

# FAQ – Laserfiche Public Portal for Rio

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## Introduction

### What is the Public Portal?

The Laserfiche Public Portal license allows unlimited, read-only access through Laserfiche WebLink. This license permits a user to access the repository through WebLink when there is no named user license allocated. This connection is retrieval-only—the user can view documents but not edit them. Laserfiche WebLink is the portal component to Laserfiche ECM. Designed for the external user—who is not familiar with the Laserfiche system—WebLink functions as a secure portal for quick and easy search and retrieval. For internal employees—who often need complete search access—named retrieval users are highly recommended.

## Messaging

### How should I position Public Portal?

In this economy organizations are looking to position or reposition their Web presence to a more customer-centric view. Baked into Laserfiche ECM, Public Portal provides a “view in” to an organization’s public facing information.

### How can Public Portal fit into an organization’s portal strategy?

Simplistically, a portal strategy should include things like governance and structure, customer focus and content management processes. Public Portal provides a means for organizations to integrate their WCM with their ECM.

### What are some common approaches organizations take regarding their Web strategy?

There are four approaches:

- **Centralized**- literally a single Website—both in a technical, business process and customer sense—supporting a single audience.
- **Franchised**- a branded portal supported by customer focused sub sites within the domain. The core and framework is managed centrally with content subsites run by departments.
- **Facilitated**- a collaborative environment that spans the organization, supported by common tools, frameworks and standards. Content and services are managed directly by the departments.
- **Federated**- a distributed model with a common presentation, navigation and broad content management ideologies. Content and services are managed directly by departmental business owners.

## Licensing

### How is the Public Portal licensed?

- Public Portal is sold per Laserfiche Server, per processor.
- It allows unlimited read-only connections to that Laserfiche Server, as many as the machine can handle.
- The Public Portal License allows unlimited connections, however a large numbers of connections may affect Laserfiche Server performance. You must have one Public Portal License for each CPU on the Laserfiche Server computer that WebLink will connect to, or you must have a dual-processor or multiprocessor license for a Server computer with two or more processors. Public Portal Licenses may only be used with WebLink; they are not available for other applications.

### Does the Public Portal License need to match my WebLink Web server machine or Laserfiche Server machine?

- When generating the Laserfiche Server License File you may assign a Public Portal feature to that license. Essentially you are adding retrieval concurrent users to your Server license file.
- We estimate that one processor can handle roughly 100 to 150 concurrent retrieval connections through WebLink.
- Since you are purchasing concurrent retrieval users for your Laserfiche Server, it needs to match the number of processors on your Laserfiche Server machine.

### How many processors do I need?

- The [countcpu.exe](#) utility available on the Support Site runs on your Laserfiche Server machine to determine the number of processors.

### Does the Laserfiche Server count cores?

- The Laserfiche Server does not count cores, only processors.
- This is an important consideration when designing hardware. Clients must spec out their hardware configuration carefully. **NOTE: PPX (single processor Public Portal License) will not work with a dual-processor Server machine.**

## Security and Auditing

### Can external users have secure access instead of public?

- Yes, user accounts can be configured for external users. Do not assign named user licenses to these accounts since they are not part of your organization and not part of the workflow.
- Audit Trail will track their activity on the Laserfiche Server when connected through WebLink.

### Can the Public Portal be used internally?

- When configuring a system options are important. WebLink Public Portal was not designed for internal use, as internal users should have named user licenses, which provide complete access to the Rio system. While it is **highly discouraged**, Public Portal can be configured for internal retrieval access. You can create individual users or even add Windows Active Directory groups to the Server without assigning a named user to the accounts. These accounts will have their own specific security settings, access rights and auditing set in the account.

## Administration

### How many times can I install WebLink?

- With Laserfiche Rio, you have unlimited installations of WebLink software.
- Here are some example of usage:
  - Outside the firewall for external / public use.
  - In a test environment.
  - In a backup environment.
  - Inside the firewall for internal use.

### How can a test server be configured?

WebLink Web server can be installed in a test environment connecting to a test Laserfiche Server. If the Laserfiche Server does not have a Public Portal License assigned to it, only user accounts with dedicated named user licenses will be able to access the Laserfiche Server.

### How does the Laserfiche Server allow access through WebLink?

1. First the Laserfiche Server will look for a Public Portal License to use. If the Server finds one it will let the user connect using the Public Portal License.
2. If there is no Public Portal License available, it will check to see if the user account has a named user license. If so, it will allow the connection through WebLink using the user's named user license.
3. If there is no Public Portal License available and there is no named user license assigned to the user account, the user will be unable to connect.

### How can a backup server be configured?

- The **preferred backup scenario is to purchase an additional Public Portal license for the backup Server. The backup Server can be set up as a mirror copy of the production Server.**
- If the production Server goes down, the backup Server will switch to live. Since it has a Public Portal License assigned to the backup, both named user accounts and public accounts will have access to the backup Server.

### **What if the customer cannot purchase an additional backup Public Portal license?**

- If there is only one Public Portal License assigned to the production Server and that Server goes down, only the user accounts with designated named user licenses will be able to access the system.
- To give access to the users without named user licenses, an administrator will need to log into the Rio License Manager:
  - 1) Unregister the production Server to free up the Public Portal License.
  - 2) Reregister the backup Server with the now free Public Portal License.
- **NOTE: this process can be done directly from the Rio License Manager. There is no need to open a Support Case or to request a manual deactivation. In Rio, products are controlled from the License Manager.**

## **Laserfiche Rio licensing advantages**

### **Should WebLink not be used for internal retrieval usage?**

WebLink is designed to provide an easy way to publish Laserfiche documents over the Web for public use. This user experience is intended for external users who are not familiar with the organization's document naming conventions or filing structure. The manner in which folders are bookmarked, search results are displayed and the search interface is exposed is conceived for an external user.

As Weblink was designed specifically for external use, any feature requests made to foster internal use will be denied.

### **What alternatives are there to WebLink for internal retrieval usage?**

Named Retrieval Users offer some additional advantages over WebLink Public Portal:

1. They can use any client application. They work with the Laserfiche Client, Laserfiche Web Access, an integration or custom application. Additionally they take full advantage of the Client features, such as search interface.
2. They can access any Server in the Rio system (production, regional servers, backup, test, etc.).
3. At lower quantities of 200 users at \$200 each, they are advantageously priced.