



First Look: Laserfiche Connector 10

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Answer Sheet

General

Q: **Is Laserfiche Connector available to Laserfiche Team and Laserfiche United customers or is it limited to Laserfiche Avante and Laserfiche Rio customers?**

A: Laserfiche Connector is now available for Laserfiche Team and Laserfiche United customers as well as Laserfiche Avante and Laserfiche Rio customers.

Q: **Does Laserfiche Connector 10 only work with Laserfiche 10?**

A: Most aspects of Laserfiche Connector 10 are backwards compatible with Laserfiche Client, Laserfiche Web Access and Laserfiche WebLink 9. If you want to use the Import and Update Fields actions through Laserfiche Web Access you must have Laserfiche Web Access 10.

Q: **Is there documentation or training available for getting started with Laserfiche Connector?**

A: A compilation of "How-to" videos is available [here](#). You can also read the [Laserfiche Connector product guide](#).

Q: **What if you have to sign in to the target application before writing data to it?**

A: Currently it is recommended that you sign in to the target application before running the Write Data action. The Laserfiche Connector team is exploring ways to make this process more streamlined in the future.

Q: **Are there any extra licensing costs for Laserfiche Connector?**

A: Yes, Laserfiche Connector is an add-on with additional licensing costs.

- Q: Can you recommend any good applications, besides Google Chrome, that could be used to demonstrate Laserfiche Connector?**
- A:** Some commonly used applications for demoing Laserfiche Connector include Salesforce, PeopleSoft and Laserfiche Forms (as an external website). Laserfiche Connector is compatible with numerous line-of-business applications and we encourage you to use the free [Test Utility](#) to determine compatibility if your application is not listed [here](#).
- Q: If I wanted to connect Laserfiche to an API (Application Program Interface), would I do it with Laserfiche Connector, through Laserfiche Workflow or with some other tool?**
- A:** Laserfiche Connector is used specifically for frontend integrations—that is how it is able to be so generic. Laserfiche Workflow or the Laserfiche SDK (Software Developer’s Kit) would be the appropriate tools for backend integrations.
- Q: Laserfiche Connector seems to be built to work with forms to transfer field data. Can Laserfiche Connector transfer documents and populate metadata automatically using the fields that are connected through this application?**
- A:** As Laserfiche Connector is a completely frontend integration, it does not do any backend data transfer between Laserfiche and external applications. That said, the team is investigating a “screenshot” action in a future version that would save the current displayed screen into Laserfiche.

Deployment

- Q: Does Laserfiche Connector need to be installed on each user’s machine?**
- A:** The Laserfiche Connector runtime is a desktop service application and needs to be installed on each user’s machine. Information for deploying Laserfiche Connector unattended in bulk can be found [here](#). Note that Laserfiche Connector can be configured to read profiles from a common network location by modifying the CUSTOMPROFILELOCATION property. The actual installation package, though, must be distributed.

Laserfiche Connector Compatibility with Line-of-Business Applications and Test Utility Tool

- Q: What applications is Laserfiche Connector compatible with? Does every confirmed application support the Insert Data function?**
- A:** A list of confirmed compatible applications can be found [here](#). The applications in that list are compatible for both reading and writing actions. If your application is not on the list, download the free [Test Utility](#) to confirm if your application is compatible. Note that OCR (Optical Character Recognition) can also be used to read data, but not to write data.
- Q: Could you list the known unsupported technologies on Laserfiche Answers?**
- A:** A list of known supported and unsupported technologies can be found [here](#).
- Q: Where can I find the Test Utility to see if Laserfiche Connector 10 works in our environment?**
- A:** The free Test Utility can be downloaded [here](#).

Laserfiche Connector Profile Actions

Q: Can you write data using tokens to a field in another application? For example, can you write an invoice total to a general ledger screen in a finance application such as New World?

A: The Write Data action allows you to write data to any supported external application. Tokens can be used to determine the written value dynamically.

Q: Can the Write Data action be applied to any other types of input fields such as checkboxes?

A: Yes, the Write Data action allows you to update other input fields. For example, checkboxes will be checked on a value of 1, t, or y.

Q: Can the Laserfiche Connector find a folder in the Laserfiche repository, open the folder template and assign data to fields from a web page?

A: Yes, that's what the Assign Template and Fields action does! It will run a search on your Laserfiche repository based on criteria from the web page and then update the fields of returned documents.

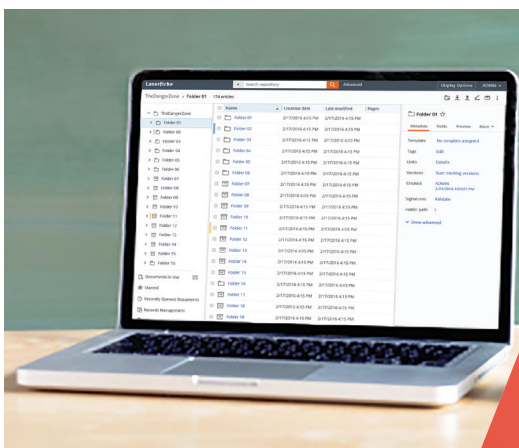
Laserfiche Connector Profiles and Profile Location

Q: Can a Laserfiche Connector profile be saved in a shared location, like a mapped drive, for multiple users to refer to or does it have to be saved locally on each workstation?

A: The new custom profile location feature in Laserfiche Connector 10 allows you to configure a common location for Laserfiche Connector profiles. This allows a profile designer to easily push out new and updated profiles to an entire organization quickly.

Q: Are the Laserfiche Connector profiles created with version 9 compatible with version 10?

A: Yes, they are.



Have More
Questions?
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