date and time an event occurred
- The username of the operator
- A description of the event
- The workstation at which the event occurred (the workstation may be useful to indicate where possible security violations are taking place).

It is possible to make a more permanent record of the audit log by creating a file, which could be held on permanent media, such as a WORM Optical Disk.



NOTE: The document *BSI PD0010 Principles of Good Practice for Information Management* makes special consideration for managing audit logs as a document type. It is recommended that you set up a document type specifically for managing Document Manager's Audit Records, to be stored on WORM media.



WARNING: It is critical to have defined a Company Document Management Policy, which defines how to manage the System Audit Records.

22.1 Preliminary Setup

Once Audit files are saved into Document Manager, they cannot be deleted and they cannot be moved from one location to another in Document Manager. Best practice for Audit logs is to create a drawer called 'Audit Logs' (or similar) in which the log files will be saved to retain a copy of the audit records. Set encryption for the 'Audit' document type so that if someone were to access the storage location of the audit logs, that person would not be able to read the logs.

Table 44 shows the criteria needed for creating an 'Audit Logs' drawer:

Item	Values
Domain Field: Name 'Type'	Values: • Event • Document • Folder
Folder Index Field: Field Name 'Year'	• Data Type – Numerical • Formatting Mask – #### • Required and Unique
Folder Index Field: Field Name 'Month'	• Data Type – Character • Length – 3 • Formatting Mask – @@@ • Required and Unique
Document Index Field: Field Name 'Type' (or 'Audit Type')	• Data Type – Type • Specify the preferred default value • Required

Table 44: 'Audit Logs' Drawer Setup

To set up Document Manager for Audit logs:

1. On the **Administer** tab, click the **Document Types** button.
2. In the **Document Types** dialog box, select the **Audit** document type and click **Modify**.
3. On the **Encryption** tab, select an encryption type and click **Yes** to confirm.
4. Click **OK** and confirm that OLE Automation for document creation is not needed and that only importing documents using this document type is needed. Save the changes.
5. Click **Close** to exit the **Document Types** dialog box. (For more on document types, see *16 Document Types* on page 77.)
6. On the **Administer** tab, click **Domain Fields** to display the **Domains** dialog box.
7. Click **Add** and create a domain with the **Name** 'Type' and values of 'Event', 'Document' and 'Folder'.
8. Click **OK** to save the domain and click **Close** to exit the **Domains** dialog box. (For more on domains, see section *17 Domains* on page 93.)
9. On the **Administer** tab, click **Common Fields** to display the **Common Index Fields** dialog box.
10. Use the **Add** button to create three new common fields using the criteria listed in Table 44 above for Year, Month and Type.
11. Click **Close** to exit the **Common Index Fields** dialog box. (For more on common fields, see section *18 Common Fields* on page 110.)

12. On the **Administer** tab, click **Drawers** to display the **Drawers** dialog box.
13. Click **Add** and create a new drawer called 'Audit Logs', and on the **Index Fields** tab, add the folder and document index fields listed in Table 44 above. Be sure to set the permissions on the **Drawer Permissions** tab to protect confidential information contained in the Audit Logs.
14. Click **OK** to save the drawer and then click **Close** to exit the **Drawers** dialog box. (For more on drawers, see section 19 *Drawers* on page 116.)
15. Log in to Document Manager and create a folder in the 'Audit Logs' drawer to store the audit logs.

The system is now ready to save Audit Logs into the new Audit drawer.

22.2 Saving System Audits



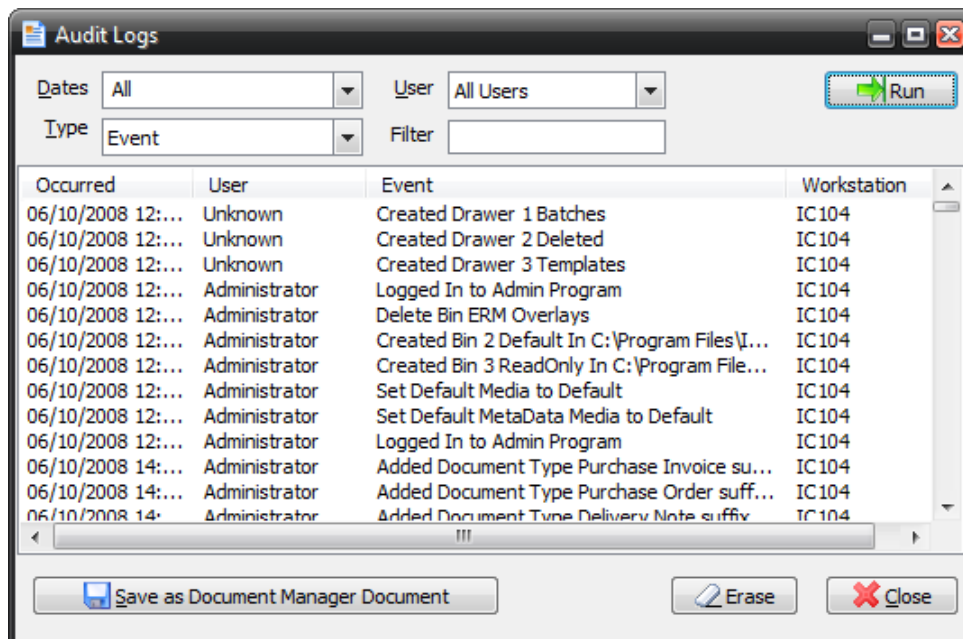
NOTE: When this action is being performed, other Administration Module functions are disabled.

To save an audit log:

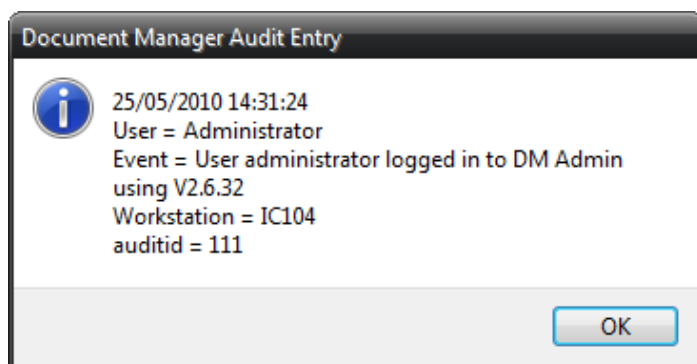
1. On the **Administer** Tab, click the **System Audit** button. The **Audit Logs** dialog box displays:

Refer to Table 45 below for a description of the **Audit Logs** dialog box.

- Enter the search criteria into one or all of the fields (Dates, Type, User and Filter) and then click **Run**. The results display:

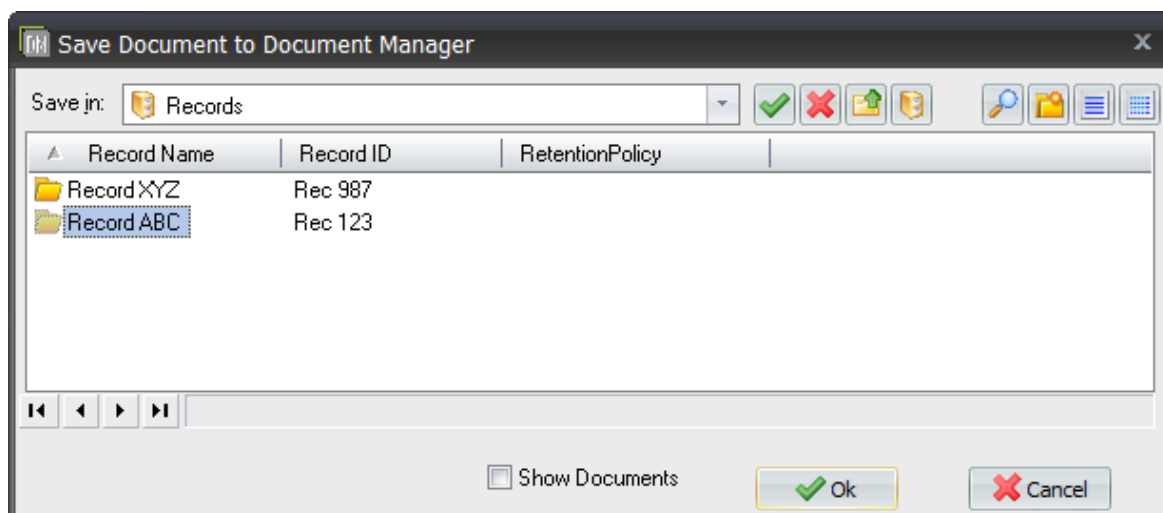


- The displayed columns can be sorted by clicking on a column header. You can also drag a column header's separator to view events more easily. Double-clicking on a date/time of an audit entry opens the **Document Manager Audit Entry** dialog box to view the details of the audit:



- Log in to Document Manager (if not already logged in). Log in to the same database as the one connected to the Administration Module.
- Select the folder into which you want save the audit document (created in step 15 in *Preliminary Setup* above).
- Return to the Administration Module and in the **Audit Logs** dialog box, click the **Save as Document Manager Document** button.

7. Return to Document Manager. The **Save Document to Document Manager** dialog box is displayed:



8. The desired folder is highlighted. Click **OK**. The **Import Document** dialog box displays.
9. Index the document as normal. The contents of the Audit log may be confidential or contain sensitive material, so it is a good idea to click **Access Permissions** to set the permissions on the Audit logs so that only the required people can view them.

The audit log is now cemented into Document Manager. It cannot be deleted, and for this reason, the Audit Logs will hold up in a court of law.

10. Returning to the Audit Log in the Administration Module, the **Erase** button is now activated because the log has been saved in Document Manager. If the Company Document Management Policy dictates that Audit records may be deleted, delete the selected audit records by clicking the **Erase** button. The Administration Module erases the information displayed.

Table 45 describes the **Audit Logs** dialog box:

Item	Description
Dates	A Date and Time stamp is recorded for every event, document and folder. The date range can either be selected from the drop-down list, or a valid range of dates, separated by a tilde (~), can be entered, for example '1 May 2011 ~ 1 Aug 2011'.

Item	Description
Type	• Event – Events are general actions that do not fall under Document, Folder or Admin actions, for example, document scans, login information and amendments to drawers, the Document Manager display, screen scraping, and so on. • Document – Document actions comprise any action performed on a document. For individual documents, view the audit information from within the Document Manager Desktop (this is described in the <i>Document Manager User Manual</i>). Actions on documents are listed in the format 'ACTION [Drawer] Index Field/ Index Field/ Index Field/'. • Folder – Folder actions comprise any action performed on a folder, including creation and modification of its indexes. • Admin – Select this option to display activity within the Administration Module. The area of the Administration Module in which the activity was carried out is shown in brackets, for example {USERS}. This audit type includes the reasons for logging in to the Administration Module, entered when the module is started.
Users	Select from the drop-down list to view the log for a specific user, or for all users.
Filter	Enter a value to search on. Examples include: • Failed login attempts • Deleted • Created • Modified • Checked In/Out • Exported • Emailed
Columns	• Occurred – Lists the date and time stamp of the action. • User – Lists the user's name. • Event – Lists the action performed. • Workstation – Lists the workstation the action took place on.
Run	Click to search for audit entries using the criteria entered in the fields above and display the results.
Save as Document Manager Document	Click when ready to import the Audit Search Results into Document Manager (see the image in step 2 above).
Erase	Once the Audit Log has been saved into Document Manager, the Erase button becomes available. Clicking on Erase deletes the information listed in the Audit Log's Search Results.

Table 45: Audit Logs Dialog Box Options

22.3 System Usage Report

To check the usage of the Document Manager System, click on the **System Usage** button on the **Administer** Tab. The **Connected Sessions** dialog box displays:

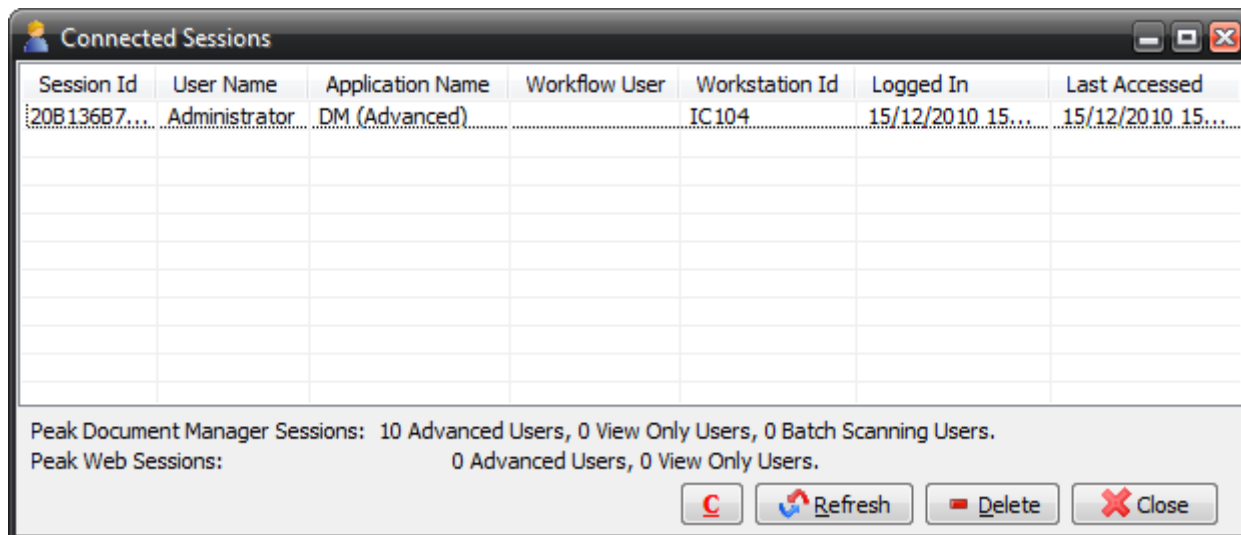


Figure 28: The Connected Sessions Dialog Box

The System Administrator can see which users are currently logged in to Document Manager. The System Administrator can log out a specific user, if required. This clears the session, forcing the user to log in again.

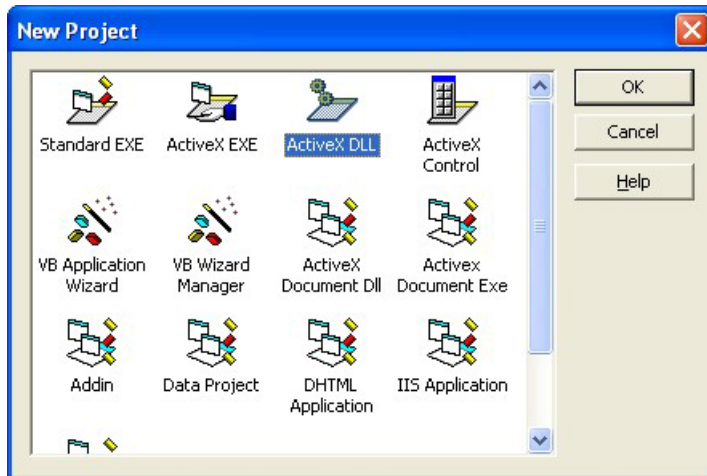
 **NOTE:** A user can be logged in to Document Manager AND Document Manager Web at the same time, which will be shown in the **Connected Sessions** dialog box. To log a user off Document Manager or Document Manager Web, select a user and click **Delete**.

Clicking the  button clears the statistics displayed immediately above the button, which allows system usage to be monitored.

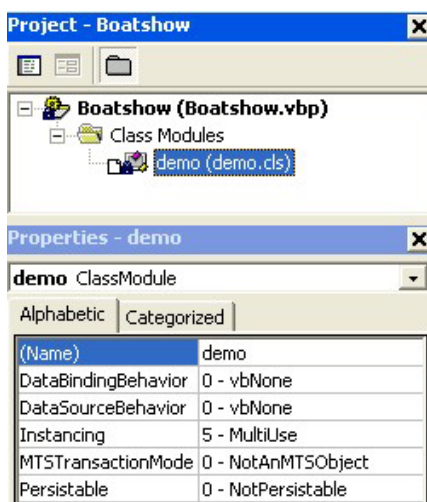
Appendix A: COM API Example

In order to set up an API Callback, a Visual Basic development environment or similar is required. In this example, a callback DLL from Visual Basic 6 is created:

1. In Visual Basic, select **File > New Project**:



2. Select **ActiveX DLL**. A blank project displays.
3. Set the properties in the project:
 - Project name – the name of the callback. For example, 'boatshow'.
 - Class name – the name of the object which contains the code. For example, 'demo'.
4. In the Administration Module (in the API Callback), the System Administrator enters 'boatshow.demo.'



The image above shows how the Project Explorer should look, showing the project name 'BoatShow' and the class name 'demo'. Make sure the Instancing is set to MultiUse so that the object can be created.

Option Explicit

'This is the Pop-Up event that will be called by Document Manager
 'whenever the document Pop-Up menu is being generated, or one of the
 'custom menu items is selected
 'The TOKOPEN_ENVIRONMENT object is passed in as a parameter.
 'The Document object is passed in as a parameter.
 'The Action selected is passed in; this will be either "Pop-Up" if building
 ' the menu, or the name of the menu item selected.
 'sResult is the string to return if building the menu, separate multiple
 ' items with commas.

Option Explicit

```
Public Sub Pop-Up(environment As Object, _
    document As Object, _
    sAction As String, _
    ByRef sResult As String)
    If LCase(sAction) = "Pop-Up" Then 'Building the menu
        'Return a comma separated list of menu items
        sResult = "Walk the Plank,Pull the plug out"
    Else
        'User defined menu item has been selected. name is in sAction
        MsgBox sAction, vbInformation, "Option Selected"
    End If
End Sub
```

'This is called by Document Manager when an action is performed on a document
 'environment is the TOKOPEN_ENVIRONMENT object.
 'document is the TOKOPEN_DOCUMENT object.
 'action is the name of the action performed, i.e. "delete"
 'Cancel should be returned as True if the operation is to be cancelled (Deletions only).

```
Public Sub DocumentAction(environment As Object, _
    document As Object, _
    action As String, _
    ByRef cancel As Boolean)

    'See if this is a document deletion
    If LCase(action) = "delete" Then
        'Display a message to the user
        MsgBox "User has deleted a document", vbInformation, "Sending E-mail"
        'You can do other stuff here, like send an email.
    End If
End Sub
```

5. Lastly, compile the project to create the .dll file. The resulting .dll file must be installed and registered (Using RegSvr32.exe) on any machine on which it is required to run.

Appendix B: Auto Import Utility

Document Manager has the facility for the bulk import of documents and the creation of folders by reading a Comma Separated Values (CSV) file detailing the documents and their indexes.

The default file extension for comma-separated Document Manager import files is .IPT (short for ImPorT).

The Auto Import feature is implemented by the **DMImport.exe** program supplied with Document Manager (**Document Manager Import**). This program uses the Document Manager API to create folders and documents, and hence requires Document Manager to be installed on the PC that is running Document Manager Import.

B.1 Import File Specification

The CSV file must be created with the correct fields in the correct order, with a comma separating each, and is defined as shown in Table 46:

Position in CSV File	Description
1	Document file or list file
2	Folder Index 1
3	Folder Index 2
4	Folder Index 3
5	Folder Index 4
6	Folder Index 5
7	Folder Index 6
8	Folder Index 7
9	Folder Index 8
10	Folder Index 9
11	Folder Index 10
12	Document Type (as defined in Document Manager)
13	Document description
14	Access (default is 'Public')
15	Document Index 1
16	Document Index 2

Position in CSV File	Description
17	Document Index 3
18	Document Index 4
19	Document Index 5
20	Document Index 6
21	Document Index 7
22	Document Index 8
23	Document Index 9
24	Document Index 10
25	Folder Index 11
26	Folder Index 12
27	Folder Index 13
28	Folder Index 14
29	Folder Index 15
30	Folder Index 16
31	Folder Index 17
32	Folder Index 18
33	Folder Index 19
34	Folder Index 20
35	Sub Folder Name
50 and up	Document Indexes 11 to unlimited

Table 46: CSV File Fields

Text fields should be enclosed in double quotes (") to prevent field values with commas being incorrectly interpreted.

Where the field is not used in Document Manager, the field should be left empty, but its comma placeholder must still be used.

The first field is the document file (this is optional), and if this is not present, it indicates the required function is to create a folder. If given, the name should be the full file path and name of the document file, which should be a supported document file type in Document Manager.

If the document is an image document, and consists of several pages, these can either be a single 'multipage TIF' file or separate TIF files. If separate TIF files are to be used, the filename should be

that of a list file containing the number of TIF files and their filenames, prefixed with an @ symbol to indicate this. For example, if 3 pages are needed, create a .lst text file, such as the following:

```
3
c:\temp\page1.tif
c:\temp\page2.tif
c:\temp\page3.tif
```



NOTE: The first line contains the number of pages; subsequent lines contain the path for each page.

Save the file (for example Doc1.lst) and reference it in the CSV file as follows:

```
@Doc1.lst,,,, etc...
```

Normally the document files are imported into Document Manager storage locations; however, it is possible to reference them in their original locations by prefixing the file name with a # character, for example:

```
#\\MyServer\DocShare\Orders\1234.pdf
```

The Document Type (position 12 in the CSV file) should be the shorthand name used in Document Manager, for example, 'Invoice'. This should be left blank if just creating a folder.

The Access field (position 14) can be left blank (default will be 'Public') or set to the name of a Document Manager user or group.

If the Sub Folder Name field is used (position 35), the document will be created in a sub-folder of that name, or if just creating folders (by leaving the field at position 1 blank), a sub-folder of that name will be created. A separator can be used in this field to create a hierarchy of sub-folders. For example, if '+' is the separator, 'Accounts+2009' would mean a sub-folder called 'Accounts' is created with another called '2009' contained within it. The separator to be used is specified on the **Advanced** tab of the **Document Manager Settings** dialog box, in **Separate subfolders with this separator character (e.g. +) when importing documents using DMImport**.

If using multipage TIF files (single files containing multiple pages), do not use the document list file option (for example, @Doc1.lst) as Document Manager expects files listed in the .lst file to be single page files (for performance reasons).

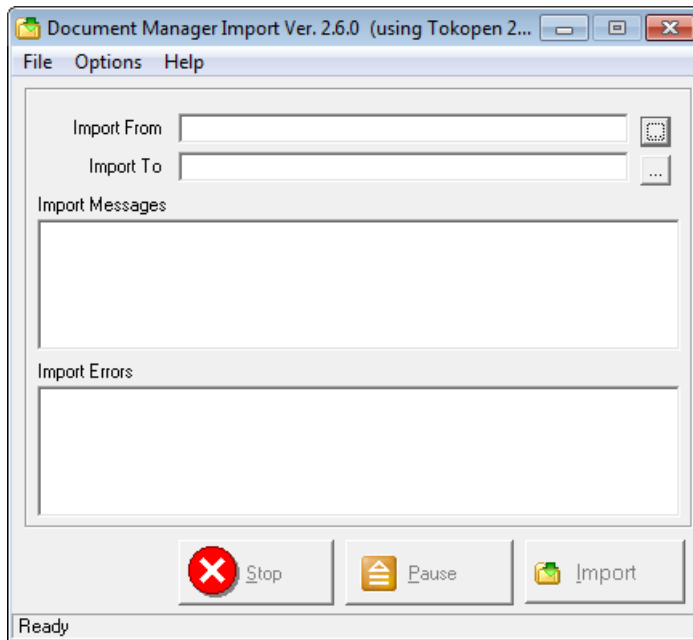
Document Manager opens each image file that is being imported to determine if it is a valid image file, and to determine how many pages there are in the file. This process is skipped for .lst files, so importing multipage image files from .lst files will result in an incorrect page count in Document Manager.



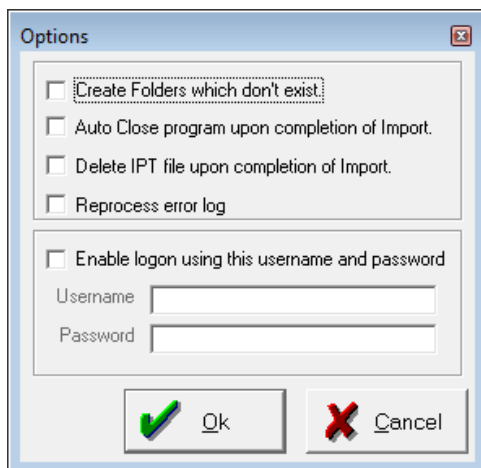
NOTE: It is only possible to create one sub-folder level using the Auto Import functionality, unless a separator is configured on the **Advanced** tab of the **Document Manager Settings** dialog box (in the **Separate subfolders with this separator character (e.g. +) when importing documents using DMImport** box).

B.2 Running Document Manager Import

1. Launch DMImport.exe. The **Document Manager Import** dialog box displays:



2. In the **Import From** field, use the browse button (...) to point to the relevant Import file (.ipt).
3. In the **Import To** field, use the browse button (...) to select the target drawer.
4. Click the **Options** menu. The **Options** dialog box displays:



Refer to Table 47 below for a description of the **Options** dialog box.

As Auto Import uses the Document Manager API, it will try to reference Document Manager when it is run. If Document Manager is not running, it will launch Document Manager and log in (if the **Enable logon using this username and password** checkbox is selected).

5. Click **Apply** and then click **OK**.

6. To begin the import, click the **Import** button in the **Document Manager Import** dialog box. A status list will appear in **Import Messages** or **Import Errors**, with details of each line processed.

An Import.Log file will be created in the program directory with details of the import session and any lines that failed during processing, and the failure reason (typically incorrect index fields).

Table 47 describes the settings in the **Options** dialog box:

Settings	Description
Create Folders which don't exist	Select to force folders to be created with the folder index fields assigned in the CSV file. If clear, any document not having a folder matching the existing folder index fields will fail to import.
Auto Close program upon completion of Import	If selected, the Import program will automatically close when complete.
Delete IPT file upon completion of Import	Select to delete the .ipt file after importing.
Enable logon using this username and password	Select to enable automatic logon for the Auto Import utility using the username and password entered in the Username and Password fields.

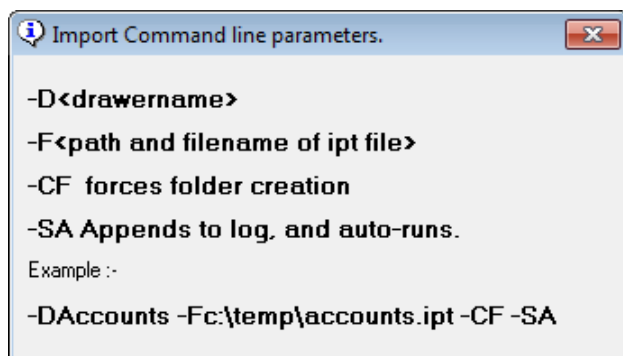
Table 47: Description of Options Dialog Box

Document Manager Import is typically used for importing large volumes of documents from COLD/ERM or Batch Scan applications. It can also create a large number of folders, or a particular folder/sub-folder structure.

B.3 Command-Line Parameters

It is frequently useful to be able to automate the Document Manager Import utility. This can be done using command-line parameters.

- Open Document Manager Import and select **Command Line Parameters** from the **Help** menu. The **Import Command line parameters** dialog box displays:



An example command line is:

```
TokImport -Daccounts -Fc:\import\accounts.ipt -CF -SA
```

The **-CF** option will automatically create folders if the required folder does not exist.

The **-SA** option will cause the program to run in 'Stealth' mode, and run without requiring user interaction.

Spaces in drawer names are acceptable; however, drawers, usernames, passwords and filenames containing hyphens will cause the command line to fail. Do not use quote parameters as this will also cause the import to fail.

Appendix C: Full Text Search Service

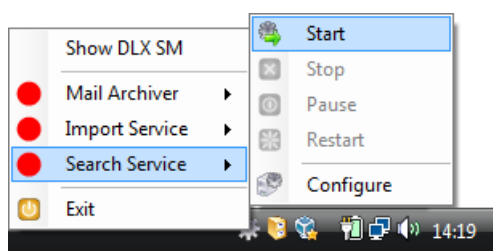
The Full Text Search feature enables users to search the content of documents stored in Document Manager. In order to enable Full Text Search, the Document Logistix **Service Manager** must first be installed. Refer to the *Document Manager Installation Guide* for the steps to install the Service Manager and Search Service, and the minimum requirements for installation.

C.1 Configuring Full Text Search

The Search Service is automatically configured for any existing databases that were contained within your configuration database during installation. To view these configurations and manage the Search Service, you need to use the Service Manager. A shortcut to the Service Manager appears as a cog in the Windows notification area (system tray):

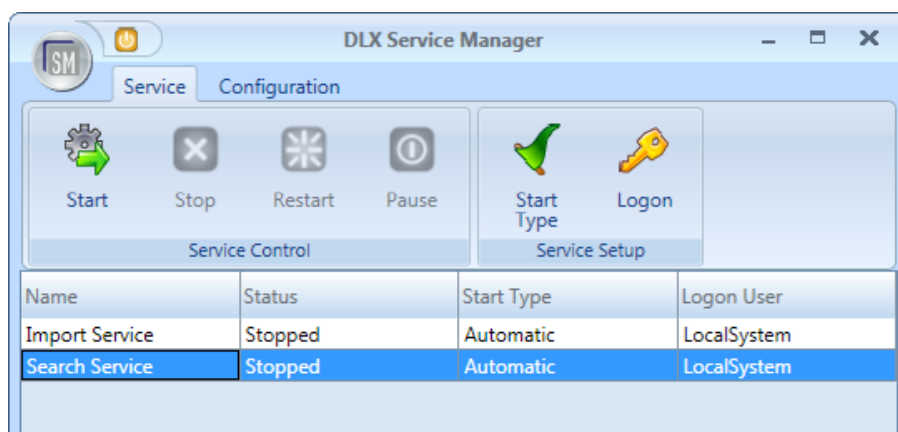


If you right-click on the icon, you will see a menu with some options, including the **Start** option to use if the service is not running:



To open the Service Manager:

- Double-click on the icon in the Windows notification area or click **Start > All Programs > Document Logistix > Service Manager** to launch the **DLX Service Manager** window:



The same options are available from both the right-click menu in the notification area and the Service Manager user interface.

To configure your existing databases or add a new database to the configuration:

Do one of the following:

- Right-click on the cog icon and choose **Search Service > Configure** from the menu.
- Select the **Search Service** in the Service Manager, then click the **Configuration** tab and choose **Configure** from there.

This displays the **Search Service Config** screen:

Search Service Config

Databases

Document Manager

Search

☒ Enabled Batch Size Port

Index

☒ Enabled

Index Base Path

App Periods

To Index

- Document Manager / Accounts Pa
- Document Manager / Human Reso
- Document Manager / Records
- Document Manager / Customer Cor
- Document Manager / Projects
- Document Manager / Patient Reco
- Document Manager / Accounts Pa
- Document Manager / Human Reso
- Document Manager / Records

OCR

☒ Enabled

To OCR

- Document Manager / Accounts Payable
- Document Manager / Human Resources
- Document Manager / Records
- Document Manager / Customer Correspondenc
- Document Manager / Projects
- Document Manager / Patient Records

System Settings

Log Path Admin Port

C.2 Search Service Configuration Explained

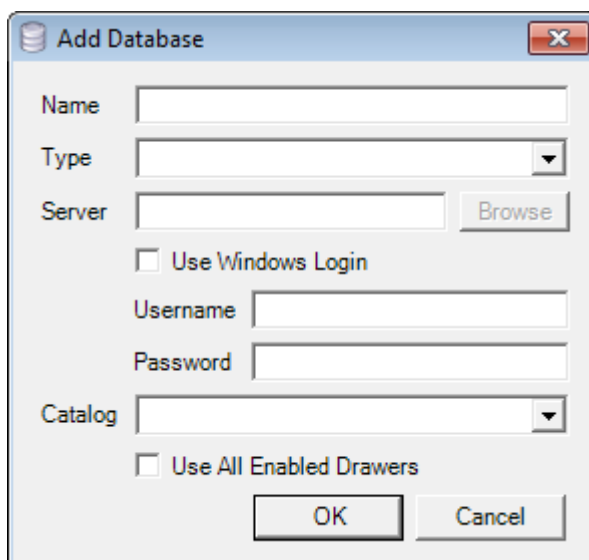
This section describes the options in the **Search Service Config** screen.

C.2.1 Databases Section

This section lists all the current configured databases.

Adding a Database

- To add a new database to the list displayed, right-click on the **Databases** list and select **Add Database** from the pop-up menu displayed. The **Add Database** dialog box displays:



This list describes the fields in the **Add Database** dialog box:

- Name:** Enter a meaningful name for the database. It is recommended that you use the same name as used in the Administration Module, though this is not essential.
- Type:** Select the type of database you want to connect to from the drop-down list.
- Server:** Enter the name/IP address of the database server. Click **Browse** to select the server.
- Use Windows Login:** Select this checkbox to use the Windows login credentials of the user the service is running as. If selected, the **Username** and **Password** boxes are not available.
- Username:** If required, enter the username to use to connect to the database. This option is not available if **Use Windows Login** is selected.
- Password:** If required, enter the password for the specified user. This option is not available if **Use Windows Login** is selected.
- Catalog:** Select the database catalog from the drop-down list. This is a Document Manager document database, not a configuration database.

Editing a Database

To edit an existing connection to a database, right-click on it in the **Databases** list and select **Edit <Database Name>**. You can change any of the connection details (see above for descriptions).

Deleting a Database

To remove a connection to a database that is no longer required, select it in the **Databases** list, right-click and select **Delete <Database Name>**. If the database is still in use for indexing, OCR processing, and so on, it cannot be deleted and a warning message will be displayed. Otherwise a confirmation dialog box will be displayed.

C.2.2 Search Section

- **Enabled:** This checkbox specifies if the Search component of the service is to be run or not.
- **Batch Size:** Enter or use the arrows () to select the number of documents to be returned from the search in each batch. The search will return all the results in a number of batches of this size.
- **Port:** This field defines the TCP port that the Search component can listen on.

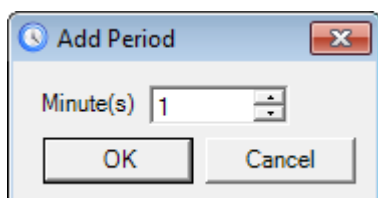
C.2.3 Index Section

- **Enabled:** This specifies if the Index component of the Search service is to be run or not.
- **Index Base Path:** This field contains the path to a folder where the Full-Text index databases can be created. Click **Browse** to navigate to and select the folder.

Adding an Application Period

When a user edits an application document file (for example, a Word document), Document Manager knows when the file was opened, but not when it was closed. Therefore, in order to capture any changes, the file is re-indexed at one or more specified intervals after the file was opened. These intervals are called Application Periods.

- To add an Application Period, right-click on the **App Periods** list and select **Add Period** from the menu displayed. This will display the **Add Period** dialog box:



This list describes the field in the **Add Period** dialog box:

- **Minute(s):** Enter the number of minutes after the first index that the re-index will run.

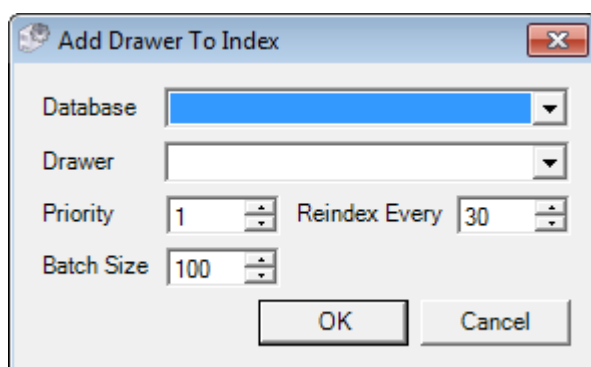
Deleting an Application Period

To remove an application period that is no longer required, right-click on it in the **App Periods** list and select **Delete Period <number>**. You will be prompted to confirm the deletion.

Adding a 'To Index' Drawer

You can specify which drawers from which databases you wish to index (and as such, be full-text searchable).

- To add a new drawer to be indexed, right-click on the **To Index** list and select **Add Drawer** from the menu displayed. The **Add Drawer To Index** dialog box displays:



The following list describes the fields in the **Add Drawer To Index** dialog box:

- Database:** This drop-down list allows you to choose the database containing the drawer you wish to index.
- Drawer:** Select the drawer to be indexed from the drop-down list.
- Priority:** This allows you to set the importance of databases in the indexing schedule.
- Reindex Every:** Enter or use the arrows (↕) to select the frequency with which you want to index, in days. Entering '0' means the drawer will not be reindexed. As an example, '0' can be selected if the drawer always requires application documents to be checked out before changes can be made (see *19.3 Adding a Drawer* on page 121 for more on this setting).
- Batch Size:** Enter or use the arrows to select the number of documents to be indexed in a single batch.

Click **OK** to save the index settings.

Editing a 'To Index' Drawer

To edit the indexing settings for a drawer, right-click on it in the **To Index** list and select **Edit <database name / drawer name>** from the menu displayed. You can now change any of the indexing details for the drawer (see above for field descriptions).

Deleting a 'To Index' Drawer

To remove indexing settings for a drawer that are no longer required, right-click on the drawer in the **To Index** list and select **Delete <database name / drawer name >**. You will be prompted to confirm the deletion.

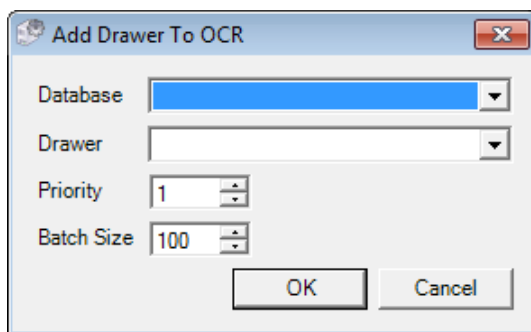
C.2.4 OCR Section

Enabled: This checkbox specifies whether the OCR component is enabled.

Adding a 'To OCR' Drawer

You can specify which drawers from which databases you wish to read using OCR.

- To add a new drawer to be read by OCR, right-click on the **To OCR** list and select **Add Drawer** from the menu displayed. The **Add Drawer To OCR** dialog box displays:



The following list describes the fields in the **Add Drawer To OCR** dialog box:

- Database:** This drop-down list allows you to choose the database containing the drawer you wish to index using OCR.
- Drawer:** Select the drawer to be indexed by OCR from the drop-down list.
- Priority:** This allows you to set the importance of databases in the indexing schedule.
- Batch Size:** Enter or use the arrows to select the number of documents to be read by OCR in a single batch.

Editing a 'To OCR' Drawer

To edit the OCR settings for a drawer, right-click on it in the **To OCR** list and select **Edit <database name / drawer name >** from the menu displayed. You can now change any of the OCR details for the drawer (see above for field descriptions).

Deleting a 'To OCR' Drawer

To remove OCR settings for a drawer that are no longer required, right-click on the drawer in the **To OCR** list and select **Delete <database name / drawer name >**. You will be prompted to confirm the deletion.

C.2.5 System Settings Section

- **Log Path:** This is the folder in which the service will create its log files. These files can only be read with the Log Viewer application. Click **Browse** to navigate to and select the folder.
- **Admin Port:** This setting is the port number that the service can be contacted on for administrative information. You will need this to run the monitor application.
- **Advanced:** Click this button to display the **Advanced Settings** dialog box. See C.2.6 *Advanced Settings* below for more information.

C.2.6 Advanced Settings

The **Advanced Settings** dialog box enables you to configure complex settings for the Search Service.

To display the Advanced Settings dialog box:

- Click **Advanced** in the **System Settings** section of the **Search Service Config** screen. The **Advanced Settings** dialog box displays:

Advanced Settings

DB Write Interval: 15 | Extract Retries: 3
Index Retries: 3 | OCR Retries: 0
iFilter Timeout: 10 | File Timeout: 5
Msg Timeout (Full): 20 | Msg Timeout (Expand): 5
Search Timeout: 15 | OCR Timeout: 60

☒ OCR PDF Files | Queue Reread (Hrs): 1
OCR Engine: TransymOCR
☒ Automatically rotate image for OCR

☐ Optimize Indexes | Schedule

PDF Process | Extract Process | OCR Process

Affinity
☒ CPU 0
☒ CPU 1

Priority
Realtime
High
Above Normal
Normal
Below Normal
Low

OK | Cancel

This list describes the fields in the **Advanced Settings** dialog box:

- **DB Write Interval:** Enter or use the arrows to select how often in seconds the Search Service index and OCR components write back to the database.
- **Index Retries:** Set how many times the Service tries to index a document before it stops.
- **Extract Retries:** Set how many times the Search Service will try to extract content from a document before it stops trying.
- **OCR Retries:** Set how many times the Search Service will try to process a document using OCR before it stops trying.
- **iFilter Timeout:** Set the number of seconds before the iFilter component times out when trying to extract content from an application document.
- **Msg Timeout (Full):** Set the number of seconds before the process times out when trying to extract content from an email message and its attachments.
- **Search Timeout:** Set how long the search component has to write the first batch of results to the database.
- **File Timeout:** Set the number of seconds before the component times out when processing common document types that are not processed using the iFilter.
- **Msg Timeout (Expand):** Set the number of seconds before the process to extract attachments from email messages times out.
- **OCR Timeout:** Set the how long the OCR component has to extract content from a single page before timing out.
- **OCR PDF Files:** Select this checkbox to include PDF files in the OCR process, if the content cannot be extracted from the PDF file using the File Extraction method.
- **Queue Reread (Hrs):** Once a document is read into the extract or OCR queue, the document will not be reread into that queue for the number of hours specified by this setting. This is to prevent documents from being processed multiple times for long-running queues, or in cases where you have split the load between two or more servers.
- **OCR Engine:** Select the engine to be used for Optical Character Recognition from the list displayed. You can change the engine if you need to try and achieve different OCR results. By default, the engine is 'TransymOCR'.
- **Automatically rotate image for OCR settings:** Tick this checkbox to automatically rotate images being read for OCR in 90 degree increments until the best OCR results are achieved.
- **Optimize Indexes:** Select this checkbox to optimize your indexes. If selected, the **Schedule** button becomes available and enables a schedule to be defined for the optimization process. The Search service will be stopped while indexes are optimized.

- **Schedule:** Click to view or define the schedule for optimizing indexes. See *Index Optimization Schedule* below for more information.
- **PDF/Extract/OCR Process** tabs: These tabs are used to balance the load on individual processor cores on your search server. Select the CPU cores on which the process will be run in the **Affinity** box and set a priority for the process under **Priority**. The highest priority is 'Realtime'. Typically, CPUs with higher numbers are used less than those closest to '0'.

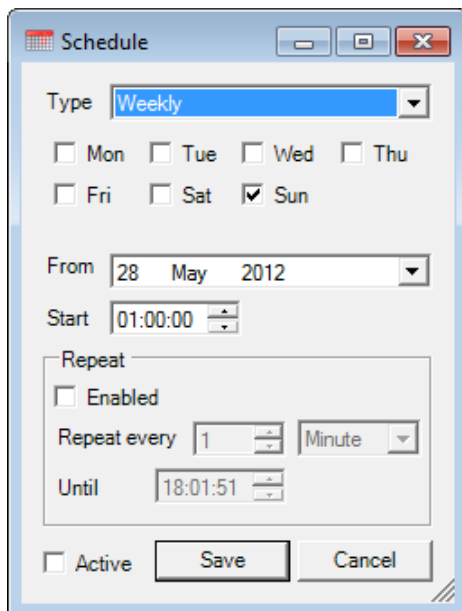
Click **OK** to save any changes to the advanced settings.

Index Optimization Schedule

The index optimization process can be run according to a specified schedule.

To display the index optimization schedule settings:

- Select **Optimize Indexes** in the **Advanced Settings** dialog box and click **Schedule**:



This list describes the fields in the **Schedule** dialog box:

- **Type:** Select the frequency of the schedule from the drop-down list. The options immediately underneath the **Type** setting change depending on your selection.
- **<Day>:** These options are only available if a 'Weekly' schedule is selected in the **Type** drop-down. Select the day or days on which you want to run the schedule.
- **Run Every:** This option is only available if a 'Daily' or 'Monthly' schedule is selected in the **Type** drop-down:
 - If 'Daily' is selected in **Type**, specify the frequency in days for the indexing process.
 - For a 'Monthly' **Type**, set the day of the month the indexing process will be run on.
- **From:** Click the drop-down arrow to select the schedule start date from the calendar.

- **Start:** Enter or use the arrows to select the schedule start time.
- **Enabled:** Select this checkbox to enable repeating. If selected, the **Repeat** settings become available and the schedule will repeat at the interval specified in **Repeat every** through any day on which the process is scheduled to run.
- **Repeat every:** Use these settings to set how often the process repeats through the day (the repeat frequency). Use the arrows and drop-down list to select the repeat minutes or hours.
- **Until:** Set the time that the schedule will repeat until.
- **Active:** Select this to enable the schedule. If the checkbox is clear, the schedule settings will not be applied to the optimization process.

Click **Save** to save the schedule settings.

Appendix D: Update Service

The Document Logistix Update Service is a utility that monitors a specific folder for any updates to the Document Manager software and enables users to quickly and easily install the available updates. The Update Service ensures system administrators can perform a swift and effective roll-out of Document Manager updates.

The components to be updated can be tested by the administrator before roll-out and then placed in the folder to be monitored by the Update Service. This method of updating the Document Manager software and add-ons means that time and effort are saved when updating user workstations, particularly for the system administrator. See the *Document Manager Installation Guide* for how to install the Update Service.

D.1 Configuring the Update Service

The Update Service is configured by a file called *AppInfo.xml*. This file determines which files will be updated and how the update is performed.

A default *AppInfo.xml* file is installed with the Update Service that will update all core components of a Document Manager client installation. However, it is possible to add to or change this file if additional components require automatic updating.

The *AppInfo.xml* file is self-updating; that is, if a new *AppInfo.xml* file is put in the *DMClient\Updates* folder, it will get copied to the clients running the update service, and then used as the new definition of which files need updating. As an example, this is useful if any CodeJock files change and the new file names are different.

More than one application can be configured in the XML code, each application having its own **<appInfo>** element in the file, as in the example below:

```
<?xml version="1.0" encoding="utf-8" ?>
- <appInfo>
+ <application friendlyName="Document Manager 2.6">
+ <application friendlyName="Search Service">
</appInfo>
```

D.1.1 Multiple Applications

Each application is configured by indicating how the application is located and its dependencies:

```
- <appInfo>
- <application friendlyName="Document Manager 2.6">
  <installPathChecks>
    <check type="1" order="1">HKLM\SOFTWARE\Document Logistix\DocumentManager\InsPath</check>
    <check type="1" order="1">HKLM\SOFTWARE\Wow6432Node\Document Logistix\DocumentManager\InsPath</check>
    <check type="2" order="2">%programfiles%\Document Logistix\Document Manager</check>
  </installPathChecks>
- <files>
+ <file name="Tokopen.exe" serviceName="" checkRunning="true" installLoc="1" subPath="">
+ <file name="Tokadmin.exe" serviceName="" checkRunning="true" installLoc="1" subPath="">
+ <file name="TOImage26.ocx" serviceName="" checkRunning="false" installLoc="1" subPath="bin\">
+ <file name="TOImgApi26.ocx" serviceName="" checkRunning="false" installLoc="1" subPath="bin\">
```

D.1.2 Program Installation Path

The **<installPathChecks>** element defines how the Update Service detects if the program is installed, and, hence, whether it needs updating, and also where the program is installed. There can be any number of different checks used, each defined by a separate **<check type>** element:

- Check Type = "1" indicates to look in the registry for a particular key value.
- Check Type = "2" indicates to look for a specific directory.
- Order = "1" determines the order of checking; 1 being the first, 2 being second and so on. The most reliable method should be defined first. By default, this is usually the registry key **HKLM\SOFTWARE\Document Logistix\DocumentManager\InstPath** as this is created by the Document Manager installation process.

D.1.3 Files Element

Any number of files that comprise the application can be updated, each having its own **<file>** element under the **<files>** element:

```
<file name="Tokopen.exe" serviceName="" checkRunning="true" installLoc="1" subPath="">
  - <dependencies>
    <depends file="TOImage26.ocx" />
    <depends file="TOScan26.ocx" />
    <depends file="SMBLicenseFileGenerator.dll" />
    <depends file="Codejock.CommandBars.v13.3.1.ocx" />
    <depends file="Codejock.Controls.v13.3.1.ocx" />
    <depends file="Codejock.SkinFramework.v13.3.1.ocx" />
    <depends file="Document Logistix.Cryptography2.dll" />
    <depends file="Document Logistix.ClientProxy.dll" />
    <depends file="ScreengrabOCR.dll" />
  </dependencies>
  - <installOrder>
    <process order="1" type="1" />
  </installOrder>
</file>
```

This list describes the attributes that can be used for files:

- **name:** Specifies the name of the file to be updated.
- **serviceName:** If the file is a Windows Service that needs to be stopped or restarted, this attribute specifies the name of the Windows Service). This must be the formal name of the service, not the descriptive name that appears in the list in the Windows **Services** Manager. If the file is not a Windows Service, leave this attribute blank.
- **checkRunning:** Set this attribute to 'true' if you want to determine if the program is running and if so, to prompt the user to close the program. Otherwise, set to 'false'.

- **installLoc:** This attribute should be '1' if the file is located in the Installation directory (detected by the **installPathChecks** element defined above) or '2' if the file is located in the Windows common 'Application Data' directory.
- **subPath:** This attribute determines where the file should be relative to the directory specified by **installLoc**. For example, "" indicates the file should be in the **installLoc** directory, whereas "\bin\" indicates the 'bin' sub-folder beneath the **installLoc** directory.

If there are dependencies that must be installed or updated before the main file (specified by the **name** attribute), these must be listed in the **<dependencies>** element. Each file has its own **<depends>** element.



NOTE: Be careful not to specify a dependency file that has a dependency back to the main file; this will create a circular loop and the process will therefore be excluded by the Update Service, because it will be impossible to determine which file to install first.

Each of the dependencies **MUST** have its own **<file>** element within **<files>**.

The order of installation determines the sequence of events that must happen to update the file:

```
- <installOrder>
  <process order="1" type="2" />
  <process order="2" type="1" />
  <process order="3" type="3" />
</installOrder>
```

Each step of the installation is defined in a **<process>** element, and the order of processing is determined by the **order** value, 1 being the first and so on.

The **type** value determines what action the update service takes and must be one of the following:

- **1:** The new file is copied from the Server.
- **2:** The old file is un-registered (COM component).
- **3:** The new file is registered (COM component).
- **4:** The old file is un-registered (.NET component).
- **5:** The new file is registered (.NET component).

D.1.4 Update Folder Location

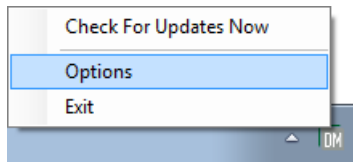
The folder that is monitored by the Update Service is called 'Updates' and is located in the Document Manager installation directory at ...\\Document Manager Server\\DMClient\\Updates.

D.2 Checking for Updates

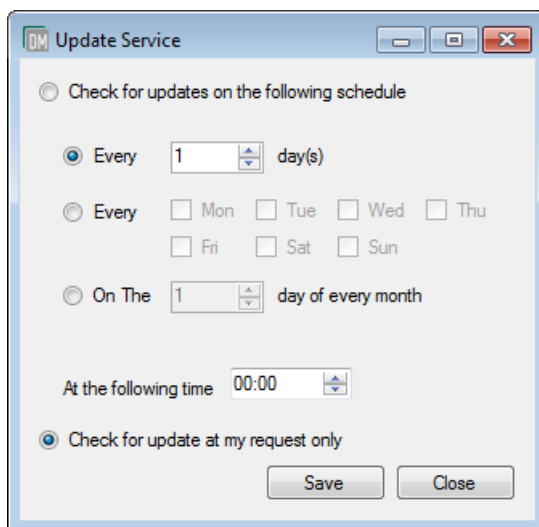
Once the Update Service has been installed on user workstations, it can be configured to check for updates automatically, or users can check manually.

To check for updates automatically:

1. Right-click on the Update Service icon in the notification area and select **Options**:



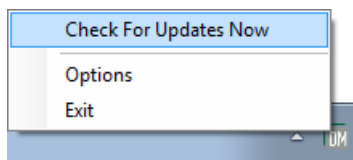
2. The **Update Service** dialog box displays:



3. Select **Check for updates on the following schedule** to automatically check for updates and specify the required schedule for the check.

To check for updates manually:

- Right-click on the icon in the notification area and select **Check For Updates Now**:



If there are updates available when the check is performed, the **New Updates Available** dialog box is displayed and the user can click **Update** to install the listed components. The installation takes place in the background and when they have finished, a message balloon displays in the notification area to indicate whether the installation was a success.

Appendix E: Kofax Express Import Setup

Kofax Express 2 is a batch scan and indexing application developed by Kofax plc that can be used for scanning, indexing and saving documents into Document Manager. Full details of Kofax Express 2 can be found on the Kofax Web site¹.

Kofax Express 2 supports semi-automation of scanning and indexing through barcode recognition, database validation, document separation and pagination, image enhancement, and super PDF compression. The output of Kofax Express is either TIF or PDF files with a corresponding XML file containing document indexes. It is this XML output that can be processed by Document Manager.

E.1 Configuring Kofax Express for Document Manager

There are some basic rules to make Kofax Express work with Document Manager:

- Create one or more 'Jobs' for each drawer to be scanned into.
- Create an index field called 'Drawer' with a default read-only value matching the drawer name.
- Create a field called 'Document Type'. This can either be a default read-only value or use a list.
- Create fields with the same names as those used in Document Manager:
 - 'Description' is used as the Document Description.
 - 'SubFolder' is used to index documents into a sub-folder.
- Ensure all required fields in Document Manager are defined with a default value.
- Configure the export to save the document indexes as XML:
 - Either of the **Per batch** or **One per document** settings will work; we recommend **One per document**.
- Configure the Document Export to match the Document Manager document type:
 - Select either TIF or PDF for image document types.
 - Create a searchable PDF if the Document Manager type is an application PDF.

Fields that are configured in Document Manager as 'Domains' should be defined as 'Lists' in Kofax Express, with values that match the domain values in Document Manager.

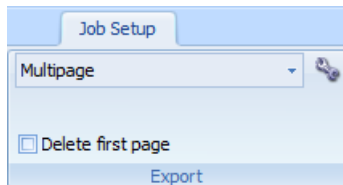
Where fields are Folder Indexes in Document Manager and multiple documents are to be scanned for the same folder, consider making these 'Sticky' fields in Kofax Express.

¹ Kofax Express Web Page: <http://www.kofax.com/document-scanning-software/>

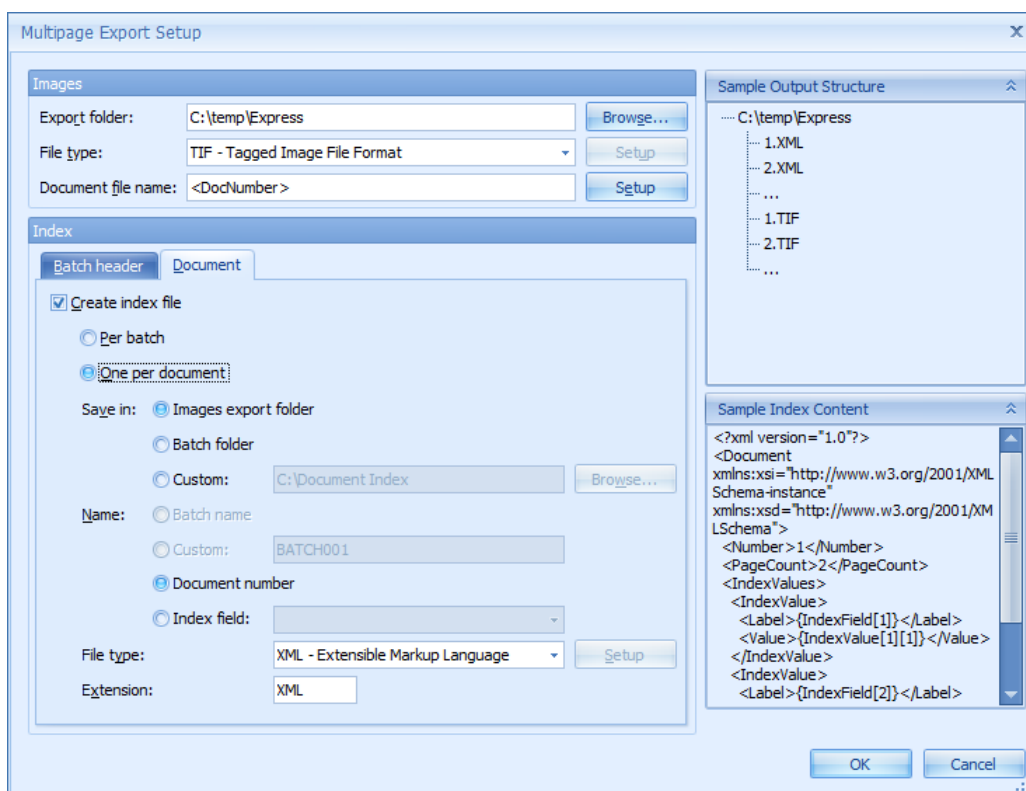
E.1.1 Configuring the Export

To configure the Kofax Express export for use with the Document Manager import:

1. On the Kofax Express **Job Setup** tab, ensure the job type is defined as 'Multipage' or 'Single page', as appropriate. If using separator pages, select the **Delete first page** option:



2. Click the spanner to the right of the drop-down list  to display the relevant options:



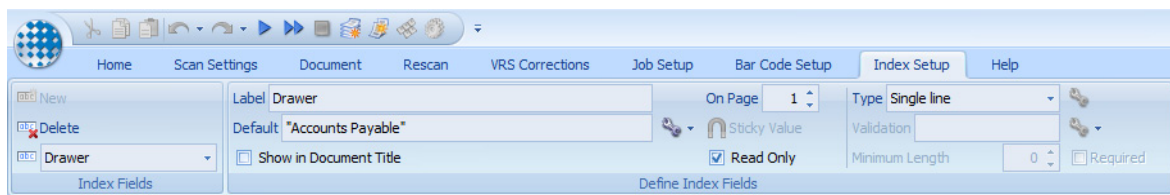
3. In the setup dialog box, specify an **Export folder** in the **Images** section. This is the location from which the Document Manager Express Import will import the indexed documents.
4. Choose either TIF or PDF as the **File type** to correspond to your documents in Document Manager. Unless scanning for 'application' type PDF documents in Document Manager, we recommend you use TIF.
5. Do not create a Batch Header (ensure **Create index file** is clear on the **Batch Header** tab).
6. On the **Document** tab, select the **Create index file** checkbox.
7. You can select either **Per batch** or **One per document**; however, it is recommended that you create one per document.

8. For the **Save in** setting, ensure you select **Images export folder** so that the XML files and images are in the same location.
9. For the **Name** setting, select **Document Number**.
10. From the **File Type** drop-down list, select 'XML - Extensible Markup Language'.
11. Ensure the **Extension** is set to 'XML'.

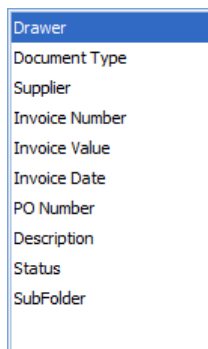
E.1.2 Defining the Indexes

To define the indexes in Kofax Express:

1. Select the **Index Setup** tab:



You must define indexes for 'Drawer', 'Document Type' and, as a minimum, all of the 'required' fields defined in Document Manager, for example:



An unlimited number of indexes can be defined.

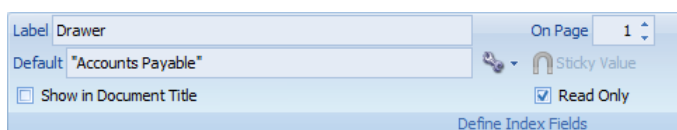
2. To add a new index, click  and enter the name of the index in the **Label** text box:



E.1.3 Defining the Drawer

To define the drawer:

1. On the **Index Setup** tab, create a field with the **Label** 'Drawer':



2. Set the **Default** value to be the Document Manager drawer name (in quotation marks).
3. Select the **Read Only** checkbox so that users cannot overwrite it.

E.1.4 Defining the Document Type

To define the document type:

1. Create a field with the **Label** 'Document Type':

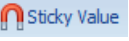
2. If you want users to select the type, select 'Choice list' from the **Type** drop-down list. If you want to use a single document type, select the 'Single line' **Type**.
 - To define the Type list, click the spanner next to the **Type** drop-down list and enter the values you want the user to be able to select from:

Make sure the values are the same as the document types defined in Document Manager.

3. On the **Index Setup** tab, enter a **Default** value (in quotation marks if defining a 'Single line' **Type**).
4. Select the **Read Only** check box.

E.1.5 Some Tips on Defining Fields

These tips can help to simplify the process of defining fields in Kofax Express:

- Click the **Sticky Value** option  to retain the value of a field for the next document when indexing a batch. This is useful for folder fields where all documents are for the same folder, for example, multiple invoices from the same supplier.
- If a field has a required value in Document Manager but you will not require users to enter a value, do one of the following:
 - Define the field as a 'Single line' **Type** in Kofax Express. Enter a **Default** value and specify the field as **Read Only**.
 - Define the field with a default value in Document Manager only; do not define it at all in Kofax Express.

- Define Document Manager domain fields with a 'Choice list' **Type** (in the same way as Document Types), and then define the possible domain values in the **Choice List Setup** dialog box. Make sure the values defined correspond with the domain values defined in Document Manager.
- Where possible, ensure data entered is validated using the **Validation** option. For example, specifying the following will ensure a valid date in the format DD/MM/YY is entered:

Validation DD*/MM*/YY

E.2 Example Indexing Process

Figure 29 shows an example screenshot of the Kofax Express indexing process:

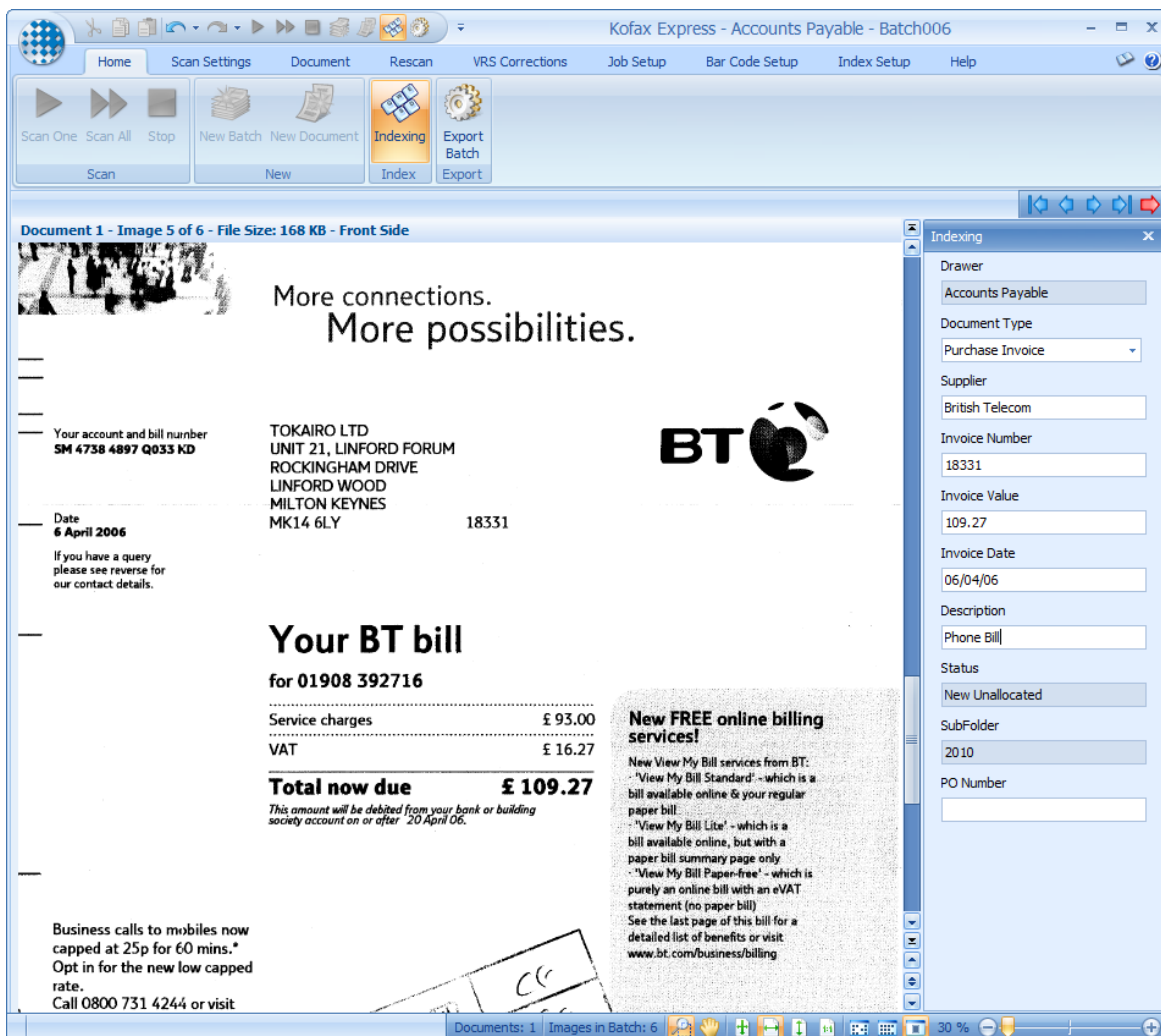


Figure 29: Example Indexing Process

E.3 Example XML for 'One Per Document'

The XML output in **One per document** export mode should look like the example below with a collection of 'IndexValues' and a 'FileName'.

The XML file and the Document Image file can be moved or copied to an alternative location before importing using the Express Import; therefore, it does not matter that the 'FileName' contains a fully qualified path.

```
<?xml version="1.0" ?>
<Document xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance"
  xmlns:xsd="http://www.w3.org/2001/XMLSchema">
  <Number>1</Number>
  <PageCount>6</PageCount>
  <IndexValues>
    <IndexValue>
      <Label>Drawer</Label>
      <Value>Accounts Payable</Value>
    </IndexValue>
    <IndexValue>
      <Label>Document Type</Label>
      <Value>Purchase Invoice</Value>
    </IndexValue>
    <IndexValue>
      <Label>Supplier</Label>
      <Value>British Telecom</Value>
    </IndexValue>
    <IndexValue>
      <Label>Invoice Number</Label>
      <Value>18331</Value>
    </IndexValue>
    <IndexValue>
      <Label>Invoice Value</Label>
      <Value>109.27</Value>
    </IndexValue>
    <IndexValue>
      <Label>Invoice Date</Label>
      <Value>06/04/06</Value>
    </IndexValue>
    <IndexValue>
      <Label>Description</Label>
      <Value>Phone Bill</Value>
    </IndexValue>
    <IndexValue>
      <Label>Status</Label>
      <Value>New Unallocated</Value>
    </IndexValue>
    <IndexValue>
      <Label>SubFolder</Label>
      <Value>2010</Value>
    </IndexValue>
    <IndexValue>
      <Label>PO Number</Label>
      <Value>15674</Value>
    </IndexValue>
  </IndexValues>
  <FileName>C:\temp\Express\1 (2).TIF</FileName>
</Document>
```

Appendix F: Predefined System Variables

The system variables shown in Table 48 below can be used in Workflow in order to automatically update index fields or to validate the field values:

Variable	Description
%USER	Inserts/replaces the user's login name.
%DATETIME	Inserts/replaces the date and time.
%DATE	Inserts/replaces the date.
%TIME	Inserts/replaces the time.
%NOW	Inserts/replaces the date and time.
%DRAWERNO	The number of the drawer, as defined in the database (for developers).
%DRAWERNAME	Inserts/replaces the name of the drawer.
%DOCTYPE	Inserts/replaces the Document Manager document type, e.g. 'Invoice'.
%CREATEDATE	Inserts/replaces the date and time the document was created.
%MEDIANUM	Inserts/replaces the storage location number.
%MEDIANAME	Inserts/replaces the storage location name.
%PAGELIST	Inserts/replaces the path of the Document Manager physical files.
%FILENAME	Inserts/replaces the filename of the Document Manager physical file.
%DESCRIPTION	Inserts/replaces the document description, e.g. 'Bill for Water'.
%FOLDER_IDX1 (through 10)	When a workflow action is run, this variable inserts/replaces the folder index field value with the current folder index value.
%DOC_IDX1 (unlimited)	When a workflow action is run, this variable inserts/replaces the document index field value with the current document index value.
%FOLDER_DAT1 (through 10)	When a workflow action is run, this variable inserts/replaces the folder data index field value with the current folder data index value.
%SUBFOLDER	Inserts/replaces the name of a sub-folder.
%DOCID	Inserts/replaces the value of the document ID number.
%DOCCOPYID	Inserts/replaces the value of the document copy ID number. Primarily used in an API.
%FOLDERID	Inserts/replaces the value of the folder ID number.

Variable	Description
%COUNTcountername	Inserts the next sequential number for a given counter name, for example : %COUNTinvoice will allocate the next invoice number %COUNTorder will allocate the next order number.
%FIELD(<Number>) <Name>	Inserts the contents of the specified field. The number and name indicate the identity of the field, for example, '%FIELD(1) Supplier Ref' would insert the contents of the 'Supplier Ref' field, which is the first field listed on the Index Fields tab for the selected drawer.
%PROMPTFIELD(<Number>) <Name>	Inserts the contents of the specified field, however, the user is prompted with the field and can edit the information it contains. The number and name indicate the identity of the field, for example, '%PROMPTFIELD(1) Supplier Ref' would insert the contents of the 'Supplier Ref' field, which is the first field listed on the Index Fields tab for the selected drawer.
%DOCDESCRIPTION	Inserts the contents of the 'Doc Description' field.
%DOCDATE	Inserts the date the document was created.
%PROMPT	Prompts the user to enter a value in the appropriate field.

Table 48: Description of Available System Variables

Index

A

Access Control	
Groups	59
Users	42
Access Rights	
Global	49
Groups	59
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