



# ECS Imaging Newsletter

Helping Companies Go Paper-Less

July 2010

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Volume VIII Issue VII



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## *ECS Welcomes, New Support Technician! Israel Sandoval*



Twenty-seven years old and already holds nearly a decade of professional experience in document management. Israel became a member of the ECS Support Team within the last month, and has already lived up to his years of experience and academic training with his “tenacity and initiative”, as exclaimed by Technology Manager – Chad Rodriguez. Having gained a knack for computers and technology at a young age, Israel has brought his years of knowledge with him to the job. With a drive to one-day work as a Chief Technology or Information Officer, Israel exemplifies a

superior work ethic.

He first began his professional career in information technology back in 2000, at the San Bernardino Police Department where he served as a Permits/Registration Officer, and later moved on to becoming a Data Entry Technician, and finally ended as a Technician in the records management department. Taking on 18-units at Cal Baptist University, as a third-year Philosophy major with a minor in Mathematics, his versatile education combined with his experience in technology and records management makes him a dynamic asset to ECS Imaging, Inc. We at ECS have high hopes for this motivated technician, and are eager to observe his growth and development within the company.

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***ECS Leadership Gives Back to the Community***



Accredited for not just their success in business, Jim & Judy Pappas along with their daughter, Debbi Bodewin, make sincere strides to give back in their local community. Recently featured in the June-July issue of Riverside Magazine at a charity event benefitting JTP - Jefferson Transitional Programs, a local non-profit organization.

Founded in 1990, JTP has provided vocational, supported sober living and educational programs for more than 3,500 individuals with chronic mental illness in the Inland Empire. Having made philanthropy a strong focal point in her life, Debbi has worked to play a role in assisting individuals with chronic mental illnesses through serving on the Board of Directors for JTP the last 10 years. It is efforts and affiliations such as these which have made ECS Imaging, Inc, and its staff, a grounded and community-oriented enterprise.

The fundamental basics of community-involvement have crossed over in their business practices, and assert ECS Imaging as a company in support of community advancement and public interests. It is that very attitude which is translated throughout our work environment and customer service with all of our clients.

## Spotlight

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NOMINATED BY  
PETE HERSCHELMAN



### ***A Decade of Paperless Office***

The Housing Authority of the County of Santa Cruz was created in 1969 to provide housing assistance for the county's low and moderate-income residents. The Housing Authority also contractually administers for the Housing Authority of the City of Hollister. The Housing Authority of the County of Santa Cruz has increased its family assistance to over 4,000 participants within the last 40-years.

Federal rental assistance programs such as the Section 8 Housing Choice Voucher program have become the county's most notable and emphasized programs. On a more moderate level, the State of California programs also provide housing assistance such as the Seasonal Migrant Housing program or the Rental Housing Construction Program. Regardless of the source, the Housing Authority must apply and compete for funds. There is no automatic funding and the fees received by the Housing Authority for operating these programs are performance-based.

Linda Igarta, Administrative Services Director has worked effortlessly at optimizing the Housing Authority's records management and overall efficiency. She constantly works to improve services to the public while optimizing their performance. The innovative and environmentally-friendly concept of creating a "paperless office" has been a top priority for many public agencies around the country. In 2000, an emphasis on efficient records management began with the installation of the Laserfiche Imaging System. It was the implementation of the Laserfiche Document

The process of converting the existing paper files to digital images started with a large room with nearly 8-million paper documents. Today those files are mostly digital and backed up on the server and back up tapes. The usage of Laserfiche has given the Housing Authority the ability to reduce document retrieval times, reduce paper file storage space, eliminate lost documents, and better manage compliance audits.

## Events

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[Location](#)  
[Embassy Suites](#)  
[San Francisco](#)  
[Airport](#)  
[Burlingame, CA](#)



Make Hotel Reservations:  
[ONLINE](#) or call (650) 342-  
4600 Event Code: ECS  
Special Room rate  
\$140/night  
available September 21-25th

[Download](#)  
[Announcement](#)

*Schedule coming  
soon.*

## Are you ready for the Event of the Year?



## ECS Imaging's Annual Customer Conference 8<sup>th</sup> year in a row!

Attend and get the latest updates,  
training at all levels, and an opportunistic  
environment for industry networking at this  
**COMPLIMENTARY 2-DAY CONFERENCE!**

## REGISTRATION AVAILABLE NOW!

### Thursday, September 23, 2010 (8:00am-5:00pm)

#### Three Breakout Sessions with Training at All Levels

- Customer Case Studies
- Integrated Solutions
- Workflow & Quick Fields
- User & Admin Training
- Weblink 8 Customizations
- How to use the Toolkit
- E-Forms Creation, Digital Signatures, Scanners & **MORE!**

### Friday, September 24, 2010 (8:00am-4:00pm)

#### Two Breakout Sessions with Training at All Levels

- Individual Training and Consulting
- Power User Training and Consulting
- Expert Level Training and Consulting
- Computer Lab
- Roundtables
- Customer X-Ray Account Review

***Daily Breakfast, Lunch & Happy Hour included.***

## Webinars

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Thursday , July 8, 10:00  
AM PST  
[Register](#)

Thursday, July 15, 8:00  
AM PST  
[Register](#)

Wednesday, July 26,  
9:00 AM PST  
[Register](#)



[Click Here](#)  
To join our weekly  
LincDoc Webinar  
Wednesdays @ 11am  
PST

## Document Management 101 For Local Government - Western U.S. Focus

Join us for a free interactive Webinar, specially tailored to address the unique challenges of local government in the Western U.S., where you'll see how digital document management can help you improve efficiency across your organization. Don't miss this opportunity to learn how other government organizations have optimized the management of government business, records and information.

## The ECM Tipping Point: From Imaging To Business Process

Scanning and archiving records can be just the beginning. People just like you are turning archives of images into a goldmine of automated information management. Their "Tipping Point" is the point at which managing information ceases to be a constant task, and becomes an epidemic of success. Please join us for this all- new webinar where we will share the story of York County, Pennsylvania: how to build upon your scanning efforts and achieve ECM+ BPM capabilities.

## ECM+BPM = Shared Services

Many organizations, in both the public and private sectors, are now considering deploying enterprise content management as a shared service. Where previously content management may have been deployed to meet departmental needs, it is now being recognized as an enterprise-wide need: an infrastructure investment rather than a niche application. In addition to cost-effectiveness, the ECM shared-service model also allows an organization to make better use of limited IT resources – particularly when many upcoming IT projects tend to require one or more components of ECM functionality. Join us to discuss this new deployment model.

## E-Forms Solution Integrated with Laserfiche

*With LincWare you can skip the scan and paper process altogether!*

**Fillable e-forms** solution is great to process forms such as permit applications, business licenses, enrollment applications and others electronically! E-forms works independently of Laserfiche yet also integrates with it, as well as your other databases. Most companies have a lot of forms and can save time by not having to re-enter data since the information on the forms can be transferred to a database and the images & data to Laserfiche. There are [online demos every Wednesday at 11am](#) or we can setup a custom demo with your forms.

### Our Simple Solution:

With this solution we are providing an intuitive front end for processing complex forms, in a digital format to Laserfiche thus enhancing your document lifecycle management. And with the software's ability to automatically complete Laserfiche template field data when the form is filled out, it improves your efficiency and eliminates the need for you to scan paper forms into Laserfiche. The forms are automatically filed into Laserfiche at the time they are filled out.

Each LincDoc version simultaneously populates Laserfiche template fields and 3<sup>rd</sup> party databases upon the completion of any eForm or document, eliminating redundant entry, scanning and storage steps.

• Dramatically enhance efficiency by producing documents more quickly

[Register for webinars](#)

## **Contex E-size Map Scanners**

Learn about imaging solutions that enhance your business – from the newest Contex scanning technology and scanning software to the best ways to manage and access your scanned drawings. This webinar provides useful suggestions for every large format industry and any large format document user. We will discuss the full Contex scanning portfolio so that you will learn which scanner best meets your needs.



*Empower!*

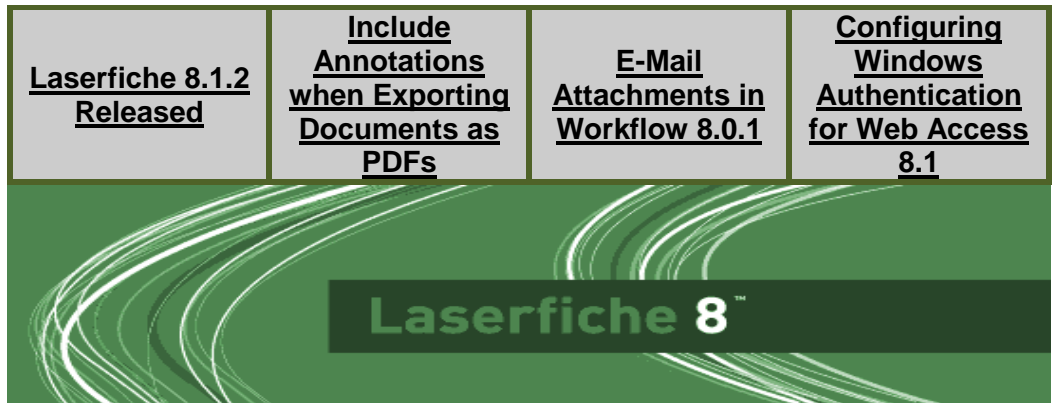
Visit the Laserfiche  
Support and User  
Information [Site](#)

Resources available 24  
hours a day on this  
Support Site.

**Laserfiche**  
Run Smarter™

#### Version 8 Products

- Client-Server 8.1.2
- Snapshot
- Email
- Workflow
- Audit Trail
- Records Manager
- Web Access
- Plus
- Toolkit
- Weblink
- Quick Fields
- Agenda Manager & Processor
- Import Agent
- Avante/Rio Named User system



### Laserfiche 8.1.2 Released

Laserfiche is pleased to announce the release of Laserfiche 8.1.2, which includes the Laserfiche Server, Client, Scanning, Snapshot, PhotoDocs, Audit Trail and the Migration Utility. Laserfiche 8.1.2 is a maintenance release, offering bug fixes as well as performance enhancements.

The Laserfiche 8.1.2 release also contains the installations for the Laserfiche 8.1 language packs (Arabic, Chinese [Simplified and Traditional], French, Italian, Portuguese [Brazilian], Spanish, Turkish and Vietnamese). These language packs are the same installations that were previously available as individual releases. You do not need to reinstall the language packs if they are already installed.

#### Next Steps

1. [View the list of changes for Laserfiche 8.1.2.](#)
2. [Read the release notes for Laserfiche 8.1.2.](#)
3. Contact ECS Imaging to upgrade to Laserfiche 8.1.2.
4. Visit [support.laserfiche.com](http://support.laserfiche.com) for white papers, videos, forums, Knowledge Base articles, and more.

### Include Annotations when Exporting Documents as PDFs

Laserfiche 8 allows you to include annotations when you export or e-mail a Laserfiche document as a PDF. This feature allows you to share annotations and associated information even with users who don't have access to your Laserfiche repository, while still leaving the images editable in Adobe Acrobat.

For instance, you might add an explanatory callout box to a report, and also highlight an important section of the report. If you then wanted to send the document, complete with the callout box and highlight, to a client who doesn't have access to your repository, you could do so by exporting the document as a PDF. The PDF would contain the annotations that you included, just as they would be included if you printed them to a TIFF image for export. However, when your client opens the report in Adobe Acrobat, he can work with the annotations natively. For instance, he could add another comment or question to your callout box and send it back to you, or he could choose to remove the annotations so that he can print a clean copy of the report.

To include annotations when exporting documents as PDFs, open the **Tools** menu and select **Options**. Expand **Export** and select **Images**. Make sure that **Include redactions on exported image** and **Include all other annotations on exported images** are selected. This will print the annotations to the exported document. To make sure that the annotations are converted and editable in Adobe Acrobat, also select **Convert annotations into PDF annotations**. The next time you export a document with annotations as a PDF, the annotations will be included and

choose to either attach a shortcut to the entry or a copy of the entry.

Attaching a shortcut to the entry will attach a .lfe file; when the .lfe file is opened, it will launch the Client, prompt the user to log in, and then take the user directly to the specified entry. If the person you are sending the attachment to has the Laserfiche Client installed and has access to your repository, we recommend using the .lfe shortcut. The .lfe shortcut is a smaller file, since it's simply a pointer to the document. It also respects the repository's security settings and auditing, and allows the user to see all the relevant metadata.

However, if a user does not have the Client installed or access to your repository, you should attach a copy of the entry instead. This creates a copy of the document (or of all the documents in the folder, if the entry is a folder), and allows you to specify the format in which you want to export it. For instance, you could include a copy of the contents of a folder, with imaged documents included in PDF format and electronic documents in their native format.

Workflow 8.0.1 offers many options for including attachments with e-mails. You can specify which document types will be included, how images will be exported, whether the entries will be compiled in a zip file, what the maximum attachment size should be, and more. For further information, see the [E-mail activity](#) section of the Workflow 8.0.1 help file.

## Configuring Windows Authentication for Web Access 8.1

*This week's Tech Tip walks you through the steps for setting up Windows authentication for Web Access.*

For administrators looking for ways to make using Web Access easier on users and administrators alike, one solution is Windows authentication, which allows users to log in to repositories using their Windows domain credentials. Windows authentication is especially useful for administrators because, rather than having to create and maintain new users and groups in Laserfiche, they can simply grant existing Windows users and groups access to their repositories. Moreover, Windows authentication is also more convenient for users, who will not have to remember additional passwords in order to log in to Web Access. In this week's Tech Tip, we'll walk you through the steps for setting up Windows authentication for Web Access.

### To configure Windows authentication settings for Web Access

1. Open the Web Access Configuration Page.
2. Under the **Repositories** section, select the repository you want to configure and click **Edit**.
3. Under **Connection Options**, select:
  - **Prompt for Laserfiche credentials** to allow users to enter their Windows credentials in the form *Domain\Username*. This option will still allow users to log in with Laserfiche and/or LDAP accounts.
  - **Prompt for Windows domain credentials** to allow users to enter their Windows credentials without having to specify the domain first. This option will NOT allow users to log in with Laserfiche and/or LDAP accounts.  
**Note:** After you have selected this option and clicked **Save**, the **Select a login domain** dialog will be displayed. Enter the domain users will log in to so they do not have to specify it at login. If no domain is specified, your **Connection Options** setting will default to **Prompt for Laserfiche credentials**.
  - **Auto-login using integrated Windows authentication** to allow users to be automatically logged in to the repository using the same Windows credentials used to log in to their computer or network.
4. After selecting your connection setting, configure Internet Information Services (IIS) for Windows authentication:

**Note:** The following settings are configured by default when you install Web Access 8.1 fresh. However, if you are upgrading from a prior version, or if you find

**Auto-login using integrated Windows authentication** option.

**Note:** If you do not see the **Windows Authentication** option, make sure the Windows Authentication feature is installed on your copy of IIS.

5. **Optional:** If you have selected the **Auto-login using integrated Windows authentication** option, and your Laserfiche Server and Web Access Server are running on different machines, you will need to configure Kerberos to handle the auto-logins. For information on how to configure Kerberos for Web Access, see the [Configuring Kerberos](#) guided help video on the Laserfiche Support Site.

**Note:** In addition to the above steps, if you have not already done so, you will also need to add Windows domain users and/or groups to your repository and grant them **Trusted** status. These settings can be configured in the Laserfiche Administration Console. For more information, see the Laserfiche Administration Guide.

## About ECS

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### Contact Info

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Martinez, CA 94553

Tel: 925.370.2456

### Our Services

- Scanning Services
- Microfiche/Film/Aperture Card Conversions
- E-Forms
- Digital Signatures
- Hosted WebLink
- Custom Programs: Case# Generator, Mug Shot Capture, Six-Pack Creator, Barcode Coversheet Automation
- Custom Integrations: ESRI, Permits Plus, CRW, H.T.E., Navision, Eden, Munis, Oracle, DataTel, PeopleSoft, Digital Recorder Importer
- Turn-key Implementations

## Our Business Partners

### Software



**Document Management Software**

### Integrations With Laserfiche



**LincDoc eForms Creation & Automation**



Free 15-minute webinar

**Digital Signatures**



**Agenda Manager Integration**



**ESRI Integrations**



**Email & Data Encryption**



**Court Case Management Integration**

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