

# What's New in Laserfiche Web Access 10

---

**Webinar Date** 8 October 2015 and 3 February 2016  
**Presenters** Justin Pava, Technical Product Manager  
Brandon Buccowich, Technical Marketing Engineer

For copies of webinar recordings and MS PowerPoint slides, contact: Cecille Co, User Success Strategist: [cecille.co@laserfiche.com](mailto:cecille.co@laserfiche.com)

## Answer Sheet

### MS Office Integration

---

- Q: How does MS Office integration work with Laserfiche Web Access 10? Is the plugin necessary? Does the Laserfiche Client need to be installed on the PC for the MS Office ribbon to appear?**
- A:** The architecture of the Laserfiche MS Office integration is the same in 10 as in prior versions. A small local installation containing just the MS Office integration components will be downloaded and installed the first time a user tries to open an MS Office document through Laserfiche Web Access. The MS Office integration component is in both Laserfiche Client and Laserfiche Web Access.
- Q: How does a MS Word or MS Excel document look within Laserfiche 10?**
- A:** It opens through your current version of MS Office.
- Q: When will integration with MS Office 2016 be supported?**
- A:** The release of Laserfiche 10 supports standard operations with MS Office 2016, with full support scheduled for the Service Pack 1 which will be available in the next couple months. The initial support should suffice for most scenarios.
- Q: Can you show the MS Office integration? How is it integrated with the latest desktop MS Office products?**
- A:** Refer to this [User Guide link](#) for MS Office integration.

### Mobile/Responsive Design

---

- Q: How do you replicate mobile in Chrome?**
- A:** Information on this feature of the Chrome browser is available in this [link](#).
- Q: Will Laserfiche Web Access work on Android? Do the tablet and phone modes work in browsers on non-Windows devices (e.g., Android or iOS)?**
- A:** Laserfiche Web Access responsive mode is supported on all modern browsers, regardless of device. It has been confirmed on Android, iOS and Windows devices.
- Q: Has it been tested on Blackberry OS?**
- A:** Laserfiche Web Access responsive mode is supported on all modern browsers, regardless of device. Blackberry OS has not been specifically tested, but would depend on the OS's browser support.

**Q: Will Laserfiche Mobile be phased out and replaced by Laserfiche Web Access?**

**A:** Laserfiche Mobile remains an integral part of the Laserfiche suite. As a native mobile app, Laserfiche Mobile can interact with the device OS in ways Laserfiche Web Access cannot through a web browser. Functionality such as directly importing photos from the device's camera, or storing offline content, is specific to Laserfiche Mobile, not to mention the Laserfiche Forms capabilities.

**Q: Since Laserfiche Web Access is responsive, when should we consider using the Laserfiche Mobile app instead?**

**A:** Responsive Laserfiche Web Access was built to allow access to the full Laserfiche feature set on your mobile device. The Laserfiche Mobile app on the other hand gives you access to what you need most while utilizing many of your device's built-in capabilities. In addition, the mobile app allows you to view and work with documents offline, such as storing repository documents or submitting offline forms.>(\*available in version 10, service pack 1)

**Q: Does Laserfiche Web Access do image buffering (late-loading) in the phone emulation?**

**A:** Laserfiche Web Access loads content on an as-needed basis in all rendering modes.

## Import/Export

---

**Q: Can emails be imported as Laserfiche .TIFF files?**

**A:** Emails are imported as .MSG files by default but can be imported as .TIFF files by printing to Laserfiche Snapshot. Email attachments are imported in their native file type but can be converted to .TIFF if desired.

**Q: Can you drag and drop just the attachments of the email?**

**A:** Currently, you cannot drag and drop just the attachment. If you drag and drop the email, you will have the option to file the attachments as separate documents. You can always use the Laserfiche Office integration 'Save Attachments to Laserfiche' button.

**Q: Is the "Imported Email" folder automatically included in the Laserfiche Web Access taxonomy or is it an optional workflow that needs to be created by the end-user? Can you set up multiple folders for email importing from MS Outlook or just one at a time?**

**A:** The 'Imported Email' folder is simply the one that was created for demo purposes and there is nothing special about it. The MS Outlook 'Save to <current folder>' button in the Laserfiche MS Office integration is not hardcoded to a specific pre-set folder and will use the currently open folder. If you want to import emails into another folder, just change the folder you currently have selected.

Note that Laserfiche 9.2.1 introduced the 'Save to Default Folder' button, which automatically saves the currently selected email(s) to an administrator defined default location, which can be dynamically determined by tokens. In this scenario, the administrator still can configure the desired default import location.

**Q: Is there import service for DropBox?**

**A:** Not presently, although it's on our list for additional import services to research.

**Q: Does drag and drop work in the new Laserfiche Web Access version?**

**A:** Yes. You can drag and drop documents into Laserfiche Web Access from the Windows file system and directly from MS Outlook. You can also drag documents and pages around inside Laserfiche Web Access itself.

**Q: Are the import profiles deployable through Active Directory or Registry Keys?**

**A:** They are deployable as Laserfiche attributes on a specific user or the 'Everyone' group.

**Q: What is the easiest way to send the whole folder (not just a link) by email? Is it possible to import a folder and its content using Laserfiche Web Access 10?**

**A:** Folders can be exported from Laserfiche Web Access as a zip file and we are looking to add the same option for emailing a folder (as a zip file). While you can't simply select a folder in Windows, you can select all the documents inside it and perform a bulk import into Laserfiche Web Access. In addition, you can also select multiple documents to export or email in bulk as a single zip file.

**Q: When importing a PDF with generated pages, is all the processing done on the server side or is this a new Laserfiche Distributed Computing Cluster (DCC) use case?**

**A:** PDF page generation is currently performed on the Laserfiche Web Access Server, although we've been exploring the possibility of DCC covering this.

**Q: Are the Cloud import services bi-directional?**

**A:** The initial implementation of Cloud import services is one-directional—you can browse the external service from Laserfiche Web Access and import directly from it. Further enhancements to this feature are being researched.

## General

---

**Q: Do starred documents show for just one user or all users who look for that document?**

**A:** Starred documents are listed per user. That is to say, you can star any document you would like and it will not affect any other user's starred documents.

**Q: Can Laserfiche Workflow assign a star on documents for specific users? On starred items, can you control colors and assign different colors? Can they be controlled by Laserfiche Workflow?**

**A:** Starred entries are not currently integrated with Laserfiche Workflow, and are single-color. We welcome your use-cases and enhancement requests for this exciting new feature.

**Q: Do you plan to change the user interface for Laserfiche Client to match that of Laserfiche Web Access 10?**

**A:** Major User Interface (UI) overhauls are not currently planned for the Laserfiche desktop Client, but we'd love to hear about your use cases for Laserfiche Client UI changes.

**Q: Are clients on current Laserfiche Web Access, and also current on LSAP entitled to Laserfiche Web Access 10?**

**A:** Current users with active LSAP are entitled to upgrades.

**Q: Does Laserfiche 10 provide new ThaiOCR yet?**

**A:** Not yet, but we are working on it.

**Q: Can you utilize dual monitors with Laserfiche Web Access 10—for example, drag thumbnails to another monitor like you can with the Laserfiche desktop Client?**

**A:** You can expand your browser across multiple screens, or open documents in different browser tabs and put them on different monitors. Web browsers do not support undocking a specific part of a web page.

- Q: Is Laserfiche Web Access 10 compatible with version 9 instances of the server or must it use the Laserfiche 10 Server?**
- A:** Laserfiche Web Access 10 requires the Laserfiche 10 Server.
- Q: Is Laserfiche Web Access 10 available for Laserfiche Team or Laserfiche United systems or just for Laserfiche Rio and Laserfiche Avante?**
- A:** Laserfiche Web Access 10 is available for Laserfiche Team and Laserfiche United systems. Certain functionality, such as Discussions, is not available as it relies on Laserfiche Rio and Laserfiche Avante only.
- Q: How does the per user licensing work with users accessing Laserfiche? Can the same user be installed on a desktop and a tablet?**
- A:** Users who have been allocated named user licenses can sign in to their repository from any environment.
- Q: Can Laserfiche Web Access 10 connect with the DocuSign server (i.e. cloud-based), or do we still utilize the Laserfiche Connector for that?**
- A:** Laserfiche Web Access 10 continues support for our existing DocuSign integration, allowing users to send documents from the Laserfiche repository to DocuSign, get them signed, and return them to the repository.
- Q: It was mentioned that you can run searches in the Recycle Bin. Can you also open a document from the Recycle Bin?**
- A:** As in current versions, documents must be restored from the Recycle Bin before they can be opened.
- Q: Does Laserfiche 10 come with Laserfiche Workflow 10?**
- A:** Laserfiche Rio and Laserfiche Avante continue to include Workflow.
- Q: Do Laserfiche digital signatures function with Laserfiche Web Access? Can audit capture authentication?**
- A:** Laserfiche digital signatures are fully supported in Laserfiche Web Access 10 for both signing and validation. Audit Trail captures when users sign documents.
- Q: We have Laserfiche deployed on-site. How can I get information on how to deploy Laserfiche Web Access including security/access implications, etc.?**
- A:** You can access the Laserfiche Web Access guide [here](#).
- Q: Does the color of the document correspond to the template name?**
- A:** Yes, the color you see next to the document entry name is the template color.
- Q: We recently got version 9.2.0. Is version 10 much different from 9.2.0 that we should upgrade at this time?**
- A:** Yes, version 10 is much different.
- Q: If you save an email, will Laserfiche automatically update the email with any revisions/additions, etc.?**
- A:** No, once you save an email to Laserfiche it is no longer associated with that same email in your email application like MS Outlook. If you want to save a reply to that email, you can do so using the MS Office integration, but it won't be automatically saved simply because you've saved a previous email.

**Q: Does Laserfiche 10 allow administrators or users to identify changes made to a document easily? If so how does it work?**

**A:** This can be accomplished with version control. Once a document is under version control, any changes made by a user such as to the text or metadata are tracked and saved as a new version. Privileged users can see the changes made to each version and who made them. If the document is a MS Word document, Laserfiche also provides a link to MS Word's Track Changes feature that shows the exact modifications to the text, word for word.

**Q: Does Laserfiche Web Access 10 allow theme customizations and to what extent? For example, can a custom logo be added?**

**A:** No, Laserfiche Web Access is a fully internal product and does not currently allow customizations. Laserfiche WebLink is an externally facing product which can be customized so that your customers and clients get a seamless look and feel when accessing it from your organization's website.

**Q: Can Laserfiche Web Access be integrated with outside HTML web pages?**

**A:** The Laserfiche Web Access interface can be embedded inside another web page using an iframe.

**Q: Is there a manual or guide available to perform the installation of Laserfiche 10?**

**A:** Yes, we have the deployment guides for Laserfiche Avante and Laserfiche Rio available on the [Laserfiche Support Site](#). Simply search "deployment guide."

## **Business Process, Metadata, Templates and Fields**

---

**Q: Are there any changes to the dynamic fields process?**

**A:** There are no major architectural changes for dynamic fields in version 10. The current functionality supports views.

**Q: Regarding the template changes, can you now create a collection of fields on a template?**

**A:** This is not in version 10, but we are actively researching it.

**Q: Is there an option to show a limited number of entries in a dynamic text field instead of the entire list, like you currently can in the Laserfiche desktop Client today?**

**A:** The same attributes in the Laserfiche desktop Client to limit the number of displayed dynamic fields are supported in Laserfiche Web Access 10.

**Q: Does Laserfiche 10 show the folder metadata in the preview pane?**

**A:** There are no changes to the preview pane in the Laserfiche desktop Client.

**Q: Can you see business process details from the unified metadata viewer?**

**A:** Yes, it's in the 'Processes' tab.

## Viewing/Searching in Web Browser

---

**Q: In Laserfiche Web Access can you view the document in the browser and open the document from the web? Can you open/edit the document in the web browser (similar to Google Drive) rather than opening it on the computer?**

**A:** If you choose to view the original PDF file of a PDF document, the file will open up in the Adobe browser plugin (viewing the generated pages will open in the Laserfiche Web Access document viewer). Video and audio files can be streamed directly through Laserfiche Web Access. Other electronic document types must be opened in their native local application, although we are researching future alternatives.

**Q: Does each browser tab use one of the users' concurrent licenses/session?**

**A:** Laserfiche Web Access consolidates all connections into one session.

**Q: Does Laserfiche Web Access look and work the same in all major browsers: Internet Explorer, Firefox, Chrome?**

**A:** Yes, in Internet Explorer 10 and 11, Firefox, Chrome, and Edge. Safari is supported for mobile or tablet environments as well.

**Q: Is Apple's Safari browser supported?**

**A:** Most functionality is supported on Safari browsing on Apple machines and devices. Functionality that requires local downloads and installations (Scanning, MS Office integration, digital signature signing) is not available.

**Q: Is the embedded viewer included with Laserfiche Web Access, or does it come with the Laserfiche SDK?**

**A:** The ability to embed Laserfiche Web Access and display specific modes inside external websites is entirely handled by URL parameters and not connected with the Laserfiche SDK.

**Q: Is Laserfiche Web Access 10 snappy with opening large format documents?**

**A:** Laserfiche Web Access 10 performs comparably to the Laserfiche desktop Client when opening up large documents in conjunction with Laserfiche Web Accelerator. Without Laserfiche Web Accelerator, opening large documents may have a slight delay the first time, and will then subsequently load in a snappy fashion.

**Q: Is searching in Laserfiche Web Access 10 available in embedding?**

**A:** Yes.

## PDFs, Electronic Documents, Media Files and Other File Types

---

**Q: Which media file types are supported in Laserfiche Web Access 10? (i.e. .avi, .wma, etc)**

**A:** Laserfiche Web Access supports mp4, WebM, ogg, ogv, and mov video formats and mp3, wav, opus, and oga audio formats. Note however that certain browsers do not support some of these formats, in which case, Laserfiche Web Access will download them for the user to view locally.

**Q: With the video player, can you specify a 'start point' or a location in the video for a key area?**

**A:** No.

**Q: I have users that need to add video to files with a proprietary viewer. How can we do this?**

**A:** Videos can be attached to documents as attachment annotations, which can then be downloaded and viewed through their native application.

**Q: How do PDFs show in the preview pane in Laserfiche Web Access 10? How does the web client handle common electronic documents such as PDF or MS Word?**

**A:** Electronic file handling is largely unchanged in Laserfiche Web Access 10. Laserfiche image pages are automatically generated from PDFs on import, by default. These generated pages can be viewed through the Laserfiche Web Access preview pane and document viewer. Microsoft Office documents can be opened and modified through the Laserfiche MS Office integration. Other electronic file types can be downloaded and accessed through their local native application. The main change with Laserfiche Web Access 10 is that electronic documents are now automatically checked out when a user edits them, and automatically checked in when complete.

## Scanning/Printing

---

**Q: Does Laserfiche Web Access 10 have Laserfiche Snapshot functionality?**

**A:** As in prior versions, you can set up Laserfiche Snapshot as a shared printer to print documents into Laserfiche. There is no direct tie-in between Laserfiche Web Access and Laserfiche Snapshot.

**Q: How will Laserfiche Scanning work in the new Laserfiche Web Access?**

**A:** As in prior versions, Laserfiche Scanning is available with Laserfiche Web Access as a locally installed desktop application. Laserfiche Web Access will prompt to download and install the first time a user tries to scan. This is the same scanning application included with the Laserfiche desktop Client.

**Q: Do you still need to install Laserfiche ScanConnect and Laserfiche Snapshot on each workstation for clients using Laserfiche Web Access?**

**A:** Laserfiche Snapshot can be set up as a shared printer on a printer server. Laserfiche ScanConnect is necessary for workstations doing ISIS Scanning.

**Q: Are there any scanning enhancements in Laserfiche Web Access 10?**

**A:** The primary scanning user interface is unchanged in Laserfiche Web Access 10.

**Q: Has the Laserfiche ScanConnect been enhanced with this version?**

**A:** There is no update to Laserfiche ScanConnect at this time.

**Q: How do you print a document with Laserfiche Web Access 10?**

**A:** You can print through both the Laserfiche Web Access folder browser and document viewer by selecting one or more documents and running the print action.

**Q: Does printing documents through Laserfiche Web Access require export rights?**

**A:** We have separate feature rights for export and print. Sometimes, an administrator may only want to allow a user to print a document as a PDF without giving them rights to export or download the original file type. Keep in mind, once a user has read rights on a document, they have ability to take screen shots and recreate it so these security rights are about convenience more than absolute security.

## Annotations

---

**Q: When using the quick view, the annotations are shown. What about content of sticky notes?**

**A:** Notes are shown in the preview pane (so you can see they are present), but you can't bring up their contents.

**Q: Can you add custom stamps to a document via Laserfiche Web Access on a mobile device? What about previously created stamps? For example, what if I have a stamp of an image that I want to apply via my mobile device? Is this possible?**

**A:** Yes and yes. The mobile responsive view in Laserfiche Web Access 10 allows the creation and application of stamp and sticky notes—and you can pick an existing stamp from the stamp picker as shown in the demo.

**Q: Does the "APPROVED" stamp document who approved it and when?**

**A:** Yes, stamp and other annotation properties are stored. You can add "approval" steps to be part of a Workflow or Forms process.

## Laserfiche Discussions

---

**Q: Is "Discussions" available in the Laserfiche Client?**

**A:** Discussions relies on modern .Net web technology and is only available in Laserfiche Web Access.

**Q: Will you be able to search in your documents in the repository when you are in Laserfiche Discussions (i.e. documents that are not posted in Laserfiche Discussions but are only in the repository)?**

**A:** The Laserfiche Discussions search will not return results from outside Laserfiche Discussions.

**Q: Will discussions and tasks be available in Laserfiche Forms the same as it is in Laserfiche Web Access 10?**

**A:** There are no changes to the Laserfiche Forms integration in Laserfiche Discussions for version 10. Future enhancements are being researched.

**Q: Are discussions tied to the document found in the Laserfiche repository?**

**A:** Once a discussion is started, a question is asked, or a task list is created, it is tied to whatever folder or document that they were originally posted from.

**Q: Are the reply types used as a collaboration forum?**

**A:** Yes, this is basically the entire feature.

**Q: How do you set up a Laserfiche Discussions site? Is it just an install? Is there a lot to configure once it's installed?**

**A:** Laserfiche Discussions is just an install. You first install Laserfiche Directory Service (LFDS), then use that to generate licenses for Laserfiche Web Access and Laserfiche Discussions. These are separate modules. Once you have both licenses, you link them by pointing one to the other's location so it knows where to send that data.