

ECS NewsFlash

your source for document management

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www.ecsimaging.com

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[ECS Introduces New Organizational Structure](#)

ECS Imaging, Inc. has gone through a change of organization. We have added new positions, new personnel and a new functional organization. We have a total of 37 team members ready to serve our customers.

Our new organization was chosen to provide more capable and outstanding support from personnel and faster response times for questions. We have strengthened up our Technical support team with a number of changes. Our new technical manger, Ken Moore, is well educated in the organization of a support team. During the past weeks he has interviewed and hired two new technical persons. Both will be providing assistance after they have received training in the next few weeks. They are immediately being placed into productive tasks with some of the programming efforts that we have committed. In addition, we look forward to being able to serve you in any capacity required.

This new organization necessitated personnel changes which may have impacted some customers. You will find that the changes we have made will enhance your experience with Laserfiche and with ECS in general. All of the new hires have credentials that are outstanding and will provide exceptional customer support.

On the sales side we promoted Scott Allbert to Sales Manager for S. California. He will manage some customer accounts as well as the Southern sales team. We also added a new position for additional customer service whom will be assisting and supporting our Account Managers for customer sales related requests. Some of you may have heard from Carly Kemp already introducing herself.

The ECS Imaging Management team looks forward to seeing all of you at our 5th Annual Conference in August. This conference will be a major milestone in the new Organizations capability to provide and prove that ECS United is the best in the business.

[Click](#) for a full size chart:

ECS Imaging, Inc.



“Run with the Best”

June 2007

Laserfiche is continuing four strong promotions through September 28, 2007.



LASERFICHE PLUS users can receive an additional copy for half off.

Laserfiche Plus publishes enterprise information to CDs with integrated search and viewing capabilities. Customers with Plus can buy an additional copy of Plus for half price. New Laserfiche Plus customers can buy a copy at full price and receive an additional copy of a workstation license for half price as well.

**Laserfiche Plus at 1/2 Off: \$1,897.50
Annual LSAP: \$1,590**

WEB ACCESS: Get a total of five (5) full user licenses FREE with any new purchase, a savings of over \$2,750.

If you're looking for the best way to expand access to documents across your entire organization, without adding IT burden, then you need Web Access. With Web Access from Laserfiche, you and other authorized users can scan, search, retrieve, create, move, rename and annotate documents just as you would with standard Laserfiche, over the Web. It deploys rapidly and includes comprehensive control of access rights.

Laserfiche WebAccess gets 5 Free Full User Licenses

AGENDA PROCESSOR: Try for 30 days risk-free and save 40% off the retail price.

What's Agenda Processor? It's a way to simplify the agenda process even

more. Agenda Processor helps you deliver agendas that take less time to prepare, approve and publish while using fewer resources. From eliminating time-consuming paper processes to speeding up workflow, it makes work easier at a price to fit any budget. With this special receive a 30-day, money-back guarantee and pay only \$2,995, a \$2,000 discount off the retail price.

AGENDA PROCESSOR: \$2,995
Annual LSAP: \$1,000

ONE-TIME UPDATES for version 6 customers

Version 6 customers with inactive LSAP can reactivate for half the current one-time update cost through the end of this quarter. Customers taking advantage of this promo can save significantly compared with other reactivation options. Other reactivation cost options are available for inactive customers with versions 5 or 7.

Promotions end September 28, 2007
**All promotions require annual LSAP*

Spotlight

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ECS is “ECS United.” This theme indicates to our customers and partners the degree of unity between ECS Imaging, Inc. and its partners. The importance of having dedicated partners is that they enhance ECS staff with abilities not normally available in a company our size. When the company and its partners are united in the effort to provide expert service in all required areas we all win.

“ECS United” also stands for other important issues to all of us: one being the United States of America, our home, and with our troops. We stand “United” in the effort to keep our country free and to support our Troops.

With the partner we all share, Laserfiche, “United” stands for the SQL and the Oracle based product it distributes. Laserfiche provides the best Records Management system for Government and for Commercial enterprises. The united product stands for the unity of purpose and unity of products, bringing the best of the old with the future secure in advancement.

Mission Inn in Riverside, CA
August 22-24, 2007

Schedule and additional information at:
www.ecsimaging.com/annual07.html

Sign up Today. We’re excited to announce our 5th consecutive Annual Customer Conference will be at the famous Mission Inn landmark this year. As the attendee turnout increases yearly, we’re extending our conference this year to 3 days!

Sessions Overview

- Laserfiche 8 – General & Architectural Overview
- Kofax Document Exchange Solutions
- Attach Plus Email Encryption
- Visioneer Scanners - One Touch to Laserfiche
- Plasmon UDO Archive Appliance Solutions
- Integration Solutions
- Manufacturer Reps of Hardware & Software onsite
- Customer Case Studies
- Guest Speaker from Best, Best & Krieger LLP on Records
- And much more!

Conference and Training Registration

To register for the conference:

Send your contact information to Sales@ecsimaging.com

Let us know which days you will be attending and which free Activity you would like to do on Friday.

*Early bird registrants will receive a free tour package of the Mission Inn in addition.

To register for Optional Laserfiche Institute Training and For special hotel rates: Call us at (951)787-8768 x 103

REGISTRATION DEADLINES

June 30th – registration to get free tour

July 20th – deadline for conference special hotel rates

Events

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Would you like ECS to host a User Group and free training session at your site?

Just let your Account Manager know.

ECS 2nd Quarter Workshops

City of Tustin
Thursday, June 7, 2007
9:00 a.m. – 3:00 p.m.
Council Chambers
[300 Centennial Way](#)
Tustin, CA 92780

* *At each of our user groups we will give away one ticket to the Laserfiche Institute Training for August 22 (\$350 value).*

To register: Send your contact information with the event date to Sales@ecsimaging.com.

Webinars

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<p>Agenda Management</p> <p>Discover the latest features offered by Laserfiche Agenda Processor. Agenda Processor is on special for \$2,995 through September 28th, 2007.</p> <p>To Register click meeting time desired on the right.</p>	<p><u>Thu., Jun. 7, 2007</u> 9:00 a.m. Pacific</p> <p><u>Thu., Jun. 14, 2007</u> 9:00 a.m. Pacific</p> <p><u>Thu., Jun. 21, 2007</u> 9:00 a.m. Pacific</p> <p><u>Thu., Jun. 21, 2007</u> 9:00 a.m. Pacific</p>
<p>Content, Convergence and Collaboration – Laserfiche Document Management and GIS</p> <p>Learn how to put your spatial data together with your document archive to achieve a higher degree of business effectiveness through a smart integration of GIS and document management.</p>	<p><u>Wed., Jun. 13, 2007</u> 11:00 a.m. Pacific Register</p>
<p>Law Enforcement</p> <p>Get the Laserfiche Edge - Share Information to Ensure Public Safety</p> <p>See how Laserfiche software integrates with CAD, RMS and GIS applications to create a secure digital network that gets the right information to the right people.</p> <p>Document Management 101 for Law Enforcement Agencies</p> <p>Learn how Laserfiche document management software streamlines processes, strengthens security and increases effectiveness.</p>	<p><u>Wed., Jun. 27, 2007</u> 10:00 a.m. Pacific Register</p> <p><u>Wed., Jun. 6, 2007</u> 11:00 a.m. Pacific Register</p>
<p>Best Practices in Local Government: Capture, Store and Retrieve</p> <p>Learn how to balance the demands of capturing records with the need to retrieve information quickly for internal and public requests.</p>	<p><u>Thu., Jun. 14, 2007</u> 10:00 a.m. Pacific Register</p>
<p>Ideal Large Format Scanners</p> <ol style="list-style-type: none"> 1. Large Format Scanning Made Easy 2. Take Charge of Your Large Format Data with ArchiveCenter Document Management 3. Increase CAD and GIS Efficiency with WiseImage Intelligent Raster Editing 4. Take Charge of Your Large Format Data with ArchiveCenter Document Management 	<p>Link to the various times and sessions</p> <p>Register</p>
<p>Tech Tips TOP</p>	



Current Versions

- Client-Server 7.2.1
- Plus 7.2
- WebAccess 7.2
- Quick Fields 7.1.2
- Agenda Manager 7.2
- Audit Trail 7.2
- Email (Mapi) 7.1
- Integrator's Toolkit 7.2
- Scan Connect 7.1
- Import Agent 7.0.2
- Integration Express-H.T.E 7.0
- Snapshot 7.0.3
- WebLink 7.0.5
- Workflow 7.0
- Toolkit 7.2.1

Moving, Copying or Backing Up Audit Report Parameters

The parameters for your audit reports are stored in the registry on the computer which hosts the Administration Console on which you configured the report. This means that users will only see audit reports in the Administration Console if they have configured the reports, and if they are using the same computer on which they configured the reports. This is useful if various users will run different reports and do not need to see one another's reports, but can be inconvenient if more than one Windows user will run the same reports, or if the same user will run the same report on different computers. It can also cause problems if you need to unregister the repository, as this will remove the registry keys for that repository, including the one containing the audit report parameters.

You can move or copy audit report parameters to make them available to other Windows users or on other computers, or back them up, by exporting the relevant registry key. This will make the reports available wherever the registry key is re-imported.

Note: This procedure copies the audit report parameters only. It does not affect the audit settings themselves, which are stored on the server and are not machine-specific in any way.

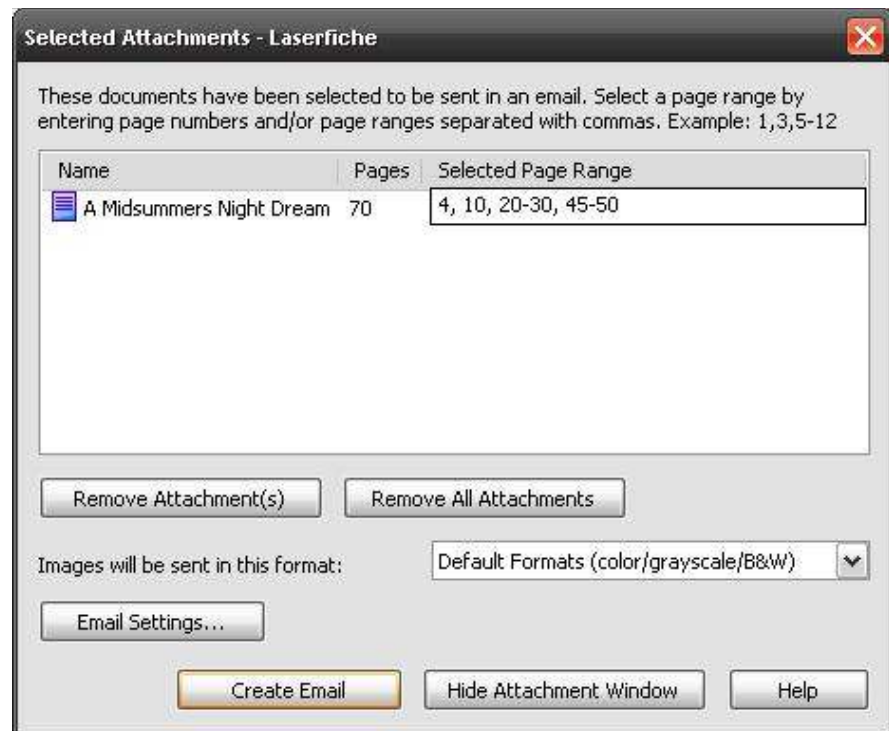
1. From the **Start** menu, select **Run**.
2. Type the following and press **OK**:
regedit
3. Expand HKEY_CURRENT_USER.
4. Expand Software.
5. Expand Laserfiche.
6. Expand LFAdmin.
7. Expand ServerList.
8. Expand your server.
9. Expand your repository.
10. Select AuditReports to export all of your audit reports, or expand AuditReports and select a specific audit report to export only those report parameters.
11. Right-click and select **Export**.
12. Save the registry key to your hard drive.

To re-import the report – either to copy it for another user's use, to apply it on another machine, or to re-create your audit report after a repository has been unregistered and re-registered, simply copy the exported registry key to the relevant computer and then log in as the user who should have access to the report. Double-click the saved key. You will be prompted to confirm that you wish to add the key to your registry. Click **Yes**. This will make the audit report available for that user on that computer. Repeat for all users and computers you wish to have access to the audit report.

Email selected pages (one or more) out of a TIFF document stored in Laserfiche

It is possible to send specific pages of a document. There are two ways to do this:

- 1) With the selected document open in thumbnail view, drag and drop each desired page into the body of an email.
- 2) Right-click on the selected document and select **E-mail Documents...** Select the pages to be e-mailed by identifying each page, separated by commas, or by selecting a range of pages using a hyphen. There are additional options to include each page as part of a .zip file for easy transport by clicking the **Email Settings...** button.



Using Scoping to Create a Fixed Folder Structure

In many cases, organizations want their repository's folder structure to be largely unchanging but want their users to be able to modify the contents of the folders. Keeping a fixed folder structure allows users to remember where to find documents and locate them again more effectively. However, the users may still need to be able to open, change, add, remove, or annotate those documents within the folders. You can use folder scoping to achieve this.

To configure a 'fixed' folder structure that users cannot modify, you will first need to create the folder structure you want to use, if it is not already created. You will then want to go to the parent folder for the folders you wish to prevent users from modifying. If you are doing this for the first set of folders the user will see when they open the repository, for instance, you would select the root folder. Right-click it and select **Access Rights**. Select all the groups whose users should not be able to modify the folders. Click **Remove...** to remove these rights.

Then click **Add...** In the **Create Access Control Entry** dialog, select a group that should be able to open the folder to access its contents. (For instance, if all users should be able to browse this folder and work with its contents, you might select the Everyone group.) Under **Scope Selection**, be sure to select the scope **This entry only**. (If you are not doing this on the root folder, and if other rights are inherited from a parent folder, you may need to turn off inheritance on this folder only as well.) Click **OK**. In the **Entry Access** dialog, select only the **Browse** and **Read** rights. This will allow the users in that group to open the folder and view its contents, but not to move, change or delete the folder. Repeat this step for all other groups that should be able to open the folder. (Groups whose users should be able to modify the folder will need more rights – for instance, if your Administrators group should be able to delete the folder, they should be granted the **Delete Entry** right as well.)

Finally, you will need to set the access rights for the contents of the folder and the subfolders. The exact settings will depend on whether you wish them to be able to modify only the child documents, or whether you also wish them to be able to modify child folders. Some examples follow:

- **Users can modify only child documents; subfolders cannot be modified.** For each relevant group, select the parent folder and allow additional rights for the scope **Documents only**, but do not set additional rights for **Subfolders only**.
- **Users can modify all child documents and folders.** For each relevant group, select the parent folder and allow additional rights for the scope **Subfolders and documents only**.

Of course, you can also set folders such that some users can modify only the documents and other users can modify the subfolders as well. To do so, simply set up one group in the first manner, and the other in the second.

Avoiding Bottlenecks in Server Performance

If you are encountering performance issues using your repository, it is useful to be able to figure out where the 'bottleneck' in performance is occurring. A bottleneck occurs whenever there is more load on the Laserfiche Server or SQL Server than it can quickly handle; it can cause delays as certain processes must wait for other processes to complete. Locating the bottleneck allows you to make changes to fix the problem itself, rather than guessing at its cause. You can use Laserfiche Auditing, Windows Performance Monitor, Laserfiche Server performance counters, and/or SQL performance counters to locate the source of the problem. See [Performance Scaling for Laserfiche](#) and SQL and [Using Microsoft® Performance Monitor](#) for more information.

The following processes are potentially high-load; when looking for a bottleneck, you may wish to pay particular attention to these processes:

- High volume scanning
- Indexing
- Migrating documents
- OCRing documents
- Briefcase import
- Volume attach
- Archiving audit records
- Running audit reports
- Briefcase export
- Volume export
- Publishing with Plus

Once you have determined the source of a bottleneck – for instance, you see from Auditing that performance slows in the afternoon because several scanner operators are all scanning and storing large batches of images at that time – you can take steps to do something about it. You can break the load into multiple smaller batches and spread them out, or automate the process at an off-peak hour. You can use other Laserfiche applications such as Quick Fields™, Import Agent™ or the Integrator's Toolkit™ to help you automate these processes. Or you can upgrade your system by adding memory or disk space. Locating a bottleneck and resolving it can significantly improve the performance of your Laserfiche system.

Note: If the Laserfiche Server and the SQL Server are installed on the same computer, you can also encounter bottlenecks as the two services compete for the same resources. By moving your Laserfiche Server and SQL Server to different computers, you may be able to reduce or eliminate bottlenecks.

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Our Services

- Scanning Services
- Microfiche/Film/Aperture Card Conversions
- Hosted WebLink
- Custom Programs: Case# Generator, Mug Shot Capture, Six-Pack Creator
- ECS Integration Library Tool
- Custom Integrations: ESRI, Permits Plus, CRW, H.T.E., Navision, Eden, Munis, Oracle, DataTel, PeopleSoft, Digital Recorder Importer
- Fax Server Solutions
- Turn-key Implementations

Software



Document Management Software

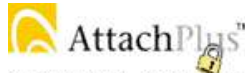
Integrations



Agenda Manager Integration



ESRI Integrations



Email & Data Encryption



Court Case Management Integration



Check Scanning & Remittance processing Integration

Archiving



UDO, WORM compatibility & Email Archiving Solutions

Kofax Product Suite



Ascent & Advanced Forms Processing



Virtual ReScan



Adobe

LiveCycle Barcoded Forms



Fax Server Solution

Scanners



Elite Channel Partner



Premier Partner



E-size Map Scanners

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