# ScanRouter DocumentServer

**Management Guide** 

#### Preface

This guide provides information for an administrator about how to manage and operate ScanRouter DocumentServer. For information about setting up ScanRouter DocumentServer, see ScanRouter DocumentServer Setup Guide, and for information about how to use DocumentServer Administration Utility, see DocumentServer Administration Utility Help.

Network devices used in the illustrations of this guide are examples. They may differ from actual network devices.

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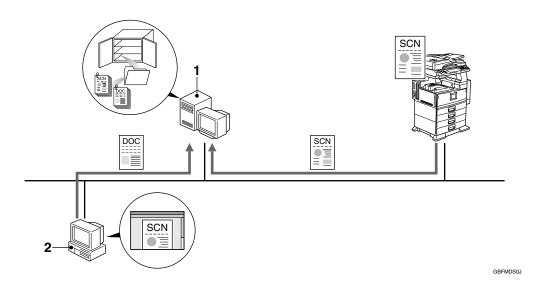
# 1. Overview of ScanRouter DocumentServer

# **Document Management System**

A group of our software, ScanRouter DocumentServer, ScanRouter V2, and DeskTopBinder V2, integrates various kinds of data such as files created by applications, image data scanned in, and existing image files to simplify your task of collectively managing and printing different types of documents.

# **System Composition**

The document management system and delivery system is the core of the whole system. You can select the functions that match your circumstances and purposes.



#### 1. Servers

- Document Management Server
   The document management server is set up when ScanRouter Document-Server is installed. The document data is stored in this server and available to be shared by multiple users.
- Delivery Server
   The delivery server is set up when ScanRouter V2 Professional is installed. By cooperation with network devices, the delivery server makes deliveries of documents. It also can forward documents to folders in the document management server.
- Web Server
   Install Web Document Viewer (which is included with ScanRouter DocumentServer) on the Web Server. By cooperation with the document management server and delivery server, the documents stored in those servers can be viewed by using a Web browser on a client computer.

### 2. Client Computer

By using DeskTopBinder V2 (which is included with ScanRouter DocumentServer) or a Web browser, the documents stored in the document management server and the delivery server can be viewed.

# **Document Management with ScanRouter DocumentServer**

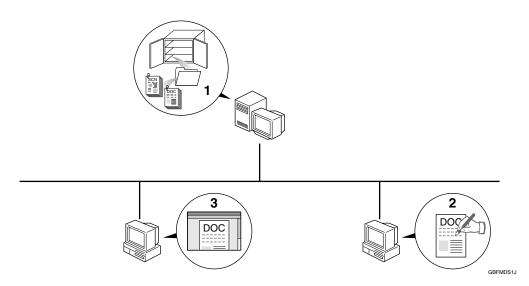
With ScanRouter DocumentServer, documents can be added to the document management server so that they can be available as shared data among client computers. The documents in the server can be viewed using DeskTopBinder V2 or a Web browser on a client computer. (For viewing the documents by using a Web browser, Web Document Viewer must be installed on the Web server.)

#### 

☐ When the install mode is set to [Stand-alone], documents cannot be shared by multiple client computers.

#### **Summary of the Document Management System**

In the document management system, documents are stored and managed in cabinets in the document management server. You can create folders in cabinets for sorting documents. You can also print the documents stored in the server directly from the server.



- 1. In the document management server, documents are stored in cabinets. By creating folders in the cabinets, the documents can be organized. If Web Document Viewer is installed on the Web server, documents in the document management server can be viewed using a Web browser from a client computer.
- 2. From client computers, the documents stored in the document management server can be viewed or used with DeskTopBinder V2 or a Web browser.
- 3. If Web Document Viewer is used, the documents stored in the document management server can be viewed and used from a Web browser on a client computer.

#### Features of ScanRouter DocumentServer

The document management system has the following features to share documents among multiple users.

#### Various Manageable Data Types

ScanRouter DocumentServer can integrate various kinds of data, such as files made with different applications, scanned image data, and existing image files for total document management. Files or image data created by applications are stored in cabinets or folders in the document management server and are available to be shared.

For the following jobs and tasks, the necessary applications must be installed in the document management server.

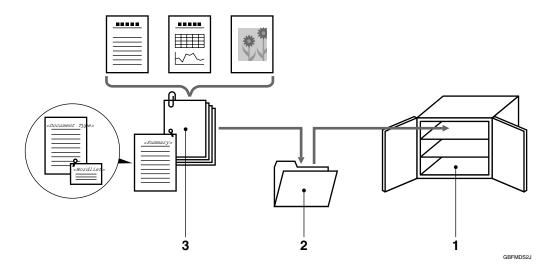
- Printing documents from the document management server
- Creating data for Web Viewer display
- Creating Content Text Search data

#### 

⇒ p.35 "File Formats Used with ScanRouter DocumentServer"

#### **Organizing and Managing Documents**

To organize documents for efficient management, folders and cabinets can be created in the document management server. Documents are added in the folders and cabinets. Several files created by various applications can be put together as one document. Each document can have document information attached such as a document name, document number, and creator. The available document information items are fixed by the document type configured for each document. A document can only be configured as one document type. By storing documents of different document type in different cabinets, you can make document management more efficient.



#### 1. Cabinet

Cabinets, where documents are stored and managed, are created in the document management server by a system administrator in advance.

#### 2. Folder

Folders are created in cabinets as needed. Folders can be created by using Desk-TopBinder V2.

#### 3. Document

A document consists of multiple sections.

- Each file is called a section, and multiple sections make up a document.
- Document information, such as document name and document number, is attached to each document. The information is used when searching for particular documents or when listing documents in a particular order.
- Document information items for each document type can be set with Document Type. You can create a wordlist for the items that use character strings and enter words directly from the wordlist.

# Note

☐ Cabinet and folder document type can be set when adding documents.

#### **Document Type**

A document type is a set of document information items, such as a document name, document number, and creator, that you can attach to each document. Since you can customize a document type with a variety of combinations of document information items, you can attach the necessary document information for each document. In addition, since you can search for particular documents or list documents in a particular order by document type, creating and attaching a document type increases efficiency for managing documents.

Available document types are as follows:

- Basic type (Basic)
- System preset type (Built-in)
- Custom type (Custom)

# **𝚱** Note

□ Document types can be added for a system or edited using the Document-Server Administration Utility. Document types can be set for earch cabinet using client software or the DocumentServer Administration Utility. From the client, a document type can be set for a document when that document is added. Client software can also be used to set a default document type for a cabinet or folder so that the document type is automatically set when a document is added.

# **₽** Reference

⇒ p.25 "Document Type Management"

#### **Access Control**

Passwords can be set for each cabinet. There are two kinds of password: readonly and full access. You can set different passwords for each. Setting passwords prevents documents being viewed and edited by other users.

### ❖ Read-only password

Documents are available for viewing only. Adding and editing is not available.

# Full access password

All operations including adding, viewing, and editing documents are available.

### 

☐ When the [Read-only password] and [Full access password] for a cabinet is the same, all operations for the cabinet are available.

# **₽** Reference

⇒ p.20 "Cabinet Management"

#### **Creating Cabinets in Other Media**

You can create cabinets using other media, such as an MO that is connected to the document management server. These cabinets can be added to the document management server as needed.

# 

⇒ p.20 "Cabinet Management"

#### Content Text Search

You can create text search data for a document, and use character strings in the document as search data.

## 

- ⇒ p.20 "Cabinet Management"
- ⇒ p.35 "File Formats Used with ScanRouter DocumentServer"
- ⇒ p.39 "About OCR"

#### Viewing documents Using a Web Browser

By using a Web browser, documents can be added to the server and they can be viewed.

# 

⇒ p.20 "Cabinet Management"

#### Shortcut for Document

By using DeskTopBinder V2, shortcuts for documents can be created. If you create a shortcut for a document used frequently, you do not have to spend time looking for the document. Simply double-click the shortcut to display the document. Also, even the shortcuts of documents stored in different folders can be collected in one folder.

### **Printing Documents from the Server**

Documents in the document management server can be printed from the server. Print jobs are sent directly from the server so that client computers will not be occupied by print jobs.

# 

⇒ p.30 "Managing Print Jobs"

# 2. Operations for the Document Management System

# **Administrator's Tasks**

An administrator must make preparations first before the document management server can begin operation. Once the server is in operation, daily management and operation tasks are required. In addition to that, the administrator needs to change the server settings and maintain the server when needs arise.

Proper management and settings for the circumstances or purposes are necessary to ensure that all clients can fully utilize the document management system.

### Ø Note

Use DocumentServer Administration Utility for settings, managing, and operating the document management system.

# **Preparation**

All necessary preparation for using the document management system needs to be made. Prior to starting operation of the server, you need to make the server environment settings, and create cabinets and document types for the server.

# 

See DocumentServer Administration Utility Help for how to make these settings.

#### **Preparation for the Whole System**

Prior to starting operation of the document management system, the server environment settings must be made as a preparation for the whole system.

# Setting a system administrator password

Set a system administrator password. This password is for allowing only an administrator to use DocumentServer Administration Utility. For making settings and managing the document management server by using Document-Server Administration Utility, the system administrator password is required.

# **𝚱** Note

- ☐ Entering the password is required only when starting Document-Server Administration Utility. Once the password is entered, it will not be required again.
- ☐ When the document management server and delivery server are in the same computer, an administrator password will be shared by both DocumentServer Administration Utility and ScanRouter V2 Administration Utility. If you change the password for either of these administration utilities, the other will also be changed.

- ☐ A system administrator password is to be set for each document management server. When you manage several document management servers, each server should be set with a different password.
- ☐ If you fail to enter the system administrator password, management of the document management server will no longer be available. Be sure to write down the password and not lose it.

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⇒ p.17 "Setting a System Administrator Password"

#### Making the server environment settings

Make the following server environment settings:

- Maximum number of OCR characters for content text search
   Set the maximum number of characters per page when OCR is performed for content text search.
- Cabinet suspension for scheduled tasks
   Select whether or not to suspend relevant cabinets for a scheduled task if users are connected. If you select not to suspend the cabinets, the task is reattempted the number of times set.
- Web settings
   Make the Web server settings.

# 

- $\Rightarrow$  p.17 "Setting the Server Environment"
- ⇒ p.32 "Managing Schedule"

#### Making the backup settings

Make the Schedule settings. Schedule is a function that automatically performs the following tasks regularly:

- Backing up cabinets
- Backing up the system

#### Note

- ☐ For backing up cabinets, you can specify all cabinets or selected cabinets only.
- ☐ For backup operations using other tools, see the manual that comes with the product.
- ☐ Restoration of data is not available in the case of data destruction. Be sure to back up all data regularly.

# 

⇒ p.32 "Managing Schedule"

### **Preparation for Document Management**

Make the settings for cabinets, document types, and wordlist as preparation for document management.

### Setting document types

Basic type is available as one of the preset document types. You can either use the Basic type or create new document types by adding your own item settings. For setting a new document type, you need to make the document information item settings, such as document name, document number and creator.

#### Note

- ☐ Other than Basic type, the following system preset types are available.
  - Scan data
  - · Sent fax data
  - Copy data
  - Received fax data
  - Print data

# 

⇒ p.20 "Cabinet Management"

#### Creating cabinets

For each cabinet you can make document type settings and password settings.

#### Ø Note

☐ Use DocumentServer Administration Utility to create cabinets.

Then users can use DeskTop-Binder V2 to create folders in the cabinets for storing documents.

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⇒ p.25 "Document Type Management"

### Creating a wordlist

You can create wordlists. For document type items that take character strings, you can set a wordlist and enter words from the wordlist. The contents of a wordlist can be updated as needed.

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⇒ p.28 "Wordlist Management"

⇒ p.25 "Document Type Management"

# Starting Up and Shutting Down the Document Management Server (Turning On/Off)

Follow the procedure below to start up or shut down the document management server.

#### Starting Up and Shutting Down the Document Management Server

#### Starting up the document management server

Turn the server on, and then start Windows. When the document management server starts, open cabinets.

# Shutting down the document management server

Before turning the document server off or restarting it, make sure that no users are connecting to it. Then, close the cabinets, exit from Windows, and then turn the document management server off.

### Ø Note

☐ To check whether there are any users connecting to the server, select [Server Information] from the [Server] menu.

# 

⇒ p.18 "Displaying the Server Information"

### **Closing or Opening Cabinets**

To close or open cabinets, select [Suspend/Resume] from the [Operations] menu. When cabinets are opened, users can create folders and add documents.

# Note

☐ You can open a selected cabinet or all cabinets at the same time.

#### 

⇒ p.16 "Closing or Opening Cabinets"

# Daily Management and Operations

For managing and operating the document management system, an administrator is required to do the following tasks.

#### Checking the Free Disk Space in the Server

Since the server hosts both document management system and operating system, when free space on the hard disk gets low, it may hinder system operations causing trouble such as inability to store documents and system instability. Check the free disk space regularly, and try to keep a certain amount of free space by deleting unnecessary documents or moving documents to other media. Also, since creating data for Web Viewer display uses memory space, make sure there is free space not only when adding documents but when creating data for Web Viewer display.

### **Checking the Server Information**

Check the number of folders and documents in the server, and the number of connected users regularly. When there are too many folders and documents, have users organize their folders or documents by putting them together, or delete unnecessary folders and documents. You can view the server information by selecting [Server Information] from the [Server] menu.

#### Note

☐ To maintain the ability to search, documents should be sorted and stored in different folders.

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⇒ p.18 "Displaying the Server Information"

⇒ p.37 "Limitations and Restrictions for Using ScanRouter DocumentServer"

#### Checking Cabinet Information

Check the current settings for cabinets in the server and how they are being used, and, if necessary, change the settings or have users organize their folder and documents. You can view the cabinet information by selecting [Display Cabinet Properties] from the [Operations] menu.

### **𝚱** Note

☐ Each cabinet can store up to 10,000 documents. When the number of documents exceeds 10,000, create another cabinet and divide the documents.

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 $\Rightarrow$  p.20 "Cabinet Management"

### Checking Jobs

You need to check job status regularly to make sure that there are no jobs remaining unprocessed. There are two types of jobs, normal jobs and print jobs.

# Normal jobs

A list of normal jobs, such as creating Content Text Search data or thumbnail data, in progress and queued is displayed. If any normal jobs remain unprocessed, start processing as needed. You can delete unnecessary jobs. The jobs deleted are not processed.

#### Print jobs

A list of print jobs that are in progress or queued is displayed. When print jobs remain unprinted, check if any trouble occurred in the printer or if any communication error occurred.

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- ⇒ p.29 "Managing Normal Jobs"
- ⇒ p.30 "Managing Print Jobs"

# Checking the System Operating Conditions

You can check the system operating conditions with logs. Every time a user accesses the document management system, a log is made. Each log includes access information such as date, user name, operation type, document name, and operation result. By checking logs, you will know the hours of heavy access, and cabinets and documents frequently used.

In the document management server, the following types of logs are kept.

# **❖** Access History

Access Log

### System History

System Log

### Note

☐ You can export the contents of logs into a CSV file.

# **₽** Reference

- ⇒ p.30 "Managing Access Logs"
- ⇒ p.31 "Managing System Logs"

### **Restarting the Server**

To keep the document management system stable, restart the document management server regularly.

#### **Backing Up**

For safe operation of the document management system, make backups for the system and cabinets regularly. By using Schedule function, you can schedule automatic backup.

#### Backing up the system

You can back up the system information in a specified directory of the document management server.

#### Backing up cabinets

You can back up all data in cabinets in a specified directory of the document management server. You can backup only a selected cabinet or all cabinets at a time.

# ∰Important

☐ Be sure to close relevant cabinets when backing up.

### Note

☐ Check backup status regularly to make sure backups are made normally.

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- ⇒ p.18 "Backing Up or Restoring the System"
- ⇒ p.20 "Cabinet Management"
- ⇒ p.32 "Managing Schedule"

# **Occasional Tasks Required**

In the following circumstances, the necessary tasks have to be performed.

#### When the Users Change

Perform the following tasks when there are any user changes, or when changing any settings such as cabinet settings and document type settings.

#### When users increase

Perform the following task when there is a new user who will use the document management system.

 Install DeskTopBinder V2 on the new user's computer if necessary.

#### When users decrease

Perform the following tasks when a user will not use the document management system anymore.

 If there are any cabinets or folders for the user, reorganize the documents within them, and then delete the cabinets and folders.

# When the Server Environment Has Been Changed

Perform the following tasks when the server environment has been changed. ⇒ p.17 "Setting the Server Environment"

When the Web server has been changed Change the Web server settings for the new Web server.

#### Note

☐ If you have changed the network environment settings, the settings of the document management server have to be corrected using DocumentServer Administration Utility, Web Document Viewer, and Desk-TopBinder V2.

# 

⇒ p.42 "Dial-up Connection"

#### Other Occasional Tasks

# ♦ When changing a schedule

Reschedule a starting time of a scheduled task.

When there is a new administrator Change the system administrator password settings if necessary.

#### Note

- ☐ Computer name for the server cannot be changed.
- ☐ Password entered for the installation account cannot be changed.

### When Any Trouble Happens

When any trouble happens, see "Troubleshooting" for the appropriate actions.

If the system is not operating normally such as when document or cabinet information is damaged or the system is unstable, recover the cabinets from the system or restore the system with backup data.

# **₽** Reference

- ⇒ p.40 "Troubleshooting"
- ⇒ p.18 "Backing Up or Restoring the System"
- ⇒ p.20 "Cabinet Management"

# 3. How to Use DocumentServer Administration Utility

# About DocumentServer Administration Utility

# What is DocumentServer Administration Utility?

DocumentServer Administration Utility is a tool for managing and operating the document management system. An administrator can perform all kinds of operations, such as making various types of settings, and managing cabinets and document types, by using DocumentServer Administration Utility. To use DocumentServer Administration Utility, a system administrator password is required.

### **∅** Note

- ☐ DocumentServer Administration Utility is installed together with ScanRouter DocumentServer when setting up the document management server. It also can be installed on client computers, and can be used by specifying the document management server to manage.
- ☐ For how to install DocumentServer Administration Utility on client computers, see *ScanRouter DocumentServer Setup Guide*.

# Starting DocumentServer Administration Utility

Start DocumentServer Administration Utility.

The following procedures are for starting DocumentServer Administration Utility for the first time. From the second time, the server that was the last selected is automatically selected.

- **𝚱** Note
- ☐ Another server can always be selected after start-up.
- 1 Click [Start], point to [Programs], point to [ScanRouter DocumentServer], and then select [DocumentServer Administration Utility].
- 2 Click [Browse].

The [Browse Servers] dialog box appears.

You can also enter the server name.

Select the server to be managed, and then click [OK].

The [Select Server] dialog box reappears.

4 Click [OK].

The **[System Administrator Password]** dialog box appears.

# Enter a password in the [Password] box.

#### Note

- ☐ If you have not set a password for DocumentServer Administration Utility at this time, leave the box blank.
- 6 Click [OK] to start DocumentServer Administration Utility in system administrator mode.

Clicking [Cancel] starts the program without any server selected.

# Closing DocumentServer Administration Utility

1 On the [Server] menu, click [Exit].

# **How to Use Help**

For using DocumentServer Administration Utility, Help is available. Help provides instructions on how to use DocumentServer Administration Utility and make settings. It also gives an explanation of each item in the dialog boxes.

# For Getting Information About Operating Procedures

From the [Help] menu, select [Contents and Index]. Help for operating procedures is shown.

# For Getting Information About Items in Dialog Boxes

Click **[Help]** in each dialog box. Help for the dialog box appears.

#### Search by a Function Name or Keyword

On the **[Help]** menu, click **[Contents and Index]** to search Help topics by a function name or keyword.

#### Search by a keyword

Click the **[Index]** tab on Help. Enter a keyword or select an index from the list, and then click **[Display]**. Explanations related to the keyword are shown.

### Search by a function name

Click the **[Find]** tab on Help. Enter a character string or function name you want to find, and then click **[Find Now]**. Explanations related to the word you entered are shown.

#### Version Information

On the **[Help]** menu, click **[About]** to display the version information of DocumentServer Administration Utility.

#### Note

☐ To display the version information of the document management server, click [Server Information] on the [Server] menu.

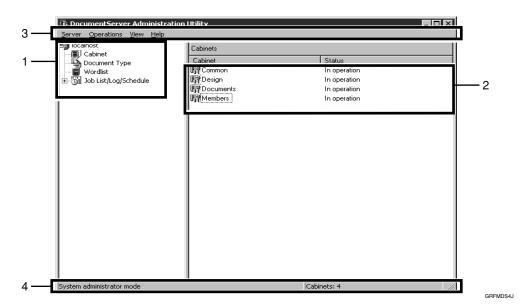
# 

 $\Rightarrow$  p.18 "Displaying the Server Information"

# Viewing the Initial Window

The following is an explanation of the initial window of DocumentServer Administration Utility.

#### Layout of the Initial Window



- 1. The list of manageable items (the tree pane)
- 2. The contents of the selected item in "1" (the list pane)
- 3. Available menus of Document-Server Administration Utility
- 4. The current condition of the document management server or information about the current display item

# Selecting an Item to Manage

In the tree pane, select an item you want to manage. The available menus and the contents of the list pane will vary depending on the selected server, cabinet, document type, or job.

# Displaying or Hiding the Status Bar

From the [View] menu, select [Status Bar] to display or hide the Status bar.

### Updating the Information Shown in the List Pane.

From the **[View]** menu, select **[Refresh]** to update the information shown in the list pane.

# **Closing or Opening Cabinets**

Before you make the following settings or perform the following operations with DocumentServer Administration Utility, the relevant cabinets must be closed. The suspended cabinets are not available for other use.

- Backing up or restoring the system
- [Set Server Preferences] on the [Server] menu
- The following operations appear in the [Operations] menu when a cabinet is selected
  - Edit Cabinet
  - Delete Cabinet
  - Back Up
  - Restore
  - Recover Cabinet
  - Remove Cabinet from System
  - Export/Import Document Type Properties in CSV Format
- The following operations appear in the [Operations] menu when a document type is selected
  - Edit Document Type
  - Delete Document Type
  - Customize Document Type Properties Display

To close cabinets, select a cabinet, and then select [Suspend/Resume] from the [Operations] menu.

Be sure to open the closed cabinets after finishing operations or making settings for them.

### **#**Important

- ☐ Closing a cabinet while a user is connecting to it makes all tasks the user has done to the cabinet invalid. Make sure that no user is connecting to a cabinet before suspending it. To check connected users, select [Server Information] from the [Server] menu.
- ☐ [Server Job] shown in the [Connected Users] dialog box means that there is a job being processed in the server. If you close the cabinet, the job will be canceled.

# 

⇒ p.20 "Cabinet Management"

# The Server Management

To manage the document management server, you need to make the following settings and perform the following management tasks that are relating to the whole system.

# Selecting a Document Management Server

If a document management server was not selected when starting DocumentServer Administration Utility, or if you want to manage another server, select a document management server. To select a server, select [Select Server] from the [Server] menu.

# Setting a System Administrator Password

You may change a system administrator password if necessary. To set a system administrator password, select [Set System Administrator Password] from the [Server] menu.

# **Setting the Server Environment**

Make the following environment settings that control the document management system actions. From the [Server] menu, select [Set Server Preferences] to make the environment settings.

- General Make general settings for the server environment.
  - Closing cabinets regardless of connected users
     Select whether or not to cut off connected users when closing cabinets for scheduled tasks.
  - Relocate previous backup data for performing backup
     Specify a location previous backup data to be relocated before performing scheduled backup.
  - Web settings Make Web server settings.
    - When you use Web server, make the address and virtual directory settings for Web server. When the document management server and Web server reside in the same computer, select the [Use the same computer for both Web server and document management server] check box.
    - When you do not use Web server URL link, select the [Don't use Web server] check box.

#### OCR

Make settings for performing OCR. The following items are available:

- Maximum OCR characters for Content Text Search
- Noise Reduction
- Shading Removal
- Skew Correction
- Color Recognition
- Low Resolution Correction

# Displaying the Server Information

Information about the document management server such as the number of cabinets and documents is available. To display this information, select [Server Information] from the [Server] menu.

The following are server information items available in the [Server Information] dialog box:

- Server
- Server type
- Version
- Cabinets
- Folders
- Documents
- Shortcuts
- Connected users (number)
- Connected users (list)

#### Note

☐ In the **[Connected users]** list, users who are currently connecting to the document management server are listed.

# Backing Up or Restoring the System

You can make a backup file for the document management system information in any directory specified on the document management server. For safe operation of the document management system, make backups for the system and cabinets regularly. Scheduled backup for cabinets or the system overwrites the current backup data.

To restore the system using the backup data, use the Restore function.

The following are contained in the backup data:

- Cabinet information
   Cabinet settings information is stored.
- Document Type
- Wordlist
- Schedule information
- A system administrator password for the server
- Server preferences

### Backing up the system

From the [Server] menu, select [Back Up System], and then specify a storage location for the backup data.

#### Note

☐ The folder for storing the backup data must be an empty folder.

# Restoring the system with the backup data

From the [Server] menu, select [Restore System], and then specify the folder containing the backup data.

### **∰**Important

- ☐ Restore is a function that should be used only when trouble occurs. Use Restore only when necessary.
- ☐ Restore returns the system to its condition at the last backup by overwriting the data in the system with the backup data. Any data changed or settings made after the last backup cannot be recovered.
- ☐ When restoring all cabinets with backup data, restore the system with its backup data also. If you restore them separately, inconsistencies might occur.

# **Cabinet Management**

# Cabinet Management

By selecting [Cabinets] in the tree pane, you can manage cabinets. Cabinets are created in the document management server by an administrator for users to store or manage their documents. When [Cabinets] is selected, all cabinets in the server are listed.

Available operations in the **[Operations]** menu when a cabinet is selected are as follows:

- Creating a new cabinet
- Editing a cabinet
- Deleting a cabinet
- · Closing or opening cabinets
- Displaying cabinet properties
- Displaying connected users
- Backing up and restoring cabinets
- Recovering cabinets
- Re-adding and removing cabinets
- Exporting or importing document type properties in CSV format

### Mote

- ☐ The following are cabinet information items available in the **[Cabinets]** list:
  - Cabinet name
  - Work status

#### **Creating a New Cabinet**

You can create a new cabinet.

Select [New Cabinet] from the [Operations] menu to make the following settings for the new cabinet:

- Cabinet name
- Database location where the cabinet data is to be saved.

For making detail settings for the following items, click [Detailed Settings] in the [New Cabinet] dialog box.

#### Cabinet settings

Select the types of data you want to create for documents stored in the cabinet. The types of data that can be created are as follows:

- Thumbnail data
- Content Text Search data
- Data for Web Viewer display

### Document type

Set the document types to be used for the cabinet. You can also check the settings of each document type.

#### Password control

Set passwords for each cabinet. You can set the cabinet to not have any password.

- Read-only password
- Full access password

### Note

☐ When the same password is set as [Read-only password] and [Full access password] for a cabinet, all operations for the cabinet are available.

#### Note

- ☐ A cabinet name can contain up to 32 alphanumeric characters.
- ☐ Before creating a cabinet, document types should be created.
- ☐ Do not change the content of the folder specified as the database storage location.
- ☐ Do not create a cabinet in a drive on a network.

#### **Editing a Cabinet**

You can edit the cabinet settings. Select a cabinet you want to edit in the **[Cabinets]** list, and then select **[Edit Cabinet]** from the **[Operations]** menu.

#### Note

- ☐ Before editing a cabinet, be sure to close the cabinet.
- ☐ Settings for database storage location cannot be edited.
- ☐ After you edit the cabinet settings, be sure to back up the system.

# **Deleting a Cabinet**

You can delete a cabinet. Select a cabinet you want to delete in the [Cabinets] list, and then select [Delete Cabinet] from the [Operations] menu.

### **#Important**

☐ Before deleting a cabinet, be sure that the cabinet to be deleted is connected properly.

# Ø Note

- ☐ Before deleting a cabinet, be sure to close the cabinet.
- ☐ All documents in the cabinet being deleted will be deleted.
- ☐ After a cabinet is deleted, be sure to back up the system.

#### **Closing or Opening Cabinets**

You can close or open cabinets. Before you make any settings for cabinets, be sure to close the relevant cabinets. You can close or open only a selected cabinet or all cabinets at the same time.

### #Important

☐ Closing a cabinet while a user is connecting to it makes all tasks the user has done to the cabinet invalid. Make sure that no users are connecting to the cabinet before closing it.

#### Closing cabinets

- To close a cabinet, select a cabinet you want to close in the [Cabinets] list, and then from the [Operations] menu, point to [Suspend/Resume], and select [Suspend Cabinet].
- To close all cabinets, point to [Suspend/Resume] from the [Operations] menu, and then select [Suspend All Cabinets].

# **𝚱** Note

☐ If there are connected users, the number of connected users and a list of the users are shown in the [Suspend Cabinet] dialog box. Notify the users that the cabinets will be closed.

### Opening cabinets

- To open a selected cabinet, select a cabinet you want to open in the [Cabinets] list, and then from the [Operations] menu, point to [Suspend/Resume], and select [Resume Cabinet].
- To open all cabinets, from the [Operations] menu, point to [Suspend/Resume], and then select [Resume All Cabinets].

#### **Displaying Cabinet Properties**

You can display the cabinet properties information. Select a cabinet in the [Cabinets] list, and then select [Display Cabinet Properties] from the [Operations] menu.

The following are cabinet properties items available:

- Data to be created for an adding document
- Folders
- Documents
- Shortcuts
- Connected users
- Cabinet size
- Document types

#### Note

☐ Connected users means the number of client computers currently connected to a cabinet.

### **Displaying Connected Users**

You can display a list of users who are currently connecting to a selected cabinet. Select a cabinet in the [Cabinets] list, and then select [Display Connected Users] from the [Operations] menu. The number of connected users and a list of the users will be shown.

### Ø Note

- ☐ Update the information by clicking [Refresh].
- ☐ Computer names will be shown in the [Connected Users] list.

#### **Backing Up and Restoring Cabinets**

You can make backup for all data in a cabinet at a specified storage location. You can also use a medium such as an MO to store the backup data. Regularly backing up cabinets is recommended.

To restore a cabinet using backup data, use the Restore function.

#### Backing up cabinets

You can back up only a selected cabinet or all cabinets at the same time.

- To back up only one cabinet, select a cabinet in the [Cabinets] list. From the [Operations] menu, point to [Back Up], select [Selected Cabinet], and then specify the storage location.
- To back up all cabinets, point to [Back Up] from the [Operations] menu, select [All Cabinets], and then specify the storage location.

#### Ø Note

- ☐ Before being backed up, the relevant cabinets must be suspended. If the cabinets to be backed up are in operation, backup cannot be carried out.
- ☐ Make sure that there is enough free disk space for backup.
- ☐ When backing up cabinets, be sure to back up the system also.

# 

⇒ p.32 "Managing Schedule"

#### Restoring a cabinet

Restoration is for only one cabinet at a time. After creating a new cabinet, from the **[Operations]** menu, select **[Restore]**, and then specify the location where the backup data you want to use is stored.

# **∰**Important

☐ Restoration will overwrite the current data in the cabinet with the backup data. If the name of the cabinet to be overwritten is different from the name of the cabinet in the backup data, the name will not be inherited. (For example, when a name of the cabinet in backup data is "Specification 1", and a name of the cabinet being restored is "Specification 2", the new cabinet name will stay as "Specification 2" after the restoration.)

#### **𝚱** Note

- ☐ Before restoring a cabinet, be sure to close the cabinet used as the restoration location.
- ☐ If any inconsistencies occur with the backup data while restoring, restoration will not be completed correctly.

### Limitation

☐ All cabinets cannot be restored at the same time.

# **Recovering Cabinets**

Cabinets may break when the document management server is not turned off normally due to accidents or power outage. If the system is unstable when a cabinet is damaged or errors occur frequently, recover the cabinet by selecting [Recover Cabinet] from the [Operations] menu.

### **#Important**

- ☐ Use this function only when problems have occured. Do not use it frequently.
- ☐ Before recovering a cabinet, be sure to back it up.
- ☐ In some cases, document information may be lost.

#### Note

- ☐ Before recovering a cabinet, be sure to close it. Recovery is not possible when the cabinet is in use.
- ☐ Depending on system conditions, recovery may not be possible.

#### **Re-adding and Removing Cabinets**

When media (such as MO disks) is to be taken out, remove cabinets created on it from the document management server beforehand. Re-add these cabinets to the document management server when you want to use them again. Removed cabinets are not available until you re-add these cabinets to the system.

- To remove a cabinet, select the cabinet from the [Cabinets] list, and then select [Remove Cabinet from System] from the [Operations] menu.
- To re-add a cabinet, select [Re-add Cabinet to System] from the [Operations] menu, and then specify the cabinet to be re-added..

### Note

☐ When a cabinet is removed, document types are edited by DocumentServer Administration Utility. Document types used in the removed cabinet may be created as new document types when the cabinet is re-added.

# **Exporting or Importing Document Type Properties in CSV Format**

The information of all documents in a cabinet can be exported in a file for modification.

- To export document information into a file, from the [Operations] menu, point to [Export/Import Document Type Properties in CSV Format], select [Export], and then specify a save location.
- To import the information in the file back into the cabinet, from the [Operations] menu, point to [Export/Import Document Type Properties in CSV Format], select [Import], and then specify the file.

#### Note

- You cannot add new information items to the information items that were exported. Even if you do, the information cannot be imported.
- ☐ Document type cannot be modified.
- ☐ The document information items that can be modified by using this function are as follows:
  - Name
  - Creator
  - Expires
  - Custom properties settings

# **Document Type Management**

# **Managing Document Type**

You can manage document types by selecting [Document Type] in the tree pane. When you select [Document Type], all document types that were added are listed.

Available operations with Document Type are as follows:

- Creating a new document type
- Editing a document type
- Deleting a document type
- Customizing document type properties display

#### Note

- ☐ The following are document type information items available in the [Document Types] list:
  - Document name
  - Document type
- ☐ After creating, editing, or deleting a document type, be sure to back up the system.

#### **Creating a New Document Type**

The available document types are Basic type and those preset by the system. In addition to them, you can create your own document type for your own use, with a name of your preference. By using document types properly, you can organize documents to manage them efficiently.

There are two types of document type setting properties, system settings properties that are preset for all document types, and custom properties. To set a new document type, select [New Document Type] from the [Operations] menu, and then make the following settings:

#### Document type name

Enter a document type name using up to 32 alphanumeric characters.

### Save-for period (years)

Make the save-for period initial setting for the document type by year. You can enter from 1 to 99.

# Custom Properties

You can add up to 10 items in any combination from the following setting items. The items to be added can be named according to your preference. The available setting items are Strings, Values, and Dates.

#### Strings

Strings can be set for up to 5 items. Enter an item name using up to 20 alphanumeric characters. You can set a wordlist for this item. Character strings of up to 50 characters can be used for this item.

#### Values

Values can be set for up to 5 items. Enter an item name using up to 20 alphanumeric characters. Numbers of up to 9 digits can be used for this item.

#### Date

Date can be set for up to 5 items. Enter an item name using up to 20 alphanumeric characters. Date in the MM/DD/YYYY format can be used for this item.

#### Basic Properties

Basic Properties is a preset document type. Items cannot be deleted or added, or have their type changed.

You can set a wordlist for [Document name] and [Creator]. When setting a wordlist, select whether only entries from the wordlist can be used or users can directly make entries.

#### Assigned Cabinets

Cabinets for which the document type is to be assigned are shown.

# Limitation

- ☐ The following are the limitations for entering document type names and item names.
  - The symbols, \,/,:,\*,?,",<,>, \, cannot be used.
  - Not setting a name, or a name containing only spaces is not allowed.
  - Spaces are not allowed at the beginning or end.

#### **Editing a Document Type**

You can edit the document type settings. Select a document type in the [Document Types] list, and then select [Edit Document Type] from the [Operations] menu.

### **#**Important

☐ If you delete custom properties or change custom property types, the information set for documents in that item will be deleted.

#### Note

- ☐ Before editing a document type, be sure to close all cabinets.
- ☐ For Basic type and preset document types, you can only set wordlists.

#### **Deleting a Document Type**

You can delete a document type. Select a document type you want to delete in the [Document Types] list, and then select [Delete Document Type] from the [Operations] menu.

#### Note

- ☐ Before deleting a document type, be sure to close all cabinets.
- ☐ Basic type and preset document types cannot be deleted.
- ☐ Document types that are assigned to any cabinet cannot be deleted.

# **Customizing Document Type Properties Display**

You can edit a document item for the following view modes. Select a document type you want to edit in the [Document Types] list, and then select [Customize Document Type Properties Display] from the [Operations] menu.

#### Search View

You can set the items displayed when searching.

#### Properties View

You can set the order of items displayed when viewing properties.

#### Details View

You can set the items displayed in the detail list.

#### 

- ☐ Before editing document type properties, be sure to close all cabinets.
- ☐ [Document name] must be set.
- ☐ These settings will be used when adding a document type.
- ☐ You cannot edit Basic type and preset document types.

# **Wordlist Management**

# **Managing Wordlists**

By selecting **[Wordlist]** in the tree pane, you can manage wordlists. When you select **[Wordlist]**, all wordlists added are listed.

Available operations with Wordlist are as follows:

- Creating a new wordlist
- Editing a wordlist
- Deleting a wordlist

# Note

- ☐ The following is the wordlist information item available in [Wordlists]:
  - Name
- ☐ After creating, editing, or deleting a wordlist, be sure to back up the system.

# **Creating a New Wordlist**

You can create a new wordlist and add words to it. From the **[Operations]** menu, select **[New Wordlist]**, and then make the following setting.

- Name Enter a new wordlist name using up to 32 alphanumeric characters.
- Adding words
   Add words containing up to 50 characters.

### **𝚱** Note

☐ Select the [Allow addition of words by clients] check box to allow users to add words to the wordlist.

- ☐ For words added, the following operations are available:
  - Deleting words
  - Making settings for the order of the displayed words
  - Exporting and importing words

#### **Editing a Wordlist**

You can edit the wordlist settings. Select a wordlist you want to edit in **[Wordlists]**. From the **[Operations]** menu, select **[Edit Wordlist]**, and then edit the settings.

#### **𝚱** Note

- ☐ A wordlist can be edited only when the relevant cabinets are suspended.
- ☐ A name of a wordlist that is set for any item of a document type cannot be edited.

### Deleting a Wordlist

You can delete a wordlist. Select a wordlist you want to delete in [Wordlists], and then select [Delete Wordlist] from the [Operations] menu.

# Note

☐ A wordlist that is set for any item of a document type cannot be deleted.

# Job List/Log/Schedule Management

With [Job List/Log/Schedule], you can manage the following jobs, logs, or schedule:

- Normal Jobs
- Print Jobs
- Access Logs
- System Logs
- Schedule

# **Managing Normal Jobs**

With [Normal Jobs], you can manage jobs processed by the document management server.

By selecting **[Normal Jobs]** in the tree pane, all jobs in progress and queued are listed.

The following operations are available with Normal Jobs:

- Deleting normal jobs
- Suspending or resuming normal jobs

# 

- ☐ The following are normal job information items available in the [Normal Jobs] list:
  - Requested (time)
  - Requested by
  - Description
  - Document

#### **Deleting Normal Jobs**

You can delete normal jobs. You can delete one normal job or all normal jobs at the same time.

- For deleting a normal job, select a normal job you want to delete in the [Normal Jobs] list, and then select [Delete Normal Job] from the [Operations] menu.
- For deleting all normal jobs at the same time, select [Delete All Normal Jobs] from the [Operations] menu.

#### Note

☐ Before deleting normal jobs, be sure to suspend them. While any normal job is in operation, you cannot delete normal jobs.

#### **Suspending or Resuming Normal Jobs**

You can suspend or resume normal jobs.

- For suspending normal jobs, select [Suspend Normal Jobs] from the [Operations] menu.
- For resuming normal jobs, select [Resume Normal Jobs] from the [Operations] menu.

# **Managing Print Jobs**

With **[Print Jobs]**, you can manage all print jobs sent from the document management server.

When selecting **[Print Jobs]** in the tree pane, a list of print jobs in progress and queued is shown.

Available operations for print jobs are as follows:

- Deleting print jobs
- Suspending or resuming print jobs
- Selecting a printer

# Note

- ☐ For viewing all print jobs in progress or queued, select [Select Printer] from the [Operations] menu. All print jobs are listed in [Print Jobs List].
- ☐ The available information in [Print Jobs List] is as follows:
  - Requested (time)
  - Requested by
  - Document
- ☐ You cannot move print jobs from one printer to another printer.

### **Deleting Print Jobs**

You can delete print jobs. You can delete only one print job or all print jobs at the same time.

- For deleting only one print job, select the print job you want to delete in the [Print Jobs] list, and then select [Delete Print Job] from the [Operations] menu.
- For deleting all print jobs in the [Print Jobs] list at the same time, select [Delete All Print Jobs] from the [Operations] menu.

### **Suspending or Resuming Print Jobs**

You can suspend or resume print jobs.

- For suspending print jobs, select [Suspend Print Jobs] from the [Operations] menu.
- For resuming print jobs, select [Resume Print Jobs] from the [Operations] menu.

#### Selecting a Printer

From the **[Operations]** menu, select **[Select Printer]**, and then select a printer. All print jobs in progress or queued for that printer are listed.



☐ To make settings for a server supported printer, see *ScanRouter DocumentServer Setup Guide*.

# **Managing Access Logs**

With [Access Log], you can manage access logs. In an access log, information about users access of the document management server is recorded.

When [Access Log] in the tree pane is selected, a list of access logs will be displayed.

Available operations for access logs are as follows:

- Exporting access logs
- Making settings for saving access logs

#### Note

- ☐ With [Access Log], the following information items are available:
  - Access time
  - User name
  - Computer name
  - Operations
  - Cabinet name
  - Object
  - Additional information

#### **Exporting Access Logs**

You can export access logs into a file for saving. From the [Operations] menu, select [Export Access Log], and then specify a save location.

#### **Settings for Saving Access Logs**

You can make settings for saving access logs. From the [Operations] menu, select [Access Log Save Settings], and then specify the size and number of log files to be saved.

# **𝚱** Note

- ☐ Specify the log file size between 1,000 to 5,000 KB.
- ☐ Specify the number of files between 2 to 99.

# **Managing System Logs**

With **[System Log]**, you can manage system logs. In a system log, information including errors that occurred is recorded.

Available operations for system logs are as follows:

- Exporting system logs
- Making settings for saving system logs

#### Note

- ☐ With **[System Log]**, the following information items are available:
  - Logged (time)
  - User name
  - Computer name
  - Cause
  - Actions Taken
  - Additional Information

### **Exporting System Logs**

You can export system logs into a file for saving. From the [Operations] menu, select [Export System Log], and then specify a save location.

# Settings for Saving System Logs

You can make settings for saving system logs. From the [Operations] menu, select [System Log Save Settings] to specify the size and number of log files.

### Ø Note

- ☐ Specify the log file size between 1,000 to 5,000 KB.
- ☐ Specify the number of files between 2 to 99.

# **Managing Schedule**

With **[Schedule]**, you can manage the Schedule function. When **[Schedule]** is selected, schedules that are set are listed.

Available operations for Schedule are as follows:

- Setting a new scheduled task
- Deleting a scheduled task
- Suspending or resuming a scheduled task
- Editing a scheduled task

#### Note

- ☐ The Schedule function automatically perform the following operations regularly:
  - Backing up cabinets
  - Backing up the system
- ☐ When backing up cabinets or the system by using the Schedule function, the current backup data will be overwritten.
- ☐ Create a folder exlusively for saving the backup data.
- ☐ The following information is available with **[Schedule]**:
  - Next Scheduled
  - Task
  - Object
  - Status
  - Last Result

#### **New Scheduled Task**

Set a schedule for a new task. From the **[Operations]** menu, select **[New Scheduled Task]**, and then make the necessary settings.

- Backing up a selected cabinet Specify date and time to make backup for each cabinet.
- Backing up all cabinets
   Specify date and time to make backup for all cabinets.
- Backing up system
   Specify date and time to make backup for the system.

#### Note

- ☐ Before backing up, make sure that there is enough free disk space for backup.
- ☐ You can also specify the number of attempts to complete a task when the relevant cabinets are being used. However, if the settings in the [Set Server Preferences] dialog box are made to close the relevant cabinets at the scheduled time, the number of attempts cannot be specified.
- ☐ The schedule time for each task must not overlap.
- ☐ If the document management server is off at the scheduled time, the task will not be performed.
- ☐ If the scheduled time for tasks that cannot be processed simultaneously overlaps, the tasks will be attempted for the number of times specified. If all attempts fail, the scheduled task will not be performed.

# 

⇒ p.17 "Setting the Server Environment"

### **Deleting a Scheduled Task**

You can select and delete scheduled task one by one. Select a scheduled task you want to delete in the [Schedule] list, and select [Delete Scheduled Task] from the [Operations] menu.

#### 

☐ Before deleting a scheduled task, be sure to suspend the scheduled task.

# Suspending or Resuming a Scheduled Task

You can suspend or resume a scheduled task.

- For suspending a scheduled task, select a scheduled task you want to suspend in the [Schedule] list, and then select [Suspend Scheduled Task] from the [Operations] menu.
- For resuming a scheduled task, select a scheduled task you want to resume in the [Schedule] list, and then select [Resume Scheduled Task] from the [Operations] menu.

## **Editing a Scheduled Task**

You can change the scheduled task settings. Select a scheduled task you want to edit in the [Schedule] list, and then select [Edit Scheduled Task] from the [Operations] menu.

# 4. Appendix

# File Formats Used with ScanRouter DocumentServer

The following file formats can be used with ScanRouter DocumentServer.

# **Files Created by Applications**

The files with the following extensions can be used with ScanRouter Document-Server. When performing the following operations, the proper application for each operation must be installed.

Operations that require a particular application.

- Creating thumbnails and data for Web Viewer display
- Creating Content Text Search data
- Printing from the server
- .txt

Microsoft<sup>®</sup> Word 97, Microsoft<sup>®</sup> Word 98, Microsoft<sup>®</sup> Word 2000, or Microsoft<sup>®</sup> Word version 2002 must be installed.

❖ .doc (files created with Microsoft® Word 97, Microsoft® Word 98, Microsoft® Word 2000, or Microsoft® Word version 2002)

Microsoft<sup>®</sup> Word 97, Microsoft<sup>®</sup> Word 98, Microsoft<sup>®</sup> Word 2000, or Microsoft<sup>®</sup> Word version 2002 must be installed.

.rtf (files created with Microsoft® Word 97, Microsoft® Word 98, Microsoft® Word 2000, or Microsoft® Word version 2002)

Microsoft<sup>®</sup> Word 97, Microsoft<sup>®</sup> Word 98, Microsoft<sup>®</sup> Word 2000, or Microsoft<sup>®</sup> Word version 2002 must be installed.

 .ppt (files created with Microsoft® PowerPoint® 97, Microsoft® PowerPoint® 2000, or Microsoft® PowerPoint® version 2002)

Microsoft<sup>®</sup> PowerPoint<sup>®</sup> 97, Microsoft<sup>®</sup> PowerPoint<sup>®</sup> 2000, or Microsoft<sup>®</sup> PowerPoint<sup>®</sup> version 2002 must be installed.

.xls (files created with Microsoft® Excel 97, Microsoft® Excel 2000, or Microsoft® Excel version 2002)

Microsoft<sup>®</sup> Excel 97, Microsoft<sup>®</sup> Excel 2000, or Microsoft<sup>®</sup> Excel version 2002 must be installed.

.pdf (files created with Acrobat 3.0/4.0/5.0)
Adobe<sup>®</sup> Acrobat 4.0 or later must be installed.

## **𝚱** Note

☐ Thumbnails may be created differently depending on the Windows or applications settings. For example, the background color of thumbnails differs depending on the settings made in [Appearance] of the Windows screen properties .

# **Image Files**

For documents scanned in or image files below, thumbnails are displayed in the list view. Image files other than those below will be considered as another type of file.

♦ BMP (Noncompressed)
Monochrome (1 bit), 256 colors (8 bits), Gray scale (8 bits), Full colors (24 bits)

Multi-page TIFF (Noncompressed)
Monochrome (1 bit), 256 colors (8 bits), Gray scale (8 bits), Full colors (24 bits)

♦ Multi-page TIFF (ITU-T G3 FaxMH, ITU-T G3 FaxMR, ITU-T G4 FaxMMR, or Huffman (MH))

Monochrome (1 bit)

• Multi-page TIFF (JPEG (JFIF)-YCbCr) Gray scale (8 bits), Full colors (24 bits)

- Multi-page TIFF Class F (ITU-T G3 FaxMH, ITU-T G3 FaxMR, ITU-T G4 FaxMMR) Monochrome (1 bit)
- ❖ JPEG (Normal, Progressive) Gray scale (8 bits), Full colors (24 bits)

# Limitations and Restrictions for Using ScanRouter DocumentServer

The following are limitations and restrictions for using ScanRouter Document-Server. Check the information below when necessary.

#### \* Recommended number of cabinets, documents, and sections

The following are the recommended number of cabinets, documents, and sections with ScanRouter DocumentServer:

- Recommended number of cabinets Less than 20 cabinets per system
- Recommended number of documents Less than 10,000 documents per cabinet Less than 1,000 documents per folder
- Recommended number of sections Less than 20,000 sections per cabinet Less than 200 sections per document

#### Restrictions on folders

The following are restrictions for folders in ScanRouter DocumentServer:

Folder name

Up to 32 alphanumeric characters

Documents in a folder cannot have the same name as the folder.

Upper case letters and lower case letters are not distinctive.

#### Restrictions on documents

The following are restrictions for document information setting items in Scan-Router DocumentServer:

- Document name
   Up to 100 alphanumeric characters
- Creator
   Up to 37 alphanumeric characters
- Expires
   Dates after January 2nd, 1753 are available.

#### Restrictions on sections

The following is a restriction for sections in ScanRouter DocumentServer:

Section name
 Up to 100 alphanumeric characters

#### Restrictions on shortcuts

The following is a restriction for shortcuts in ScanRouter DocumentServer:

• Shortcuts
Up to 100 alphanumeric characters

#### Recommended number of client computers

The following is the recommended number of client computers connectable at the same time with ScanRouter DocumentServer:

 Recommended number of client computers Less than 10 client computers

## Note

- ☐ The following are restrictions for folder names, document names, and section names:
  - A name must be set.
  - A name consisting of only spaces cannot be set.
  - Spaces at the beginning and end of a name will be automatically deleted.
  - A name starting with a period cannot be used.
  - Symbols you cannot use are: \,/,:,\*,?,",<,>,

# **About OCR**

Important information is provided for performing OCR automatic registration for a document name using text search data or program registration.

# **Major Configurations**

#### Recognizable Document Format

Lateral writing
Supports tables, images, and multiple stages
Supports documents containing various character sizes

#### Recognizable Area Size

A3 size at maximum (600 dpi)

#### Image Data Resolution

200 to 600 dpi (in monochrome) 150 to 600 dpi (in color/gray scale)

#### Important Points

For images with the following conditions, the OCR recognition ratio will be lower.

- An original that was read slanted at a large angle
   If the slanted angle is small, characters can be recognized without any
   problems. However, if the slanted angle is large, characters cannot be rec ognized. The original needs to be read again, or the slant needs to be cor rected with applications for editing images.
- An original containing letters with streaks or letters filled in If there are letters with streaks or letters filled in, the recognition ratio will be lower.
- Image with low resolution If resolution is lower than 200 dpi for an image in monochrome, or lower than 150 dpi for an image in grayscale, the recognition ratio will be lower since more letters are filled in with lower resolutions.
- An original with stains An original with stains cannot be recognized correctly.
- Complex paragraphs, tables, and layouts
   If the layout or composition of paragraphs and tables is complicated, characters cannot be read correctly.
- An original in color or gray scale
   If the background color of letters is not consistent or if a color of letter is
   lighter than a background color, characters cannot be read correctly. If you
   want to use text search data, we recommend adding documents in black
   and white.
- An original received by a fax

# **Troubleshooting**

Problems	Causes and Solutions
A server name is not shown when selecting a server with DocumentServer Administra-	Check the network environment settings, such as whether the server is operating properly or whether the computer name or IP address was entered correctly.
tion Utility or DeskTopBinder V2.	Check the server computer or the client computer is connected to the network.
	Check the network segment of the client computer is the same as DocumentServer Administration Utility.
When you select a server from DocumentServer Administration Utility, the message, "The	Check the network environment settings, such as whether the server is operating properly or whether the computer name or IP address was entered correctly.
selected server cannot be administrated by this utility. Specify a valid document management server.", appears.	You are logging onto Windows with an account that is not authorized to manage the server. Check the logon account.
Logging on to the server from DocumentServer Administration Utility fails.	When the message "Invalid system administrator password." appears, check the password you entered is the same as the DocumentServer Administration Utility password.
The message "Invalid system administrator password." appears.	<ul> <li>word.</li> <li>When the message "Internal error." appears, check whether a password for the account used to install the</li> </ul>
The message "Internal error." appears.	document management server has been changed. If the password has been changed, change it back to the original one, and then restart the computer.
When creating a cabinet, the message "The specified path(s) are not empty." appears.	The folder that was specified when the cabinet was created contains files. In Windows, check the folder by displaying all files in it, and delete unnecessary files. Otherwise specify another empty folder. As an initial setting, a folder where a cabinet is created will have the same name as the cabinet. If the folder is being used for another cabinet, specify another folder.
When you forgot the password to access a cabinet.	Suspend the cabinet you want to access using DocumentServer Administration Utility. Select the cabinet, and then select <b>[Edit Cabinet]</b> from the <b>[Operations]</b> menu. Select the <b>[Passwords]</b> tab on the dialog box that appears, and then set the password again. The previous password will be overwritten.
Backup cannot be carried out with the specified schedule settings.	Scheduled tasks cannot be carried out if any client computer is connecting to the cabinet to be backed up. To suspend relevant cabinets, with DocumentServer Administration Utility, select a cabinet, and then select [Set Server Preferences] from the [Operations] menu. Select the [General] tab on the dialog box that appears, and then select the [Suspend relevant cabinets before performing scheduled task] check box.

Problems	Causes and Solutions
Backup fails when carried out on a network drive.	The server computer must be logged on to Windows with the same account as that used when installing the document management server. Also, a configuration must be made to connect to a network drive without entering a password.
	<ul> <li>Backup fails when the document management server was disconnected from the network drive while carrying out a backup or a scheduled backup task. Check the environ- ment for the network or the computer designated as the network drive.</li> </ul>
Backup of a cabinet takes a long time when it is carried out on a network drive.	Backup time depends on the volume of documents or the network environment. Making backups on a local drive is recommended.
After importing with [Export/Import Document Type Properties in CSV Format], the message "Failed to import document properties for some documents." appears.	There are documents whose properties information failed to be imported. To check the documents, see the CSV file written out in the location where the CSV file imported is located. (XXXX.BiblioReadError.csv: XXXX represents the name of the CSV file imported)
I want to change the currently used cabinet save location.	Follow this procedure using the document management server:  ① Suspend the cabinet to be moved using DocumentServer
	Administration Utility.  ② In the [Edit Cabinet] dialog box, check the location of the cabinet with [Database location].
	③ Remove the cabinet to be moved using [Remove Cabinet from System].
	④ Copy the folder where the cabinet to be moved was located, and then paste it to the new location.
	Se-add the cabinet into the folder of the new location using [Re-add Cabinet to System].
	Resume the cabinet.
When accessing the document management server using DeskTopBinder V2, the message "Unable to connect to the server." appears.	• Check the network environment settings, such as whether the specified document management server is turned on or whether the computer name or IP address was entered correctly.
	<ul> <li>Name resolution between the document management server and the client computer may not be carried out properly.</li> </ul>
	<ul> <li>When registration for the hosts file is used for name resolution, check the settings or the contents of the reg- istration.</li> </ul>
	<ul> <li>When settings for the name resolution are not made, register the host names and IP address to the host file.</li> </ul>
When the server computer is working as both document management server and file server, a client computer stops its operation when trying to access the server using DeskTop-	Be sure to apply the following to the client computer when you use the same server as document management server and file server:
	<ul> <li>Allocate a shared folder that is used with the document management server and the file server, as a network drive within My Computer.</li> </ul>
Binder V2 installed in Windows 9X.	Use the shared folder from My Computer.

# **Dial-up Connection**

When you are using dial-up devices, take note of the following.

# When Having Dial-Up Router Connected to the ScanRouter DocumentServer Environment

# **#Important**

☐ If the connection to the document management server uses dial-up router, connection fees may accrue.

With DocumentServer Administration Utility or DeskTopBinder V2 installed on client computers, make the proper settings for the document management server you are connecting.

When you change the network environment settings, also properly change the settings of the document management server by using DocumentServer Administration Utility or DeskTopBinder V2.

# When Using Computers with a Dial-Up Connection

When you use DocumentServer Administration Utility or DeskTopBinder V2 on a computer with a dial-up connection, the connection to the document management server may be made by dial-up connection.

# **∰**Important

☐ If a computer is set to make an automatic connection to the Internet, the connection to the Internet is made without a connection confirmation message appearing. To avoid any unnecessary dial-up connections, make the settings for displaying the connection confirmation message. Also, check whether any unintended connections are being made or not while using this software.

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