

WebLink 9:

YOUR GATEWAY TO SHARED INFORMATION

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Presenter	Nathan Semper, Account Manager III
Q&A Responder	Jared Rechnitz, Software Test Engineer
Project Head	Cecille Co, User Success Strategist

Answer Sheet

General

Q: Is there still a 75-page PDF export limit?

A: The default export limit was bumped up to 300 pages in Laserfiche WebLink 8.2.

Q: A Knowledge Base article says, “The WebLink Document Viewer now supports rotating pages.” What are rotating pages?

A: Rotating pages simply means that if the page image is sideways or upside down, you can rotate the page so that it appears right side up. This doesn't actually modify the document on the server though, so it will have to be done each time you reload the document. If a page is scanned in incorrectly, it should be rotated in the Client or Web Access to apply the fix permanently. This is also good for maps or blueprints that may need to be read in multiple orientations.

Customization

Q: Will my WebLink 8 color customizations and search forms easily port over to WebLink 9, or will they have to be recreated manually?

A: When upgrading from WebLink 8.x to WebLink 9, we provide a tool called the WebLink Settings Bundler to save customizations. You can search for the Settings Bundler from the start menu or look in the WebLink directory. Before installing WebLink 9, open up the Settings Bundler and export your settings from WebLink 8. This exports all settings and configuration files into a folder that can be saved on your desktop. After installing WebLink 9, you can open the Settings Bundler again and import that folder to bring your customizations back. As always, back up your information and customizations before getting rid of anything in case something in the process doesn't go correctly.

Q: For WCAG/508 compliance, what about text scripts for videos? This would still be our responsibility, correct?

A: Correct, Laserfiche provides a WCAG AA compliant base product, but any customizations or user content must also apply to meet the criteria. We take care of the screen reader functionality and being able to access all content via tabbing, but any user-added content should also meet WCAG standards if this is something your organization strives for.

Installing, Hosting and Configuration

Q: Are we able to host this ourselves on an internal web server?

A: Laserfiche WebLink is not designed for internal use and we do not recommend using it for this purpose. However, it is possible to host WebLink on an internal web server and use it to provide employees with read-only access to documents.

Q: Does WebLink still install in IIS under the default website or can it be an application on the root level?

A: Yes and yes. The WebLink installer defaults to installing under the default website, but that can be modified if needed.

Q: Is there documentation on advanced configuration of the main screen of WebLink? We just upgraded and are having trouble lining things up without overlapping.

A: The documentation on custom configurations via the code is limited simply because of the vast number of possibilities here. The easiest way to ensure images line up is to note the image size of the default images we provide and try to make yours match. There are methods in place to automatically resize features of Laserfiche WebLink to accommodate differently sized images, but they can only do so much. For strong programmers, the layout can be adjusted to make things fit via coding, but less experienced coders should probably stick to the Designer.

Q: Is it easy to link to documents directly from external websites?

Q: Is auto login part of the link?

A: Yes, each document has an entry ID that can be passed to WebLink via URL. This unique URL and others can be integrated into other websites to allow linking to specific documents, folders, searches and more. The WebLink documentation lists the URL parameters that can be used. If your WebLink is set up to log in as a public user automatically, this link will simply open up the document without a log in step. If WebLink is hosted internally or a username and password are required, this link will not bypass security and direct users to the log in page before opening the document. If a user is already logged in and their authentication cookies are present, the document will open up directly.

Q: Does WebLink still use docview.aspx and Login.aspx?

A: Yes, we still do use docview.aspx and login.aspx.

Q: When setting up WebLink, do you have a set of simple instructions for the public to view to show them how to navigate around WebLink? This is especially for elderly users who are inexperienced with computer navigation techniques.

A: We do have a help link at the top of the WebLink site that gives users a simple guide on how to use WebLink. However, because there are so many different ways to set up WebLink, there is no cut and dry set of instructions on how to use it. Some organizations have public users land on the welcome page, others in a folder browser and some in a search. If your organization wants an instruction guide, I would suggest creating an instruction guide document, adding it to the repository and linking to it from the welcome page. That way, users will access your site and see the search bar along with a link right underneath to the instructions page.

Q: Very specific question—with WebLink 9 installed in a DMZ and the Laserfiche server inside a domain, what ports need to be opened on the corporate firewall/edge device?

A: Either 80 or 443 depending on whether the connection between WebLink and LFS uses SSL or not.

Access and Security

Q: How do you handle payments for the public portal? Many local governments are charging per paper right now. Can we charge for page views and documents exported?

A: People have done integrations with PayPal, so it is possible, but the specifics are not available at this time.

Q: How would you set up a public website user to access only certain parts of the repository?

A: Yes, setting up a public website user to access only specific entries is as easy as it would be for any normal user. In an external setting, Laserfiche WebLink accesses your repository with a single user. Let's call this user 'Public'. After creating this Public user and setting up WebLink to use this user in the WebLink Administration Console, you can go into the Client or Web Access and add whatever Entry Access Rights you desire for that Public user. This probably means limiting the browse rights to a limited folder set so the public only has access to specific documents.

Q: Has there been any criticism of WebLink as being vulnerable? IT has indicated a penetration test showed security holes.

Q: Since WebLink is public facing, is the My WebLink feature safe and private for each visitor to the site?

A: There aren't any known vulnerabilities in the current release, but if you are aware of anything we would be interested in your findings. As for My WebLink, these settings are stored in cookies, which means they are persisted on the user's machine and can't be seen by other users.

Q: Can the public portal access more than one repository?

A: Yes, you can set up WebLink to access many repositories, but you can only access one at a time. For the internal scenario, there is a dropdown listing the repositories the users can choose to log in to. For the external scenario, the repository information is in the URL so the host needs to be sure to link users to the correct one. You can put links to other repositories on the welcome page, but users who don't know about the Laserfiche system might be confused as to why one folder browser shows one set of documents while another shows a different set. The best practice would be to put all public documents in one repository and hook that up to WebLink.

Weblink and Web Access

Q: You said Laserfiche Web Access is the "same" as the client. Is it possible to scan into the repository via Web Access?

A: Yes, scanning into Web Access is a primary way of getting documents into the repository. Any feature in the Client will also be in Web Access.

Q: Are there any instances where allowing public access via Laserfiche Web Access rather than WebLink might be preferable?

A: No, and there really isn't a way to do this. Each user must have their own user account in Web Access and there is no way to allot a set of user accounts to the public in this way.

Q: Can the 25 Public Portal license be allocated (or distributed) for internal and external users, so there is committed availability for internal users?

A: No, there is no allocation available for the Public Portal license. This 25-user limit just means the server tracks the number of concurrent connections and it is capped at 25. However, the public portal doesn't replace user licenses, so it is not one or the other. You can allow internal users with named licenses to access WebLink along with the public portal license.

Searching

Q: How can we customize and save standard searches that the public usually asks from us? Most people don't know how to search.

A: To customize and save standard searches, go the WebLink designer on the WebLink server machine. On the second tab (Welcome Page) you should see a search forms tab on the bottom half of the dialog. Click it and then click the button for Add Search Form. You will have to authenticate into a repository and then it will open the custom search builder. There are instructions on how to use this creator in the documentation. Once created, you can add a link to this custom search on the welcome page and give the users easy access to it.

Q: Is there a way to combine website search results with WebLink results? For example, a citizen may search our website for content that is actually in Laserfiche WebLink, but they will not see it in our website search result.

Q: How Google search friendly is WebLink? Will it crawl WebLink documents?

A: Laserfiche WebLink is very Google search friendly. One of the big improvements from WebLink 8 to 9 is the bot and crawler handling. We fully support bots and crawlers to access the site and make sure to clean up the connections as they navigate the page. As for the specific use case search mentioned above, I believe there are multiple ways this could be done and this is probably a good candidate for a support case.

Mobile Devices

Q: Is the web portal a responsive design so that it is friendly to smart phones and tablets?

A: The short answer is yes, Laserfiche WebLink is mobile friendly. Going to Laserfiche WebLink on a mobile device will act the same as going to it on the desktop. You can use pinch zoom to zoom in on relevant information and browse through and search just like you would on a computer.

Video Files

Q: What if the video files are not a single file like on a DVD? We have a lot of videos that have their own players depending on the source.

Q: Does the video need to be in a particular format for video streaming?

Q: Are the video files compressed when you import them into Laserfiche and do they remain in the same format?

Q: Is video and audio support in repositories specific to Laserfiche 9?

A: By default, Laserfiche WebLink supports MP4, WebM, ogg, and ogv video files as well as MP3, wav, opus, and oga audio files. A table of which browsers support which file types can be seen in this [Answers](#) post.

However, if you have a video file that isn't supported by default (.mov, etc), it is very easy to add this file type to the list of supported videos. At that point, those added video file types will try to use the media streaming UI when they are opened. Browser limitations will then judge which videos will work.

The videos are not compressed when they are imported into Laserfiche, and remain in the same video format throughout their lifespan, so there is no need to worry about them getting converted. Video and audio support was introduced in Laserfiche WebLink 9 and will be similar/the same for the Laserfiche 10 release.