

First Look:

LASERFICHE WEB ACCESS 10

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Presenter	Justin Pava, Technical Product Manager
Project Head	Cecille Co, User Success Strategist

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 a 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 limited release of Laserfiche 10 supports standard operations with MS Office 2016, with full support scheduled for the full release in January. 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 this work on Android?

A: Laserfiche Web Access responsive mode is supported on all modern browsers, regardless of device. It has been confirmed on Android 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's in ways Laserfiche Web Access cannot through a web browser. Functionality such as directly importing photos from the devices camera, or storing offline content, is specific to Laserfiche Mobile, not to mention the Laserfiche Forms capabilities.

Import/Export

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 an option whether to file the attachments as separate documents. You can always use the Laserfiche Office integration 'Save Attachments to Laserfiche' button.

Q: When importing an email into Laserfiche is there a way to have it import as a .TIFF file instead of MS Outlook format?

A: This can be done by printing the email to Laserfiche Snapshot.

Q: Is "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 setup multiple folders for email importing from MS Outlook or just one at a time?

A: There is nothing special about the 'imported email' folder – this can be any folder, 'Imported Email' is simply the one that was created for demo purposes. The MS Outlook 'Save to <current folder>' button in the Laserfiche MS Office integration will use whatever your currently open folder is and it's not hardcoded to a specific pre-set folder. If you want to import 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 filesystem 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 a link) out via 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 also looking to add the same option for emailing a folder (as a zip file). You can bulk import into Laserfiche Web Access, so while you can't simply select a folder in windows, you can select all the documents inside it. 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, does it do all the processing on the server side or is this a new 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-direction – you can browse the external directly service from Laserfiche Web Access and import directly from it. Further enhancements to this feature are being researched.

General

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 same as Laserfiche Web Access 10?

A: Major 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 full 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: Will Laserfiche Web Access 10 be compatible with version 9 instances of the 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 Laserfiche Rio and Laserfiche Avante?

A: Laserfiche Web Access 10 is available for Laserfiche Team and Laserfiche United systems. Certain functionality will not be available as they rely on Laserfiche Rio and Laserfiche Avante only, such as Discussions.

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 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 returned into 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: Will Laserfiche 10 come with Laserfiche Workflow 10?

A: Laserfiche Rio and Laserfiche Avante will continue to bundle Laserfiche Workflow as they currently do.

Q: Will Laserfiche signatures function with Laserfiche Web Access? Will 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.

Business Process, Metadata, Templates and Fields

Q: Are there any changes to the dynamic fields process? Specifically, I'd like to know if a field will allow to be added on a stored procedure instead of being part of a table already.

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: Will there be an option to show a limited amount of a dynamic text field instead of the entire list - like you currently can in the thick 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: Will 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 you can 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 docs) rather than opening it on the computer?

A: If you choose to view the original PDF file of a PDF document, they 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 tab in the browser use one of the user's concurrent licenses/session?

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

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

A: Yes, in IE, Firefox, Chrome, and Edge.

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 web sites 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 has comparable performance to the Laserfiche desktop Client when opening up large documents in conjunction with Web Accelerator. Without Web Accelerator, opening large documents may have a slight delay the first time, and will then subsequently load in a snappy fashion.

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 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 PDF's 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: Any scanning enhancement 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.

Annotations

Q: When using the quick view, the annotations are shown, what about Sticky Notes and the content?

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

Q: Can you add custom stamps to a document via mobile? What about previously created stamps - for example, what if I have a stamp of an image that I want to apply via the mobile - 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.

Social BPM

Q: Is “Discussions” available in 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 Social BPM (i.e. documents that are not posted in Social BPM but are only in the repository)?

A: The Social BPM search will not return results from outside Social BPM.

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 Social BPM for version 10, future enhancements are being researched.



HAVE MORE QUESTIONS?

Check out Laserfiche Answers