January 25, 2016

OCR not functioning in two circumstances

**HISTORY**

We started with LF 7.1 then went to 8.2, then to 9.2 before going to LF Cloud.

LF 7, 8, & 9 was on our server. Our server was slow so we opted to scan during the day & OCR at night. A column appeared in LF indicating if a document required OCRing or not. We understood that in moving to the Cloud, docs would automatically OCR as we scanned. Good move as it eliminated our two-step operation.

Our server died Jan 2015. We did not replace it. We borrowed a virtual a server until LF Cloud debuted. As of 4-30-15, all 49GB of our documents are now in LF Cloud.

**Presenting Problem #1**

If we open a pre-cloud document and add a page to it, the page is not auto OCRed. How come? How do we fix it?

**Presenting Problem #2**

New Documents do not auto OCR either. LFC removed the OCR column. However, by clicking the “T” one can see text, if text exists or not.

How does one turn on OCR?