What's New in Laserfiche 10

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Answer Sheet

General

Q: In the last webinar, you discussed how users will be able to directly import from cloud applications such as Microsoft OneDrive and Google Drive. Does this include Dropbox? Is there a list available of all of the cloud import services?

A: The current supported services include OneDrive, OneDrive for Business, and Google Drive. We are looking into expanding this support for other services as well, but there's no specific target date for that at the moment.

Q: Along with Google Drive support, do you offer merge functionality for Google Docs or Sheets?

A: Currently, Google Drive is only supported as an import service, although we are investigating further points of integration.

Q: Does Laserfiche 10 include a SharePoint Online (Office 365) integration?

A: Laserfiche 10 Cloud Import Services allows you to browse the OneDrive for Business folder tree and import documents into Laserfiche directly through Laserfiche Web Access.

Q: Does Laserfiche 10 include some desktop applications for Mac?

A: There are no specific Mac desktop applications. You can use our web applications through Safari browsers on Mac desktops, and many users run our desktop applications through emulated Windows on Macs.

Q: Which features presented in this webinar, if any, are available for Laserfiche Team and Laserfiche United?

A: The new Laserfiche Workflow activities that don't specifically involve Laserfiche Forms are available for Laserfiche Team and Laserfiche United.

Q: Is there a plan to merge Laserfiche Forms and Laserfiche Workflow into just one product?

A: Wait until you see what we have planned for Laserfiche 11!

Q: Does versioning still need to be enabled per document or can it be turned on universally (like through an "Enable Versioning" button in the Laserfiche Administration Console)?

A: There's no change in how versioning is enabled—as in prior versions, however, you can enable versioning in bulk by selecting a folder and selecting "Enable versioning for all existing documents."

Q: **Does email watermarking work without the Laserfiche Advanced Audit Trail module?**

A: Users can apply ad-hoc optional watermarks during print and export operations without Laserfiche Advanced Audit Trail, but system-wide group or tag watermarks require the Laserfiche Audit Trail module.

Q: **Can you upgrade directly from Laserfiche 8.3 to Laserfiche 10?**

A: You sure can. Products can be installed on top of the existing versions, and migrations of data will happen either automatically or through provided migration utilities.

Q: **On which types of documents (i.e., image, Word, PDF, etc.) versioning is possible?**

A: Versioning can be enabled on all documents in the Laserfiche repository.

Laserfiche Workflow

Q: **Are we able to generate pages in Laserfiche Workflow? Is "Generate Pages" available in Laserfiche Workflow 10?**

A: Not at the moment, but we're actively looking into it.

Q: **Can a form currently being filled out invoke a Laserfiche Workflow that will update the form fields in real-time and allow the user to continue filling out the form?**

A: This scenario can be approximated for authenticated users.

Q: **Can the Microsoft Word document creation feature create a Laserfiche document (TIFF) or can it only create a PDF?**

A: Not at this time.

Q: **Does dynamic Word document creation still require a placeholder to be specified in the Microsoft Word document? Is it possible to allow Laserfiche Workflow to populate a Microsoft Word or PDF document dynamically without reserving a placeholder? (This would be useful for dynamic datasets of different sizes.)**

A: Laserfiche Workflow requires a placeholder in the Microsoft Word document.

Laserfiche Integration with DocuSign

Q: **Are there any new features in the Laserfiche 10 integration with DocuSign? It would be nice if Laserfiche Workflow could send documents automatically.**

A: There are no specific updates to the existing DocuSign integration targeted at this time, however, we are looking into possible enhancements and would welcome suggested scenarios or enhancements from our users.

Laserfiche Forms

Q: **Can you attach existing documents from the Laserfiche repository to a Laserfiche form? Can you attach a link to a document in the Laserfiche repository to a Laserfiche form?**

A: These two questions are similar. The ability to upload files from the Laserfiche repository is in the Laserfiche Forms product backlog.

Q: Are the formulas for calculations similar to formulas configured in Microsoft Excel?

A: Yes. Laserfiche Forms follows the same OpenFormula standard as Microsoft.

Q: I am currently creating a rather extensive form with multiple simple calculations. Can I avoid JavaScript and use Laserfiche Forms 10—saving me hours of scripting?

A: Laserfiche Forms 10 supports a large number of formulas, but not all formulas. It depends on what formula you need to use.

Q: Can we recall form variables after the form process ends? For instance, if there are some errors and we need to submit the form again?

A: If a process ends, there's no way to restart it. It is possible to start another Laserfiche Forms process manually, or by using the new "Invoke Business Process" activity in Laserfiche Workflow.

Q: Can we use an existing Microsoft Word document to populate Laserfiche Forms?

A: Laserfiche Forms software cannot parse Microsoft Word documents. Please post an in-depth use case on Laserfiche Answers.

Q: Does Laserfiche Forms 10 offer better error handling within the Process Modeler?

A: Laserfiche Forms 10 improved the execution of the user task. If a user task is assigned to an invalid user, the process won't terminate. The user task is suspended instead, and waits to be reassigned. Laserfiche Forms 10 also provides more error information at the instance level for troubleshooting.

Q: The Laserfiche Forms dashboard seems to provide data for active tasks only. Can it also include data for completed instances over a specific time period?

A: This is currently targeted for the Service Pack 1 release as part of a new performance dashboard.

Q: Is Laserfiche Forms a separately licensed module outside of Laserfiche Avante?

A: Laserfiche Forms is a separately licensed module for both Laserfiche Avante and Laserfiche Rio.

Q: Does the same licensing from Laserfiche 9.2 apply where anyone can submit a ticket, but only team members who have a Laserfiche Forms approver license can process the tickets?

A: If you are referring to participant licenses (user-level license), yes, this is unchanged. While anyone can submit a form and initiate a Laserfiche Forms process through the Laserfiche Forms Portal (product -level license), users still need an authenticated participant or full named user license in order to work on tasks.

Q: Can you upgrade to Laserfiche Forms 10 while remaining at Laserfiche 9 at a server level?

A: Yes, this is supported. Note that Laserfiche Workflow must also be upgraded to version 10 in order to take advantage of the new enhanced communication between Laserfiche Forms and Laserfiche Workflow.

Laserfiche Mobile

Q: Will Laserfiche Forms have an offline mode?

A: Yes, we are working on this now and it should be ready soon.

Q: When using the Laserfiche Mobile app, what happens when connection is lost, then reconnected? Does the app remember and re-establish the connection and authorization, or does the user have to log in again and find the document?

A: If the administrator hasn't disabled "Remember Me," Laserfiche Mobile will reconnect and the upload will resume automatically.

Q: Does Laserfiche Mobile support Blackberry?

A: Theoretically, the Android app can be installed and work on Blackberry. We will continue to work on testing this.

Q: Can users send a copy of documents via email from Laserfiche Mobile 10 rather than just a link to a document?

A: Yes. It is possible to send the image/text/document (user's choice) as an attachment in email through the "Share" functionality. You can even share to Facebook!

Q: Does Laserfiche Mobile support split screen on iOS?

A: Laserfiche Mobile supports the functionality of the device it is running on. If the iOS device supports split screen, Laserfiche Mobile will as well.

Q: Can you take a picture on a phone and easily attach it to a form?

A: You sure can! That's one of the places where the native mobile app really shines—being able to attach a document from the camera or photo library directly into the Laserfiche form.

Laserfiche Discussions [formerly Social BPM]

Q: Is Laserfiche Discussions licensed per user or is it one license model?

A: Laserfiche Discussions is available to all Laserfiche Rio installations. It's licensed organization-wide and tied in with an organization's named user licenses.

Q: Does electronic document preview exist in Laserfiche Discussions?

A: Electronic document preview exists in the Laserfiche Discussions collaboration site.

Q: Since Laserfiche Discussions includes community achievement badges, does that mean it is possible to perform an audit of what other people do?

A: Badges and auditing aren't really tied together like this. That said, you can already get a listing of what any given user posted, replied or otherwise contributed in their user profile page in the collaboration site.

Q: Will Laserfiche Discussions ever be available for Laserfiche Avante as an add-on product?

A: This is not currently planned.

Q: Who can participate in discussions revolving around a document? Is it the user who is currently assigned to work on it, the approver, etc.? In short, how is participation managed?

A: Laserfiche Discussions participation is currently based on access to the document or folder associated with that discussion. Laserfiche Discussions can also be limited to specific groups on the Laserfiche Discussions site.

Q: Is Laserfiche Discussions only available in Laserfiche Forms and Laserfiche Web Access? Is it available in the Laserfiche Client?

A: We are looking to expand discussions into other Laserfiche products beyond just Laserfiche Forms and Laserfiche Web Access, but there are no current plans for the Laserfiche Client, due to technical and architecture limitations with a non-web application.

Laserfiche Directory Server

Q: How does fail over work?

A: A group of servers work together to maintain high availability of Laserfiche Directory Service through Windows Clustering features available in Windows 2008 and 2012. If the primary node serving authentication requests fails, the inactive node wakes up to take over the workload.

Q: Will there be an option to stay signed in for SSO (Single Sign-On)? That is, can you cache credentials for a period of time?

A: Yes, the session lifetime is customizable and it can be different for personal and public computers.
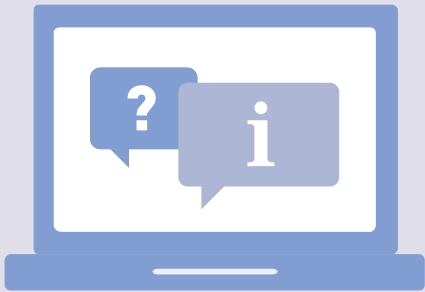
HAVE MORE QUESTIONS?

Check out Laserfiche Answers