Opera 3 Document Management

Training Courseware

Pegasus Software Ltd
Accreditation Training Courseware

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Introduction

About Opera 3

Opera 3 is the most versatile and user-friendly accounting, supply chain management, payroll & HR, manufacturing and reporting solution from Pegasus Software. A modular solution, Opera 3 enables you to select the components that match your current business model, whilst making it possible to add further functionality as requirements change. This means that the capability or capacity of a system can be seamlessly expanded whilst safeguarding the investment.

For more information about Opera 3, select the Solutions link on the Pegasus web site.

About this Guide

This Accreditation Training Courseware offers an accompanying guide to the accreditation training course.

If you are new to Opera 3, read the Getting Started section of the Opera 3 Help that covers the application in more detail. You can access this from the Windows Start menu, or by using the F1 Key or Help menu when you have logged in to the product.

Opera 3 is available for both Visual FoxPro and SQL Server database platforms. This Accreditation Training Courseware applies to both database platforms, however, there are certain elements that are only included in one or the other database, and as such, the relevant sections or paragraphs are clearly identified with the following labels:

> **[SQL]** – only relevant if you are running the application on an SQL Server database.
>
> **[VFP]** – only relevant if you are running the application on a Visual FoxPro database.

Sections that are not identified with these labels are relevant to both database types.

For more information, see the section Functional Differences between Opera 3 Enterprise & Opera 3 Enterprise SQL section in the release guide.

Introducing the module

Document Management is a full integrated Opera 3 module that provides highly efficient and secure document capture and retrieval functionality both in the Document Management module and throughout the Opera 3 product. Paper documents and previously saved electronic documents and emails can be captured and securely archived.

Documents can be captured and retrieved at header and transactional level via direct modular integration, or captured in batch through the Document Management module. When capturing or retrieving in another Opera 3 module, like the Sales Ledger, all document type selection and indexing is managed such that there is the minimum of additional clicks or data entry. Indexing can also be done using bar codes.

Barcode scanning is an additional function of PDM and does not prevent the continued use of manual scanning.

Feedback

Pegasus is interested to hear your views on the documents we provide. To give your feedback, send an email to training@pegasus.co.uk. Please type “O3Training_Accreditation_REP30DocumentManagerR2.4.docx Accreditation Training Courseware” in the subject box.

Please note that product support is not offered through the above email address.

Key

Icon	Meaning
Example – Examples	Useful Hint, Tip or Note. General Comments / Notes
	Useful Report obtained from clicking on the print icon while sitting on the form
	During the literature, some basic Question and Answer / Troubleshooting points are discussed. May include a few did you knows…
	Website link
	Exercises / Example solution
	Report to XLS
	Potential Report Enhanced from Opera II (more than simple field adjustments)
Question *Answer* FAQ	FAQs - Only

Training Literature Releases

Release	Added Information
R1.0	Originating document (Uplift to O3)
R2.0	Updated to latest version and layout (O3 v1.10)
R2.1	Added FAQs, Troubleshooting and Windows Services Information
R2.2	Added Technical information including suggested server move steps & chapter uplift
R2.3	Some added help guide information & Chapter formatting uplift
R2.4	Added Appendix for DEP settings

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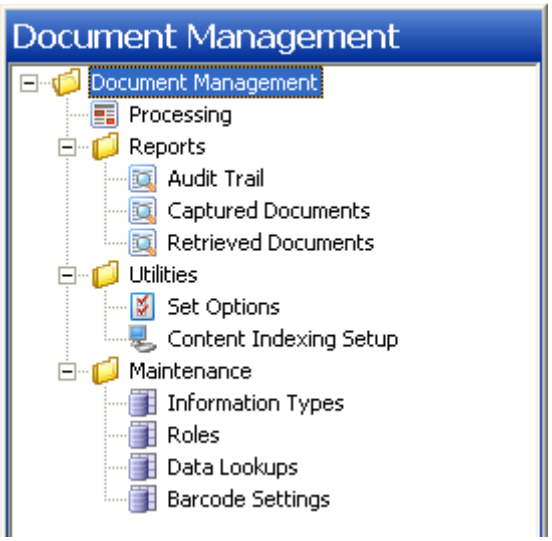
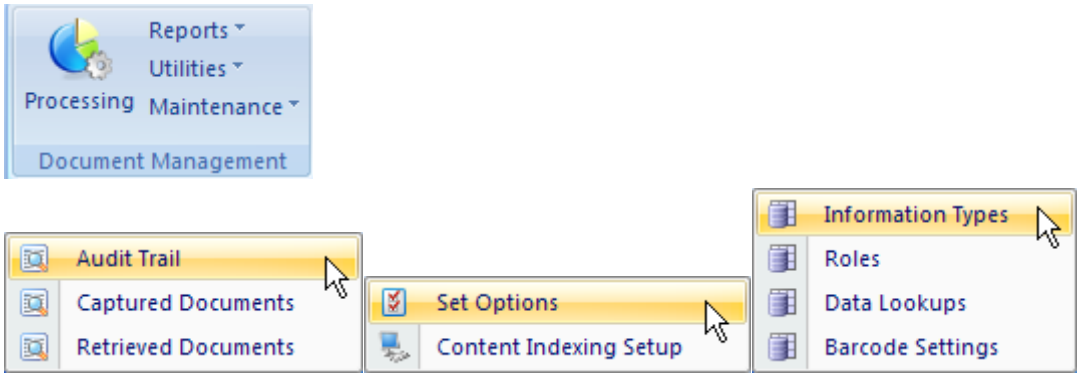
Module Menu Structure

The following sections will cover the functionality of the options in this module as outlined in the image below which shows each menu option contained in this module.



Ribbon Bar view



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Glossary (of Menu Structure)

Navigator Folder	Command	Purpose
Processing		In the Processing command you can scan paper documents, capture electronic files, and retrieve archives. Before the form loads, your rights are checked and the options are displayed accordingly. These rights are defined in the Roles command.
Reports	Audit Trail	Lists what has been done, when they were captured and by whom in Document Management. System operations that capture activities like a form being opened or closed in Document Management are excluded if the Exclude System Operations option is ticked.
	Captured Documents	Provides details of the documents that have been captured, when they were captured, and who captured them.
	Retrieved Documents	Provides details of the documents that have been retrieved, when and by whom from Document Management.
Utilities	Set Options	Use the Set Options command to specify options and controls that affect the operation of the Document Management module. The settings include Microsoft SQL Server Connection parameters, file locations for scanned documents, default roles for users, archiving settings, and context indexing settings.
	Content Indexing Setup	Content Indexing is available if your activation includes the Advanced Document Management feature. Content Indexing captures machine typed text from scanned TIFF (Tagged Image File Format) images, text files (.txt) and document (.doc) electronic files, then uses the text to index the document. Inclusion and exclusion dictionaries let you manage the words that are used to update the indexes.
Maintenance	Information Types	Information Types define the types of documents that are captured in Document Management. They are a representation of the different types of document that you may need to scan. The view of Information Types is structured like the Opera 3 menu structure in the various groups, like ‘Financials’ and ‘Payroll & HR’. Beneath the groups, the modules are displayed, like ‘Sales’ and ‘Personnel’. Index details are also defined for each information or document type. For example, a sales invoice can be indexed by the account code, company name and the document reference (or invoice number).
	Roles	User Roles in Document Management is where you define the rights that users have to capture and retrieve documents. When a user first uses Document Management, they are assigned the default role that is defined in the Set Options command.
	Data Lookups	To prevent inaccurate indexing information being added to the Document Management databases, data ‘lookup’ lists allow you to choose index information from a prepared list when updating the Manual Indexing form in Document Management. This means you do not need to manually type an index so avoids mistakes being made. For example if you enter ‘AD’ as a customer account code when capturing a document using the Sales Processing information type, all the accounts that include ‘AD’ in either the account code or company name are displayed.
	Barcode Settings	Barcode settings are additional settings for indexing documents using barcodes. If you want to define the number of barcodes that are included on a page, that barcodes must be displayed on every x number of pages, and so on, this is where you define those settings. Each information type can have different barcode settings.

Notes

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The Module

Document Management is an integrated module that provides secure document capture and retrieval functionality both in the Document Management module and throughout Opera 3. Paper documents, and electronic files such as Word documents, Excel Spreadsheets or PDF files, can be captured and securely archived.

You can easily see which records in Opera 3 have captured documents attached to them: an icon is displayed in the respective status bar, making it apparent that something is available to retrieve and view.

Documents can be captured and retrieved at header and transactional level in the ledger modules (like the Sales Ledger or Purchase Order Processing), or captured in the Document Management module. When you capture a document in a ledger, the document type selection and indexing is managed by Document Management so that there is the minimum of additional clicks or data entry.

Advanced Document Management

Document Management includes two other features at additional cost - Content Indexing and Deferred Indexing.

- Content Indexing captures machine typed text from scanned TIFF (Tagged Image File Format) images, text files (.txt) and documents (.doc) files, and then uses the text to index the document. This is an additional, automated method of indexing documents above the automatic indexing, manual indexing and barcode indexing methods. The words that are indexed are those that are in an inclusion dictionary. You can also add words to an exclusion dictionary if you want to exclude words during the content indexing process. These dictionaries are set up in the Content Indexing Setup command.

  The advantage of Content Indexing is when you retrieve documents from the Document Management databases, the search also checks the contents of the documents as well as the indexing information saved when the document was indexed.
- Deferred Indexing is an alternative to automatic indexing in the ledgers, Manual Indexing and Barcode Indexing. The advantage of Deferred Indexing is it allows documents to be scanned in Document Management without adding any indexing information, and then indexed later.

  This is perhaps most useful when a large number of documents need to be archived to the Document Management databases but the person who is scanning the paper documents, or capturing the electronic files, does not know how they should be indexed. They can however do the labour intensive job of archiving the documents and another person can index them at a later time.

Notes

Indexing

When you scan a paper document or capture an electronic document in the Document Management module, it needs to be 'filed' correctly so that it can be retrieved at a later time. This is termed 'indexing'. There are a number of ways you can index a document:

- **Automatically** - this is done when a paper document is scanned or an electronic document is selected for capturing after posting a transaction in the Sales Ledger, Purchase Ledger, Sales Order Processing, Invoicing, Purchase Order Processing, and Fixed Assets modules.
- **Manual Indexing** - this provides for the manual entry of index keys against the appropriate Information Type. The entries required are dictated by the Index Captions that were defined when the chosen Information Type was updated.
- **Deferred Indexing** - this allows documents to be scanned, and then manually indexed later (part of Advanced Document Management).
- **Barcode Indexing** - this provides a more automated method of capturing single or batched documents. The indexes will generally be updated by the bar codes that the system reads when it scans. If any Index Captions have been defined as Barcode Manual fields you can enter them as required.
- **Content Indexing** - this uses captures machine typed text from scanned TIFF (Tagged Image File Format) images, text files (.txt) and documents (.doc) files, then uses the text to index the document. This is an additional, automated method of indexing documents above the manual indexing and barcode indexing methods (part of Advanced Document Management).

Note: Content Indexing and Deferred Indexing are part of the Advanced Document Management feature. This is available at additional cost.

Basic Requirements

The basic requirements for Document Management above those for Opera 3 Enterprise or Opera 3 Enterprise SQL are:

- A suitable scanner to capture documents.
- A suitable data store for the captured documents. Supported databases are Microsoft SQL Server 2005, Microsoft SQL Server 2005 Express, Microsoft SQL Server 2000 (SP2), or Microsoft SQL Server Desktop Engine (MSDE).
- Microsoft .Net Framework v2. This must be installed on all Servers and Client computers before Document Management is installed.

Notes

Full details of the system requirements are included in the System Requirements guide.

-
-

Additional Systems: Document Management (2.10) now works with additional systems in Opera 3. Additional systems make it possible to have more than thirty six companies in Opera 3. For more information, see the Additional Systems Help topic.

About this Training Guide

This training guide provides you with background information you need to set up Document Management as well as using the module.

System requirements including supported scanners for capturing documents are included in the Opera 3 System Requirements guide on the Opera 3 CD.

Opera 3 Readme File

The Opera 3 Readme file contains Late Breaking News and any other release specific important information, including information about Pegasus Document Manager. You are advised to check this file. It is installed in the Opera 3 Client installation's main folder and can be accessed from the Start menu or Desktop folder after installation.

Notes

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1 Set-up

1.1 Recommended Order of Set-up

It is suggested that you set up the module in the following way:

Decide the type of documents to be captured, when they should be captured, and by whom.

Install and implement appropriate hardware for scanning. Review document indexing and confirm that the standard indexing structures provided with Document Management are going to meet your needs for retrieval. This is particularly important if documents are going to be retrieved outside the modular integration functionality because indexing is done manually. Review document security and define who should be able to retrieve and view which types of documents and at what levels

Load Set Options to create the appropriate databases and configure Document Management for use in the Opera II company. Then complete the options as necessary. For more information, see the Set Options section.

Review the Roles that are set up automatically by Document Management and confirm that they match your requirements. If they do not, add or amend Roles for the appropriateusers. For more information, see the Roles section.

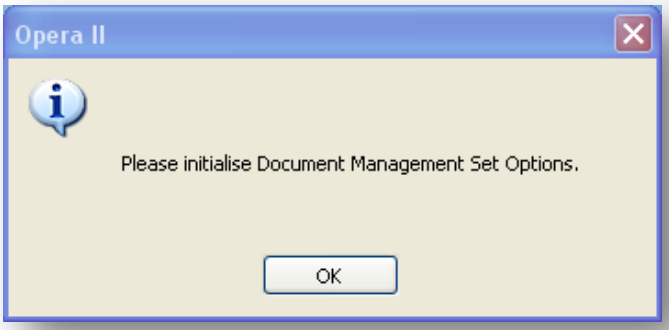
In System - Maintenance - User Profiles, allocate access to Document Management by ticking the Document Management option for each user who needs access to Document Management. When the record is saved the Users Wizard is displayed as part of the completion of the user record.

Review the standard Information Types and confirm that they and the associated Index Captions match the requirements of the company. Use caution when changing Information Types. For more information, see the Information Types section.

1.2 Activating Document Management for a Company

Notes

When you first log into Opera 3 with Document Management a message is displayed informing you that Document Management is not setup for the company.



You then must set up these areas before you can use Document Management in the company.

1. Initialise Set Options

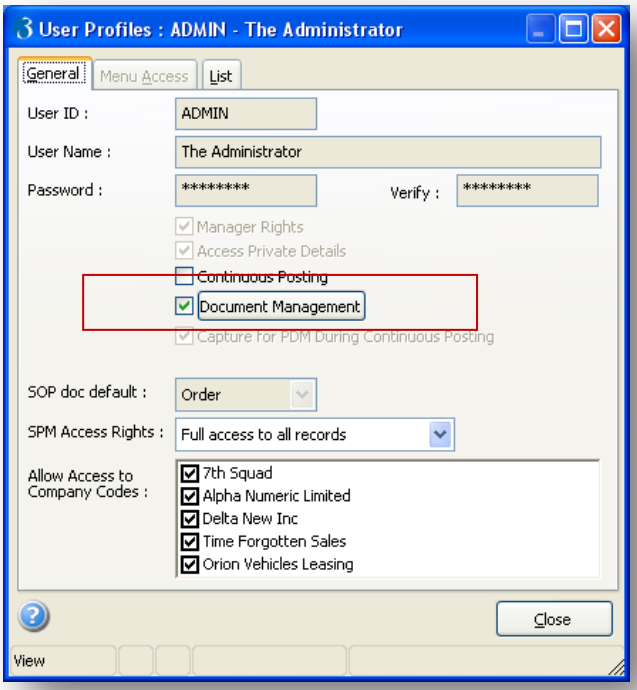
Load Set Options to create the appropriate databases and configure Document Management for use in the Opera 3 company. Then complete the options as necessary. For more information, see the Set Options section.

2. Review and Define Roles

Review the Roles that are set up automatically by Document Management and confirm that they match your requirements. If they do not, add or amend Roles for the appropriate users. For more information, see the Roles section.

3. Modify User Profiles

In System > Maintenance > User Profiles, allocate access to Document Management by ticking the Document Management option for each user who needs it. When the record is saved the Users Wizard is displayed as part of the completion of the user record. For more information, see the User Profiles section.



Notes

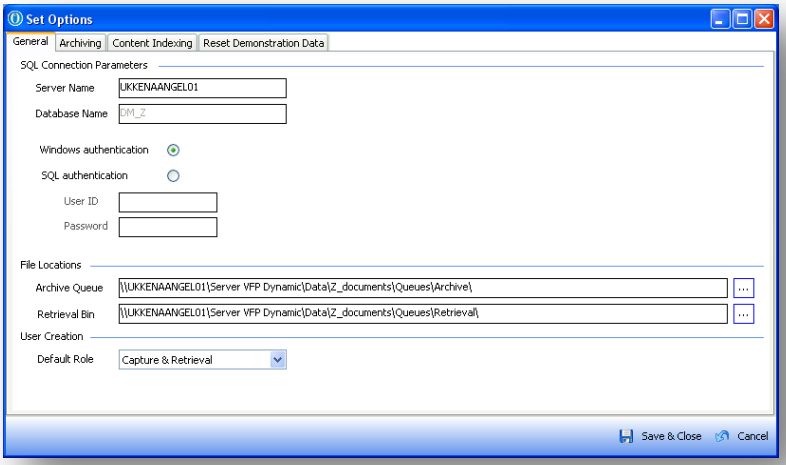
4. Review and Define Information Types

Review the standard Information Types and confirm that they and the associated Index Captions match the requirements of the company. Use caution when changing Information Types. For more information, see the Information Types section.

1.3 Set Options

Use the Set Options command to specify options and controls that affect the operation of the Document Management module. The settings include Microsoft SQL Server Connection parameters, file locations for scanned documents, default roles for users, archiving settings, and context indexing settings.

To set up Document Management options select Utilities > Set Options from the Document Management menu. When all options have been defined select Save & Close, or Cancel to abort.



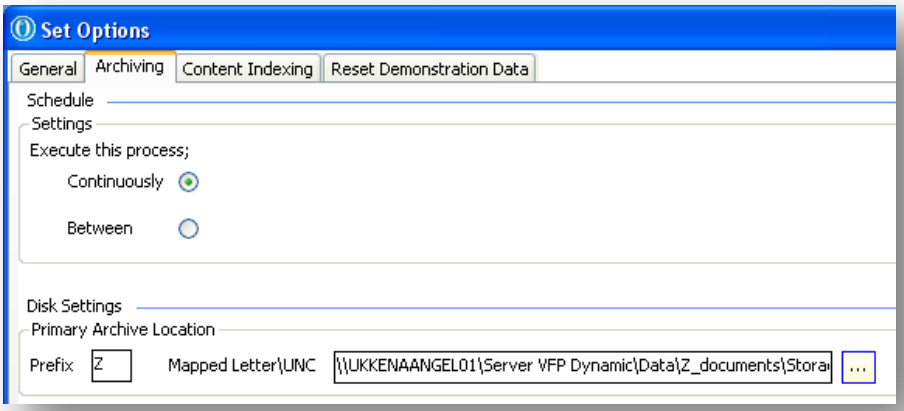
1.3.1 General tab

Box	Description
SQL Connection Parameters	These will be automatically created by the system and should not be adjusted without appropriate Microsoft SQL Server knowledge.
File Locations	The Archive Queue and Retrieval Bin are temporary locations where files are written to and read from when documents are captured or retrieved. They act as a cache for the document archive and therefore all users must have full access to the paths entered here. These paths will default to an appropriate location based on the location of the company's data. If necessary they can be changed by typing a location or by selecting a location using the ellipses […] button to the right of the field **Note**: Any documents that are captured but are not indexed until later using the Deferred Indexing feature, remain in the Archive folder until they are indexed. They are then moved to the Storage folder defined on the Archiving tab in the Disk Settings folder.
User Creation	This is the default role associated with new users that are created in the User Profiles command in the System module. **Tip:** To avoid the risk of giving full rights to all users in Document Management, set this to a role that has minimal rights.
Capture Limits	This is a way to control the maximum number of files that can be included in a batch (Max. files per Batch) and the maximum size of a batch in Megabytes (Max. total Batch size). If this limit is breached when documents are being captured a message like 'Document Limit Reached' will be displayed. Tip: Enter zero (0) if you do not want a limit to be used.

1.3.2 Archiving tab

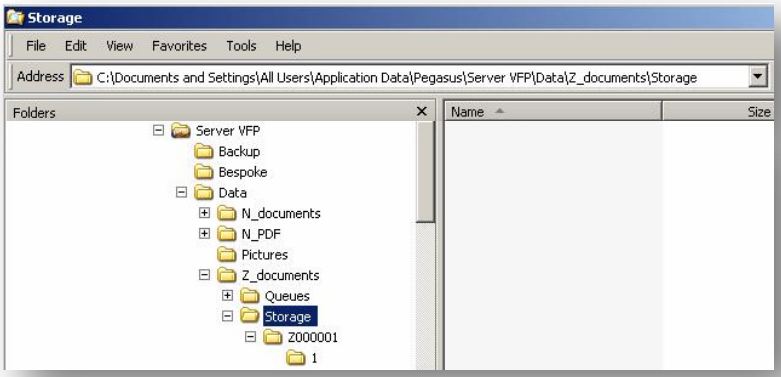
Notes

Archiving options define when and where documents should be archived after they have been captured.



Box	Description
Schedule Settings	Archiving of captured documents can be done continuously or between certain times. • Select 'Continuously' if the capture, and therefore archiving, volume is small. For example if you capture less than 100 documents per day and each document is just a few pages. • Select 'Between' if the archiving load is heavy and set the time range to when the load on the database is minimal, for example outside normal working hours. This will avoid any undue performance issues on shared servers.
Disk Settings	Disk settings define where documents are archived and the preferred prefix used when the documents are archived. The default configuration uses the Opera 3 company letter as the prefix and a folder called *?_documents\Storage* (where ? is the company identifier) below the data path as the location. The document archive is created automatically by the system. The system creates a number of folders to keep the images. In each top level folder it creates 250 subfolders, numbered 1 to 250. Within each sub-folder it will archive 100 files. This structure provides an efficient and manageable file structure without limitation in size. **Important:** Do not change the location unless the data is to be kept separately from the main Opera 3 company data. If you do change the location, you must remember to include it in your backup procedures.

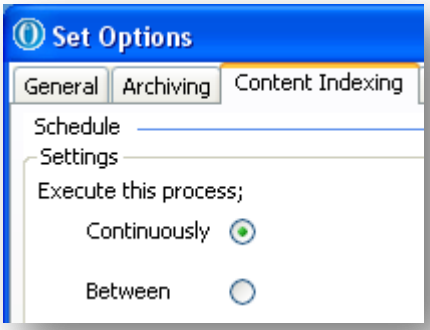
The document archive will be created in what is known as a "Jukebox" structure like this.



Notes

1.3.3 Content Indexing tab (Advanced Document Management)

Content Indexing is available if your activation includes the Advanced Document Management feature. Content Indexing captures machine typed text from scanned TIFF (Tagged Image File Format) images, text files (.txt) and document (.doc) electronic files, then uses the text to index the document. Inclusion and exclusion dictionaries let you manage the words that are used to update the indexes. For more information, see the How to use Content Indexing Help topic.



Content Indexing of captured documents can be done continuously or between certain times.

Schedule Settings

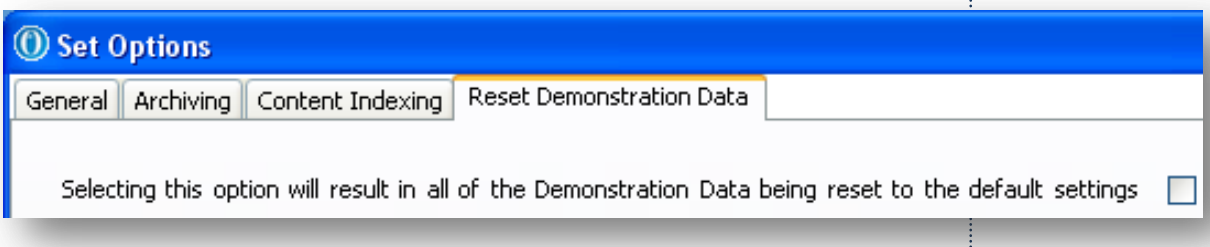
Select 'Continuously' if the capture, and therefore indexing, volume is small. For example if you capture less than 100 documents per day and each document is just a few pages.

Select 'Between' if the indexing load is heavy and set the time range to when the load on the database is minimal, for example outside normal working hours. This will avoid any undue performance issues on shared servers.

Important: Indexing .txt and .doc electronic files relies on Microsoft Word being installed. Indexing the content of scanned images relies on Microsoft Office Document Imaging (MODI), which is part of the Microsoft Office Tools suite. MODI must be installed on each Opera 3 client computer that uses Content Indexing. It is normally installed when Microsoft Office is installed. For more information, see the Document Management Installation Guide.

1.3.4 Reset Demo data

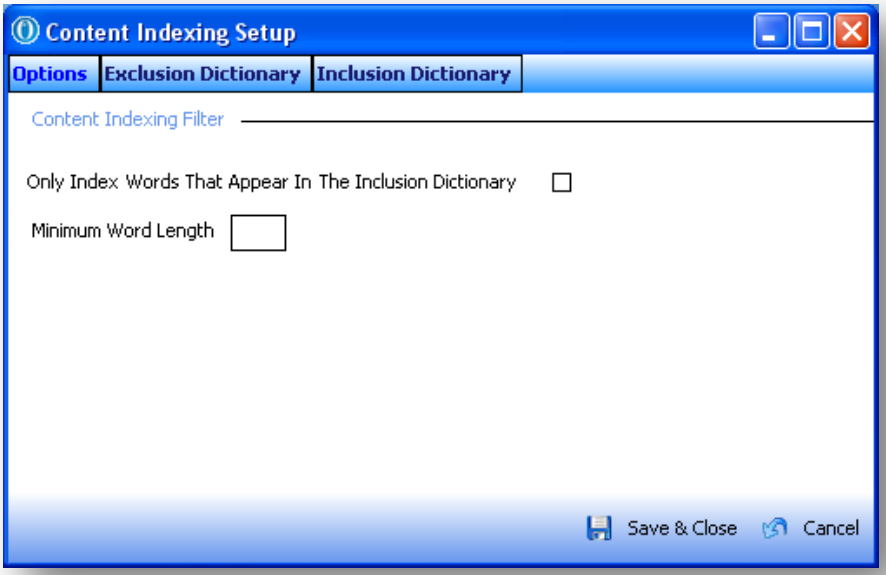
Functionality to reset Demo data



1.4 Content Indexing Set-up

Notes

Content Indexing is available if your activation includes the Advanced Document Management feature. Content Indexing captures machine typed text from scanned TIFF (Tagged Image File Format) images, text files (.txt) and document (.doc) electronic files, then uses the text to index the document. Inclusion and exclusion dictionaries let you manage the words that are used to update the indexes.



The advantage of Content Indexing is when you retrieve documents from the Document Management databases, the search also checks the contents of the documents as well as the indexing information saved when the document was indexed. Content Indexing of captured documents can be done continuously or between certain times.

Options Tab

General settings dictate primary options used by Document Management to access the associated SQL databases, to archive captured documents and default parameters for new user creation.

Box	Description
Only Index Words That Appear In The Inclusion Dictionary	Tick this option to if you want Content Indexing to index only words that are in the inclusion dictionary. This creates a very specific configuration where only these words are indexed.
Minimum Word Length	Set this to the minimum word length that Content Indexing will use when updating the indexes. The recommendation is set the minimum word length to four. If this is the case, Content Indexing excludes much used words such as “A”, “I”, “on”, “in”, “the”, "and", "then" etc from the indexes.

Exclusion Dictionary Tab

These words are excluded from the indexing process. You can import a predefined dictionary before adding your own words to the dictionary.

OCR Conflict?
It has been found on some Laptops that there appeared to be a conflict between the version of Word and the WinDip OCR Service.

It was with Office 2007 where the file format is .DOCX instead of .DOC.

The OCR service was opening up 28 plus instances of WINWORD.EXE in the processes list within an hour. This will affect the memory.

Once the OCR service was disabled – the problem has gone. This can only be done is OCR recognition is not required. A fresh install of Office or Document Management may also help cure the problem.

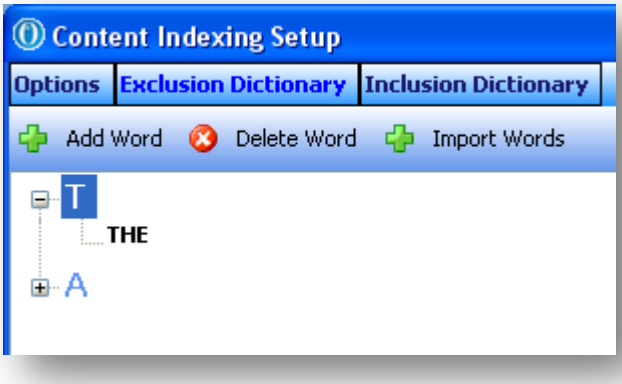
Currently there is no obvious resolution apart from attempting the above. This does work on the majority of identical set-up systems.

Notes

Inclusion Dictionary Tab

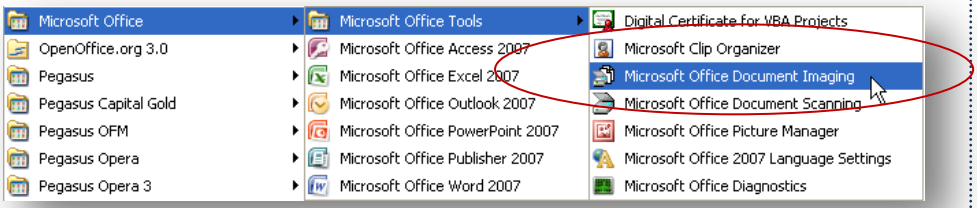
These words are included in the indexing process. You can import a predefined dictionary of around 87000 commonly used words then add your own words. The inclusion dictionary is a SQL script in the *C:\Program Files\Pegasus\Document Management\Scripts* folder on the Opera 3 file server.

Note: Words cannot be in both the Exclusion Dictionary and in the Inclusion Dictionary.



1.4.1 How to use Content Indexing (Document Management)

Paper documents that are scanned or electronic documents that are captured have the content indexed automatically if the prerequisites mentioned below have been installed and the Content Indexing Setup options have been updated. You do not need to do anything else when documents are archived but you must ensure that the prerequisites are installed, and the options are updated in the Content Indexing Setup command in Document Management.



Office 2010 does NOT offer MODI. You need the Office 2007 MODI Component to use the Content Indexing.

MODI needs to be present on the Application Server. This is also the case for the WinDip OCR service.

1.4.1.1 Prerequisites

These prerequisites must be installed for Content Indexing to work:

Microsoft Word

Indexing the content of electronic files (**.txt and .doc**) relies on Microsoft Word being installed. To check if Microsoft Word is installed, follow these instructions

Does the Content indexing work with other file formats?

*Only **.txt** and **.doc** files are tested, however there are other file types, .RTF for example, where content would be captured. File types that can be opened directly by MS Office, without any additional convertors can in theory be content indexed.*

Notes

To Check if Microsoft Word is installed

1. On the Windows Start menu, click Programs and then click Microsoft Office. If Microsoft Word is installed, Microsoft Word is displayed in the menu.
2. If Microsoft Word is not installed you must install it using your Microsoft Office installation CDs.

Microsoft Office Document Imaging (MODI)

Indexing the content of scanned images relies on MODI being installed. This is part of the Microsoft Office Tools suite and is normally installed when Microsoft Office is installed. To check if MODI is installed, follow these instructions.

Note: This needs to be present on the application server.

To Check if Microsoft Office Document Imaging is installed

1. On the Windows Start menu, click Programs and then click Microsoft Office.
2. Click Microsoft Office Tools. If MODI is installed, Microsoft Office Document Imaging will be displayed in the menu.
3. If MODI is not installed you must update your Microsoft Office installation from the Windows Control Panel.

Follow these instructions if MODI is not installed on the computer:

To Install Microsoft Office Document Imaging;

Windows Server 2003 or Windows XP

1. From the Windows Start menu, click Settings and then click Control Panel. Then select Add or Remove Programs.
2. Click Change or Remove Programs and select the Microsoft Office edition you are using.
3. Click the Change button and select Add or Remove Features. Make sure the Word box and the Choose advanced customization of applications box is ticked.
4. Click Next and then select Microsoft Office Document Imaging from the Office Tools list.
5. Follow the on-screen instructions to finish the update.

Windows Server 2008 or Windows Vista

1. From the Windows Start menu, click Control Panel.
2. Select Programs and Features.
3. Select Microsoft Office Professional 2007 and click Change.
4. Click Add or Remove Features, and then click Continue.
5. Select Office Tools, and then select Microsoft Office Document Imaging Writer.
6. Click Continue and then follow the on-screen instructions to finish the update.

Notes

Accreditation Training Courseware

2 Maintenance

2.1 User Roles

User Roles in Document Management is where you define the rights that users have to capture and retrieve documents. When a user first uses Document Management, they are assigned the default role that is defined in the Set Options command.

Roles in Document Management work together with access permissions users are given in User Profiles in the System module. Roles and User Profiles are different, once you have defined roles you must allocate them to the users in User Profiles.

- The Roles command is where you define if a user is allowed to capture documents, retrieve documents, the Information Types they are allowed to access, and whether they can email items once they have been retrieved.
- The User Profiles command is where you define access to menu items or individual companies.

The following roles are available by default but you can add new roles or amend existing roles:

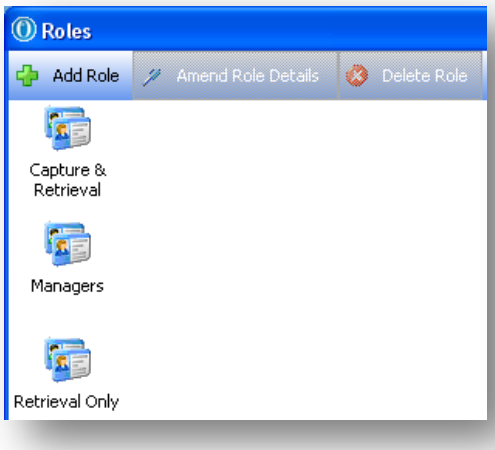
- ***Managers*** - full rights that also allow management and configuration of roles for other users. The Admin and Manager users are part of this Role by default.
- ***Capture & Retrieval Users*** - rights to capture and retrieve documents
- ***Retrieval Only Users*** - rights to retrieve documents only. This role carries the lowest privileges and is the default role for new users in Set Options when Document Management is first installed.

2.1.1 Adding Document Management Roles

The Roles command is launched from the Maintenance > Roles menu item.

To Add a New Role

To add a new Role, select the Add Role button.

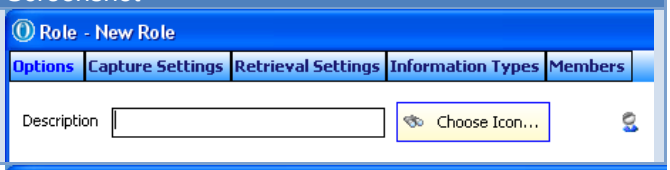


Maintenance

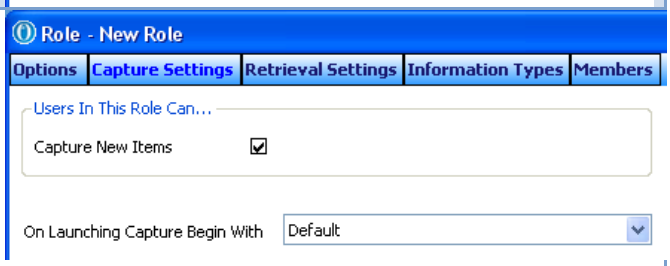
Step	Screenshot

Notes

1 Enter a unique Description and click the Choose Icon button if you want to choose a specific icon for the role.



2 If users in the role will capture documents, click the Capture Settings tab and tick Capture New Items. The On Launching Capture Being With list box affects what will happen when a user in the role captures documents in Document Management > Processing.

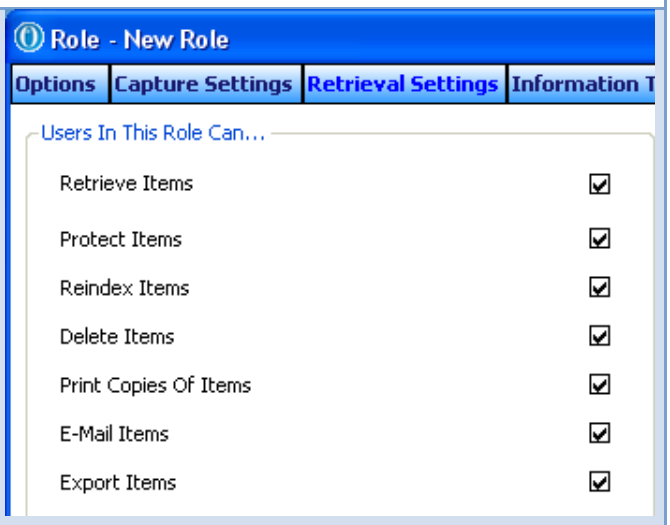


Default	The user will be presented with the standard screens to choose what they wish to do
Scan Manual Indexing	**The user will be automatically placed in Scan, Manual Indexing**
Scan Barcode Indexing	**The user will be automatically placed in Scan, Barcode Indexing**
Browse for Existing Files Manual Indexing	**The user will automatically be placed in Browse for Existing Files, Manual Indexing**

Note: This setting can be overridden by a setting in User Profiles in the System module for an individual user. For example, the role may be set to Scan Manual Indexing but an individual user in the role (like the MANAGER user in the demonstration data) can be set to Browse for Existing Files Manual Indexing.

The Delete Deferred Indexing Batches option controls whether people in this role can delete batches on the Document Management - Processing - Deferred Indexing form.

3 If users in the role retrieve documents, click the Retrieval Settings tab to define what users in this role can do both in terms of retrieving documents and viewing documents



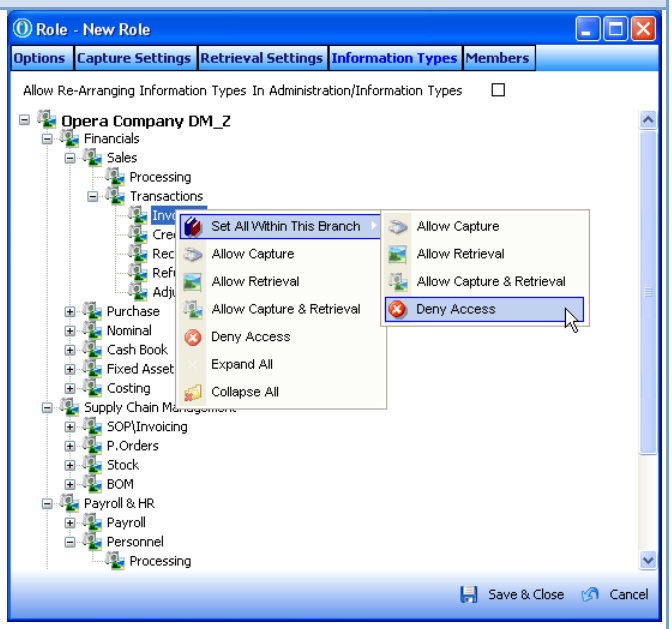
Retrieve Items	Defines whether users in this role can retrieve documents.
Protect Items	Existing documents can be protected securing the individual document to a further level. Protection is designed to provide company security to particularly sensitive documents. With this option ticked, you will also be able to remove the protection.
Reindex Items	Existing documents can be re-indexed. This allows all aspects of the document indexes to be changed.
Delete Items	Allows document to be deleted. This option should be treated with caution and should only be available to users in manager roles.
Print Copies of Items	Allows documents to be reprinted or simply viewed on the screen.
E-Mail	Allows documents to be

Items	emailed as an attachment.
Export Items.	Allows documents and their associated indexes to be exported

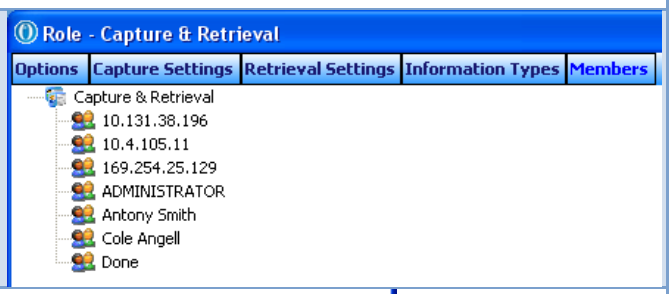
Notes

4 Click the Information Types tab to define the types of information that can be accessed by users in this role and whether they can capture and/or retrieve documents for the type of information.

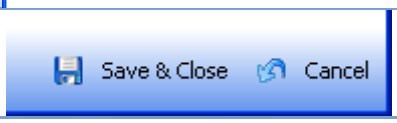
- Tick the Allow Re-Arranging Information Types in Administration/Information Types box to allow users in this group to re-structure information types in the Information Types command.
- Right-click to see a list of options for either an individual information type or an entire branch of information types. By default users have access to all information types.
  - Select Deny Access to deny access to the information type.
  - Select Allow Retrieval to allow access to the information type



5 Click the Members tab to see the users that are members of the role. Users are defined in System > Maintenance > User Profiles.



6 Click Save & Close, or Cancel to lose any changes.



2.1.2 mending Document Management Roles

You can amend a role to change any of the attributes saved when the role was created. To Amend a Role, highlight the role and click the Amend Role button. The options can then be amended as described in Add Role above.

2.1.3 Deleting Document Management Roles

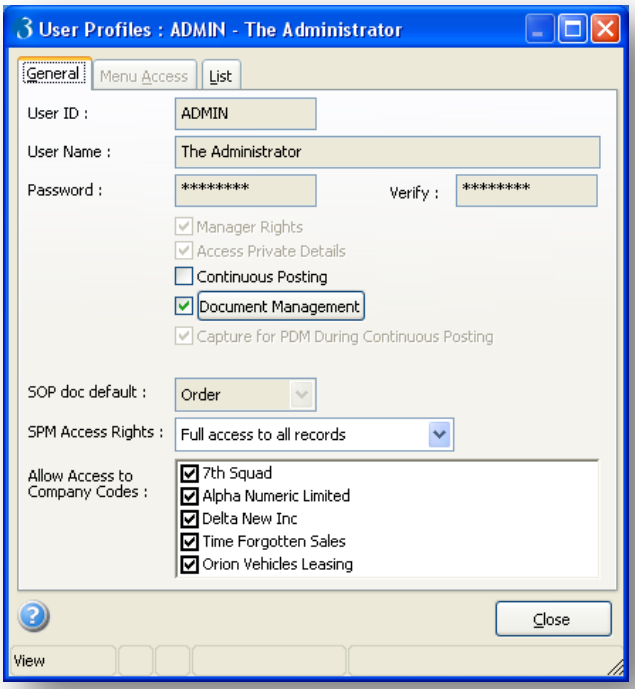
To delete a role click the Delete Role button and confirm. A role can only be deleted if it has no members unless it is the default role. To see the members, click the Amend Role button and then click the Members tab. If you still want to delete the role you must remove the users from the role in System > Maintenance > User Profiles.

2.1.4 User Profiles

Notes

Roles in Document Management work together with access permissions given to users in User Profiles in the System module. Roles and User Profiles are different, once you have defined roles you must allocate them to the users in User Profiles.

- The User Profiles command is where you define access to menu items or individual companies in Opera 3.
- The Roles command is where you define if a user is allowed to capture documents, the Information Types they are allowed to access, or whether they can email items once they have been retrieved.



Giving Users access to Document Management

A user must be defined as being a Document Management user before they can capture or retrieve documents. If the user is already logged onto Opera 3, they must log on again to inherit the changes to the user profile.

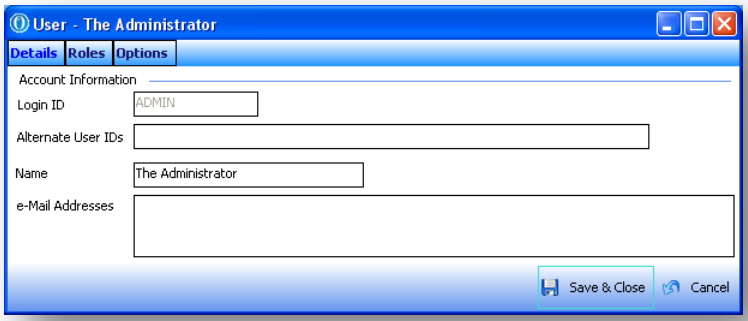
The User Profiles command is launched from the System > Maintenance > User Profiles menu item.

To Give Users access to Document Management

1. On the User Profiles form, select the user from the List grid then click the General tab.
2. Tick the *Document Management* option and then click the Save button on the Opera 3 toolbar. The Users Wizard form is displayed. If the option is already ticked because the user already has Document Management attributes set, you can click the Document Management button to load the Users Wizard form.

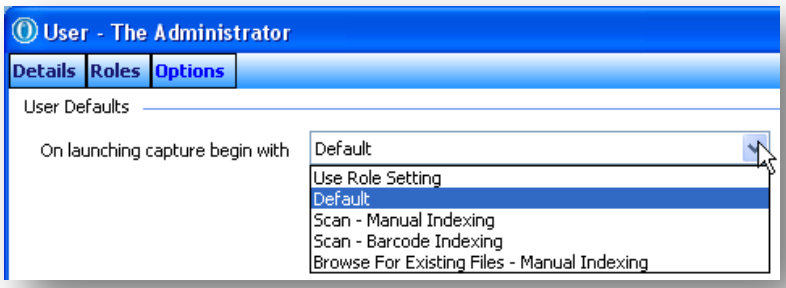
Notes

3. On the Details tab the Login ID, Name and e-Mail addresses for the user are displayed. You can change the name of the user that is displayed in Document Management. The email addresses are for future use in Document Management so do not have to be completed.



4. Click the Roles tab to add roles to the user that were previously defined in Document Management > Maintenance > Roles. A Role is defined as a set of options and attributes that are applied to a group of users.
5. Click Add Role to add an existing role to the user.
6. Click Delete Role to remove an existing role from the user.
7. If you allocate more than one role to the user, highlight the role for the user that you want to define as the primary role, then right-click and select Set Primary Role. The primary role is used when roles allocated to a user clash on a particular role attribute, for example if two roles have been defined for retrieving documents – the primary role allowing the user to re-index the document once it has been retrieved but the second role does not allow this, the primary role is used and re-indexing is allowed. Primary roles are displayed in bold. For more information about roles in Document Management, see the Roles section.

8. Click the Options tab if the user is able to capture documents in Document Management > Processing. This setting defines which form is displayed:



Notes

Default	The user will be presented with the standard screens to choose what they wish to do
Use Role Setting	This setting will be overridden by the equivalent Role setting defined in Document Management > Maintenance > Roles.
Scan Manual Indexing	The user will be automatically placed in Scan, Manual Indexing
Scan Barcode Indexing	The user will be automatically placed in Scan, Barcode Indexing
Browse for Existing Files Manual Indexing	The user will automatically be placed in Browse for Existing Files, Manual Indexing

9. Click **Save & Close**, or **Cancel** to lose any changes.

Amending a Document Management User

To amend a user's details re-select the Document Manager button in User Profiles and make the necessary changes as described in the section above. If the user is already logged onto Opera 3, they must log on again to inherit the changes to the user profile.

Removing Document Management from a User

To remove access to Document Management from the user, untick the Document Management option in User Profiles and save the user's record. If the user is already logged onto Opera 3, they must log on again to inherit the changes to the user profile.

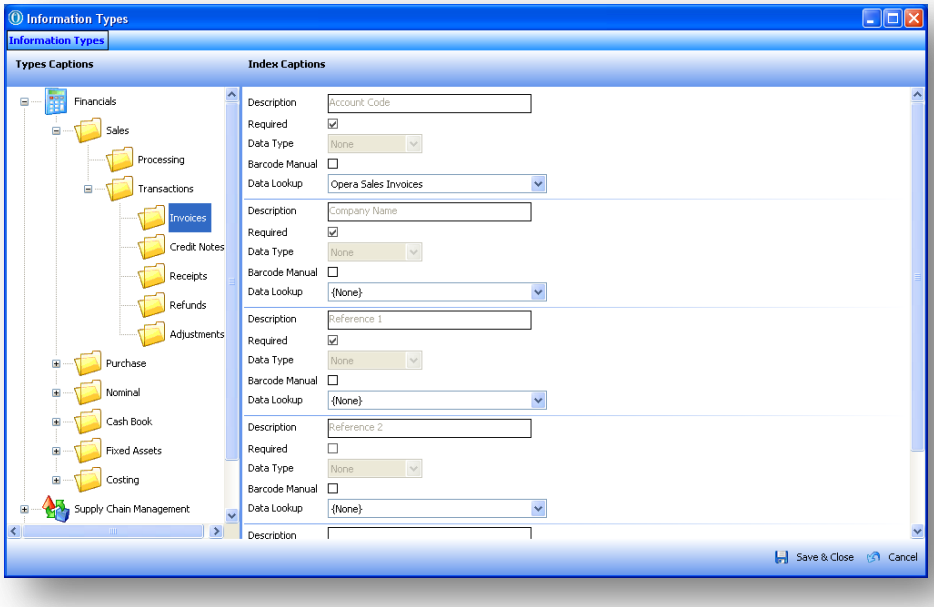
2.2 Information Types

Information Types define the types of documents that are captured in Document Management. They are a representation of the different types of document that you may need to scan. The view of Information Types is structured like the Opera 3 menu structure in the various groups, like 'Financials' and 'Payroll & HR'. Beneath the groups, the modules are displayed, like 'Sales' and 'Personnel'. Index details are also defined for each information or document type. For example, a sales invoice can be indexed by the account code, company name and the document reference (or invoice number).

Logically structured documents are more easily understood when they are retrieved. They can also be secured more easily against roles defined for users.

Important: Information Types do not represent menu access for individual users; that is managed in User Profiles in the System module. Neither do they represent where the documents are actually stored in the database; this is managed by the settings in the Set Options command, and internally in the Microsoft SQL Server database.

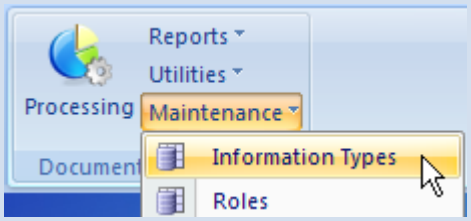
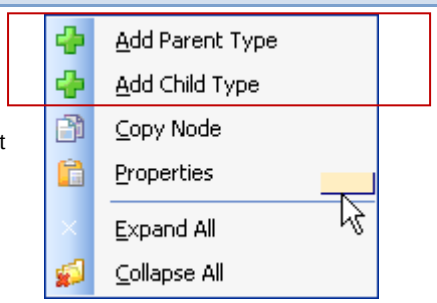
Notes



Note: Even though the structure displays a visual representation of the Opera 3 menu structure, it does not affect either the security permissions that are allocated to users in System > Maintenance > User Profiles or the physical location where captured documents are stored.

2.2.1 Adding Information Types

To Add 'Parent and Child' Information Types

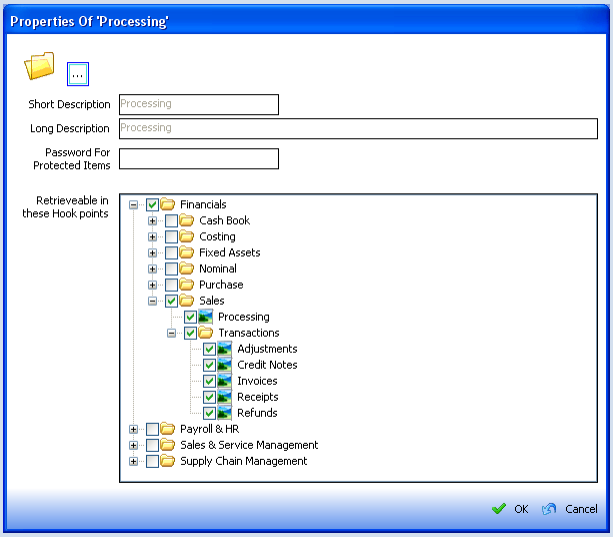
Step	Screenshot
Open the **Document Management** folder, click **Maintenance** and then click **Information Types**.	
Right-click on the parent type and choose from the options as shown below: • Add Parent Type. This adds a new Information Type as a parent at the top level. Generally this would only be used if the initial structure was empty and it was being built from scratch or you wanted to create a different structure to that supplied 'out of the box'. • Add Child Type. This adds a new Information Type as a child of the parent. For example, Sales is a child of the parent Financials and Processing is a child of Sales.	

Copy Node	*Copy the structure of an existing Information Type*
Properties	*Label and provide password for Information Type.*
Expand All	*Expand tree for all Information types*
Collapse All	*Collapse tree for all Information types*

Notes

Once the Information Type is added, it is displayed in the appropriate position in the structure. To complete the details, right click on the new type and choose Properties.

The properties for each information type are displayed on the Properties form which is loaded from the right-click menu.



Box	Description
Short Description	This is the description shown on the screen throughout the system.
Long Description	This is the description used in the page header when documents are printed.
Passport For Protected Items	If the protect function is to be used to protect individual documents in this type, the password entered here will be required each time a user attempts to view a protected document.
Retrievable in these Hook Points	Retrieval hook points allow you to define the type of information that can be retrieved from different parts of Opera 3. For example, you can define that documents captured as sales invoices can also be retrieved in Purchase Processing. This is useful if you have a business partner who is perhaps both a customer and a supplier and want to search for all related documents at the same time. **Tip:** To change the hook points, select the Information Type/s you want to change, and right-click and select Properties. Then tick the other Information Types you want to be able to retrieve.

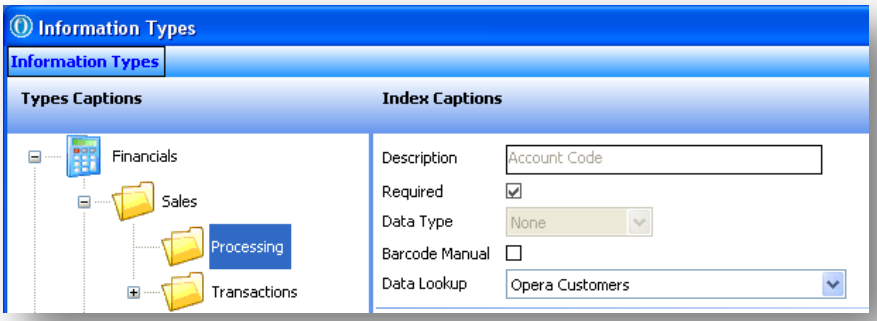
Click Save & Close, or Cancel to lose any changes.

Note: Barcode indexing provides a more automated method of capturing single or batched documents. You need set up additional hardware or install more software to use barcode indexing. For more information, see the How to use barcode indexing Help topic.

Notes

Adding Index Captions

After the Information Type has been defined, the **Index Captions** need to be set up if documents are going to be captured against it. Index captions are used when you capture documents in the Document Management - Processing command. Index Captions associated with data passed directly from other Opera 3 modules (for example from the Sales Ledger) are 'hard wired' and cannot be altered. You can add as many captions as you need.



Box	Description
Description	The description of the Index Caption as will be shown when capturing documents.
Required	Whether this index is mandatory when capturing documents. Take care to ensure that indexes that you need to make documents easy to locate have this option ticked.
Data Type	An Index Caption type can be selected which will control what can be entered when capturing documents. The choices are Alpha Only, Numeric Only, Alpha-Numerics Only, Date, Custom and Initial Value. If you select Custom, you can create your own format using A, X and other non-alpha numeric characters, for example 'XXX999' (three letters followed by three numbers). Initial Value allows you to define a prefix for the index.
Template/Initial Value	If the **Type** selected was either Custom or Initial Value, the **Template** box allows the entry of either the entire template or the initial value (prefix). A template would be entered in the form LL-000-LL where L represents a letter and 0 a number. The '–' (dash) characters would be fixed. An Initial Value could be something like 'DOC' or 'INV', that prefixes whatever the user would then enter.
Barcode Manual	Whether this index caption is to be used in barcode indexing but entered by the operator rather than obtained from a bar code.
Data Lookup	The data lookup for the index. These are as defined in the Data Lookups command. You can choose a different lookup for each index for the Information Type however you should be careful about changing the default data lookup that are automatically set up in the software. If you add a new index for an information type, you can choose the data lookup you want to use for the index.

2.2.2 Amending an Information Type

To change an Information Type, highlight it then right-click and choose Properties to access the properties or update the Index Captions directly.

Notes

2.2.3 Deleting an Information Type

To Delete an Information Type, highlight it then right-click and choose Delete Node. You cannot delete Information Types if they have been used when documents are captured.

2.2.4 Copying an Information Type

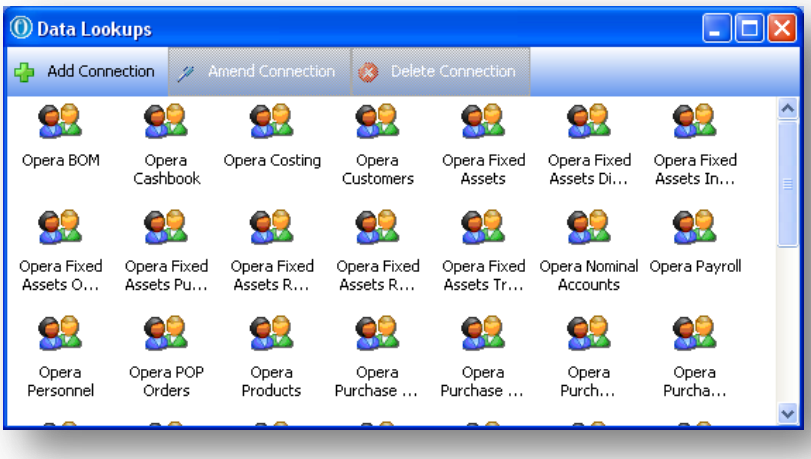
To copy an Information Type, highlight it then right click and choose Copy Node. Then right click on the Parent Information Type that you wish to move it to and choose Paste Node.

2.2.5 Re-Ordering Information Types

Information Types can be re-ordered by holding down the Ctrl key and using the arrow keys to go up and down in the structure. This option is only available if the user's role has the option *Allow Re-arranging of Information Types in Administration/Information Types* ticked.

2.3 Data Lookups

To prevent inaccurate indexing information being added to the Document Management databases, data 'lookup' lists allow you to choose index information from a prepared list when updating the Manual Indexing form in Document Management. This means you do not need to manually type an index so avoids mistakes being made. For example if you enter 'AD' as a customer account code when capturing a document using the Sales Processing information type, all the accounts that include 'AD' in either the account code or company name are displayed.



Data Lookups are available throughout Document Management when documents are manually indexed.

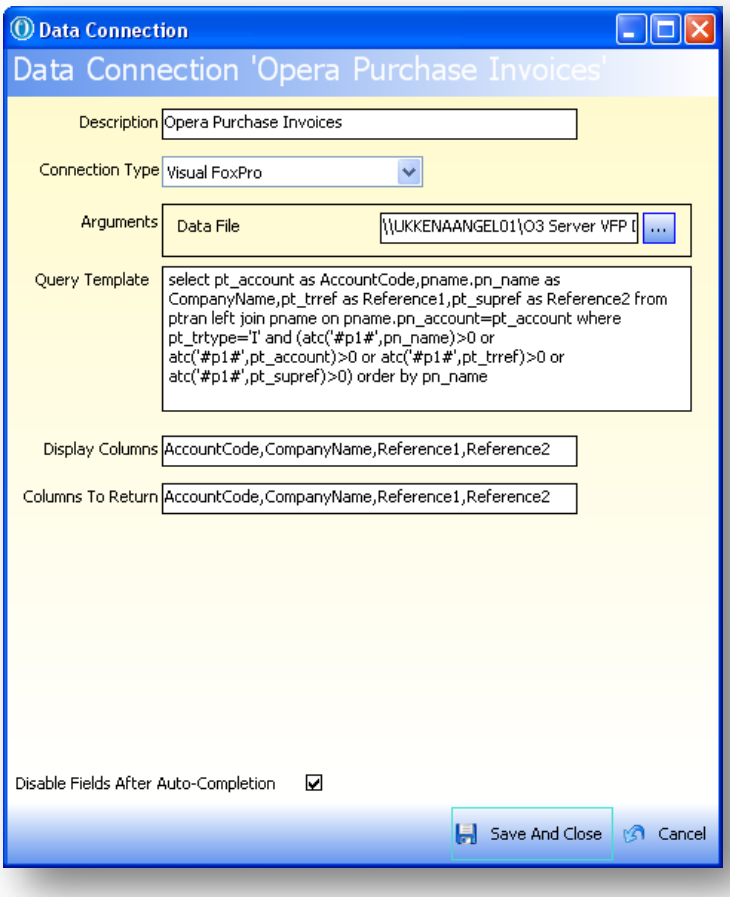
Tip: The 'out of the box' lookups should be sufficient for most needs. Consult with your Pegasus Partner if you need to add new lookups.

PDM includes default lookups for the various capture points designed to automatically populate the relevant data when a document is captured directly through the PDM module. These can be altered using the Data Lookups menu under the Maintenance section in the PDM options.

Notes

You can also create new lookups that can be assigned to any information type. This means you do not need to manually type an index, therefore avoids mistakes being made. For example if you enter 'AD' as a customer account code when capturing a document using the Sales Processing information type, all the accounts that include 'AD' in either the account code or company name are displayed.

Data Lookups are available throughout Document Management when documents are manually indexed.



Note: The Barcode Settings menu item is displayed in the Maintenance menu in Document Management if you log in using the ADMIN login ID. The 'out of the box' lookups should be sufficient for most needs.

The lookup screen is composed of the following fields:

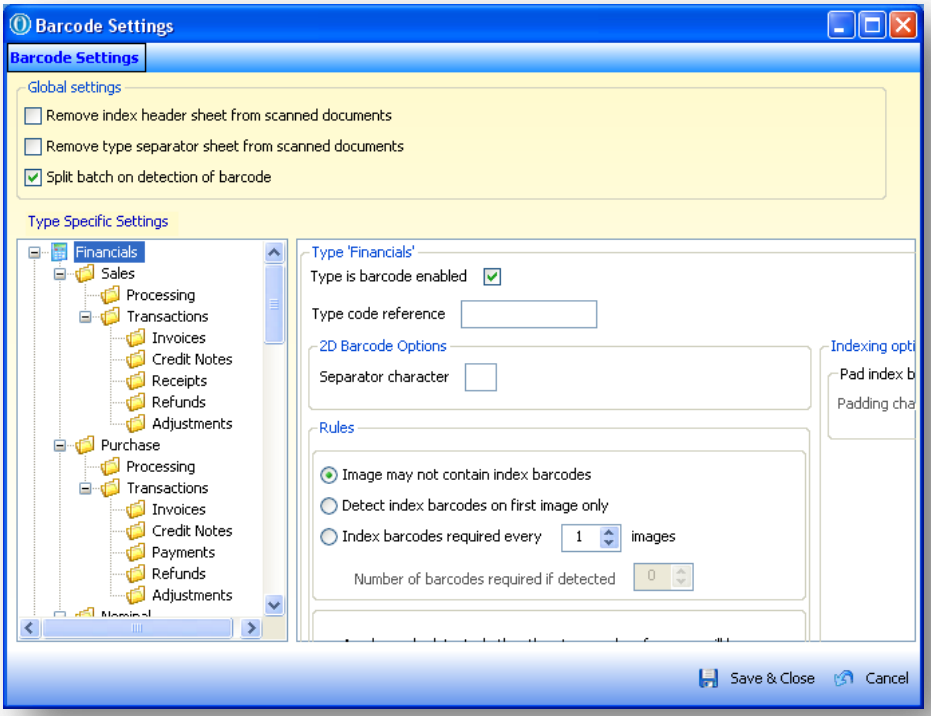
Description	The name of the lookup
Connection Type	The type of connection e.g. SQL, VFP etc
Data File	The database file the query is to be run on
Query Template	The query that is to be run. The structure of this is dependent on the type of connection, only VFP examples have been included with the demo data
Display Columns	The columns to display for selection
Columns to Return	The columns to be returned into the indexing information
Disable Fields	Will disable populated fields so they cannot be overtyped

2.4 Barcode Settings

Notes

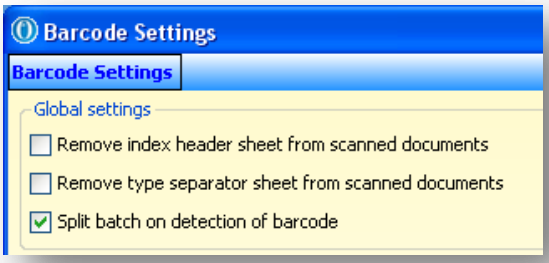
Types for Barcoding are configured in Pegasus Document Management (PDM), Maintenance.

Barcode settings are additional settings for indexing documents using barcodes. If you want to define the number of barcodes that are included on a page, that barcodes must be displayed on every x number of pages, and so on, this is where you define those settings. Each information type can have different barcode settings.



2.4.1 Defining Global Barcoding Settings

These global settings will effect all Information types.



Remove index header sheet from scanned documents	If you use header sheets that include only index barcodes that are inserted into the scanner before the documents that need to be archived, tick this option if you do not want the header sheet to be archived. If you do not use header sheets, leave this option unticked. **Example:** You have a supplier invoice to archive in Document Management. To index the invoice, you add index barcodes to a separate 'header' sheet for the supplier's account code and the invoice number.

	With the Remove index header sheet from scanned documents box ticked, when the invoice is archived the header sheet is used to index the invoice but it is not archived so it not displayed when you retrieve it in Document Management.
Remove type separator sheet from scanned documents	If you use separator sheets to separate documents into different information types, tick this option if you do not want the separator sheets to be archived. If you do not use information type header sheets, leave this option unticked. **Example:** You have a supplier invoice and a supplier credit note to archive in Document Management. To index them, you need to make sure they are archived using the relevant information type. You can do this using a separate 'header' sheet for each information type, one for supplier invoices and the other for supplier credit notes. With the Remove type separator sheet from scanned documents box ticked, when the invoice and credit note are archived the header sheets are used to select the relevant information type but they are not archived so are not displayed when you retrieve them in Document Management.
Split batch on detection of barcode	If ticked, batches are split when a barcode is detected. This works together with the Image may not contain index barcodes option.

Notes

2.4.2 Defining an Information Type for Bar Code Scanning

The following options are specific to each highlighted information type;

Type is Barcode Enabled-

This allows documents for this information type to be indexed using barcodes. This box is ticked for all information types by default.

Type code Reference-

This is the predefined reference for the information type that follows the convention Group-Ledger-id, for example FIN-SL-02 (Financials-Sales Ledger-02) for sales invoices.

These values have not been changed and default to existing presets. There are no pre-defined rules for this code but in standard Information Types as created for each company, the structure FIN-SL-01 has been used where FIN is Finance, SL is Sales Ledger and 01 is the first Information Type in that section. Detailed below is a complete list.

Sales Ledger	Processing		FIN-SL-01
	Transactions	Invoices	FIN-SL-02
		Credit Notes	FIN-SL-03
		Receipts	FIN-SL-04
		Refunds	FIN-SL-05
		Adjustments	FIN-SL-06
Purchase Ledger	Processing		FIN-PL-01
	Transactions	Invoices	FIN-PL-02
		Credit Notes	FIN-PL-03
		Receipts	FIN-PL-04
		Refunds	FIN-PL-05
		Adjustments	FIN-PL-06

Notes

Nominal Ledger	Accounts		FIN-NL-01
CashBook	Processing		FIN-CB-01
Costing	Processing		FIN-JC-01
Payroll	Processing		PHR-WG-01
Personnel	Processing		PHR-PE-01
Invoicing/SOP	Processing	Quote	SCM-IN-01
		Proforma	SCM-IN-02
		Orders	SCM-IN-03
		Delivery Note	SCM-IN-04
		Invoice	SCM-IN-05
		Credit Notes	SCM-IN-06
Purchase Orders	Orders		SCM-PO-01
Stock	Processing		SCM-ST-01
BOM	Processing		SCM-BM-01
Sales & Service Management	Company Processing		SM-CO-01
	Contracts	Processing	SM-CT-01
		Groups	SM-CT-02
	Sales Opportunity	Processing	SM-SO-01
		Referral Methods	SM-SO-02

2D Barcode Separator-

This is only applicable if using 2D barcodes and specifies the separator character used.

Note: In 2D barcodes, data is encoded in both the horizontal and vertical dimensions to pack in more data.

Rules:

Image may not contain index barcodes	This allows you to define that not all of the pages in a batch of documents will contain index barcodes. **Example:** You have five pages in a batch with index barcodes on the first page, third page, and fifth page. Pages two and four do not have index barcodes. When the images are scanned, pages one and two are indexed using the barcode on page one, pages three and four are indexed using the barcode on page three, and page five is indexed using its barcode.
Detect index barcodes on first image only	This allows you to define that index barcodes must be included on the first image in the batch. Index barcodes on any other pages are ignored. **Example**: You have five pages in a batch with index barcodes on the first page, third page, and fifth page. Pages two and four do not have index barcodes. When the images are scanned, all pages in the batch are indexed using the barcode on page one. The index barcodes on pages three and five are ignored.
Index barcodes required every *x* images	This allows you to define that index barcodes must be included every so many pages in the batch.

Notes

Number of barcodes required if detected	If the Index barcodes required every *x* images box is selected, you can define the number of barcodes that must exist on the required pages in the batch.
Any barcode detected other than type code references will be treated as an index	This treats any scanned barcode as an index barcode.
Index barcodes must start with prefix …	This allows you to force barcodes to start with a prefix, for example '*PDM_*'.

Index Padding

Pad index barcodes	This is to specify if any barcodes need to be "padded" to be a certain length. This is useful if you have barcodes of different lengths or where leading zeros are removed when barcodes are produced.
Padding character	This character defines the character that will be used to pad a barcode.
Total length	If indexes are padded to a certain length, this is the total length of the barcode.

Please Note: Default settings requires the Barcoding Indexing to be on the first scanned image of the batch.

Notes

Accreditation Training Courseware

3 Processing – Scanning Documents

In the Processing command you can scan paper documents, capture electronic files, and retrieve archives. Before the form loads, your rights are checked and the options are displayed accordingly. These rights are defined in the Roles command.

The tasks you can do in the Processing command are the following:

- **Capture**: You can scan paper documents using a scanner or capture electronic files such as Word documents, Excel Spreadsheets or PDF files. There is no limitation as to the file format when capturing electronic files but the respective application must be installed to view them. Before you are allowed to scan a document, a check is made for a suitable scanner.
- **Retrieve**: You can retrieve documents that were previously stored in the Document Management databases. The tasks you are allowed to do depends on the role you are part of.
- **Deferred Indexing**: You can index documents that were scanned or captured using the Deferred Indexing feature.

Note: The buttons for these actions are disabled if your Document Management Role has been set to exclude the action.

You can scan paper documents using the Capture button in the Processing command on the Document Management menu. This creates an archive without creating a link to a transaction record. These archived documents are then available for you to view in the Retrieve command on the same form. You can also scan paper documents and link them automatically to a transaction record when it is posted. This is done in the Sales Ledger, Purchase Ledger, Sales Order Processing, Invoicing, and Purchase Order Processing modules.

Instructions for this action depends on whether you are scanning documents with a link to a transaction or without a link to a transaction.

Scanning a paper document for the first time

The first time you scan a document you need to select a scanner from the Settings toolbar on the Indexing form. Choose Settings then click Select Scanner and select an appropriate device from the sources shown. The list displayed depends on the scanners and scanner drivers installed.

The choices can be categorised into different software drivers:

- ‘ISIS’ drivers (production scanning type drivers)
- ‘TWAIN’ drivers (home scanning type drivers)
- Windows ‘WIA’ sources.

Notes

If Kofax Virtual Re-Scan is installed, the 'ISIS' and 'TWAIN' sources will have options with "VRS". If available, these should always be used. As well as choosing a source, it is also important to review the Scanner Settings from the same menu. These settings will only be available if the source chosen is using an ISIS or TWAIN driver, and then only in detail if an ISIS based source is selected.

Indexing

When a paper document is scanned, it needs to be 'filed' correctly so that it can be retrieved at a later time. This is termed 'indexing'. There are a number of ways that scanned paper documents can be indexed. For more information, see the What's Document Management? Help topic.

Important: To scan paper documents a supported scanner must be configured on the computer. Details of the supported scanners and advice for scanning are included in the System Requirements Guide. It is also recommended that documents are scanned in black & white, at no more than 200 dpi, with an appropriate paper size and set to Duplex if the option is available.

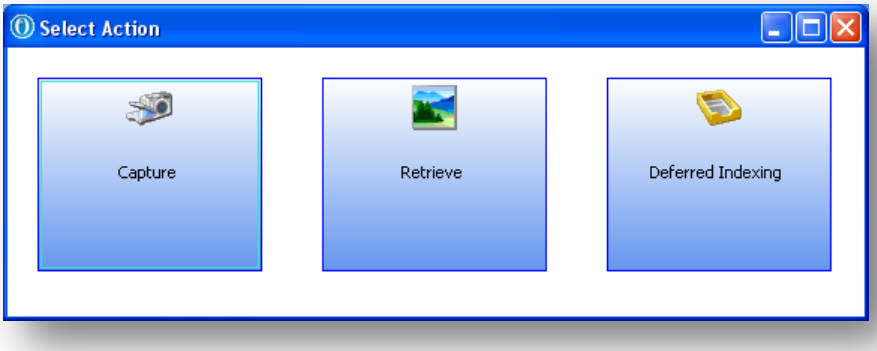
3.1 Scanning Documents

In the Processing command on the Document Management menu, documents are captured and retrieved without links to a transaction record in Opera 3. Before the form loads, the user's rights that are defined in the Roles command are checked, and the options are displayed accordingly.

Note: A user with Capture and Retrieval rights will see the screen below.

STEP 1: Capture

In the Capture command, paper documents can be batch captured and indexed using manual indexing, deferred indexing, or bar code indexing. Select Document Management > Processing, and then click Capture.



STEP 2: Scan Information

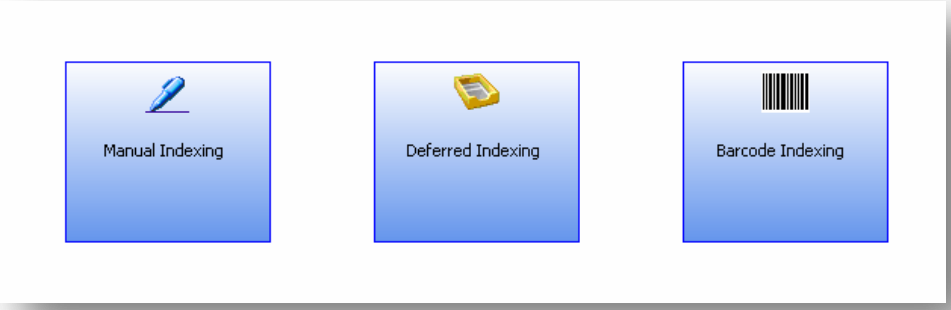
Choose Scan Information to capture paper records using a scanner. The scanner must be a supported device and be configured on the computer before you scan documents. Details on the supported scanners and advice are included in the Opera 3 System Requirements Guide in the *Documents* folder on the Opera 3 CD.

Notes

After choosing Scan Information, the Indexing Methods are displayed as shown below.

STEP 3: Choosing Indexing Methods

You now choose the indexing method you want to use for the electronic files being archived. These are explained on the next page.



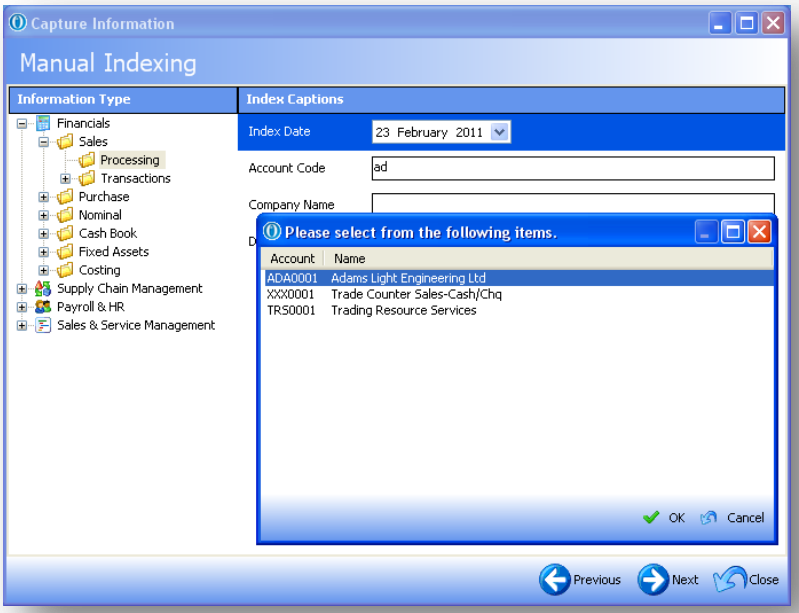
Manual Indexing

This provides for the manual entry of index keys against the appropriate Information Type. The entries required are dictated by the Index Captions that were defined when the chosen Information Type was updated.

Important: It is important that the data entered is accurate if documents are indexed manually, for example, if the document needs to be indexed against a specific Opera 3 record like a Sales Ledger account. In this example, it is best to scan documents in the Sales Ledger module so that the indexing is done automatically according to the indexes defined on the Information Type. More details are included later in the guide.

Notes

In addition to the captions, the Index Date can be changed from the default date (today) to an alternative date. This date defines when the document was captured and therefore it is often appropriate to match this to the date on the document being captured if, for example, it is a letter from a customer.

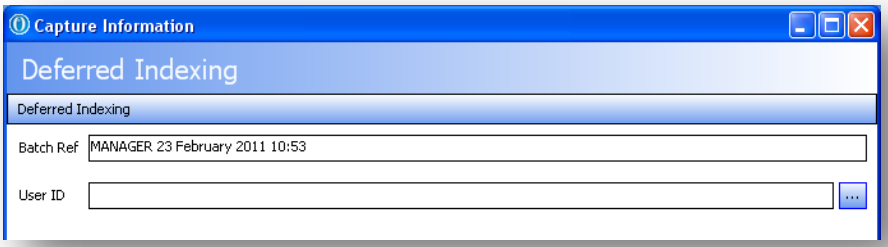


When all indexes are entered, click Start Scanning.

Deferred Indexing (Advanced Document Management)

Deferred Indexing is available if your activation includes the Advanced Document Management feature. It lets you capture documents as a batch but index them later. They are captured as a batch with a name and optional a responsible user for future indexing.

Update the batch reference and select a user ID. After selecting Next, you can select the files you want to capture.



Barcode Indexing

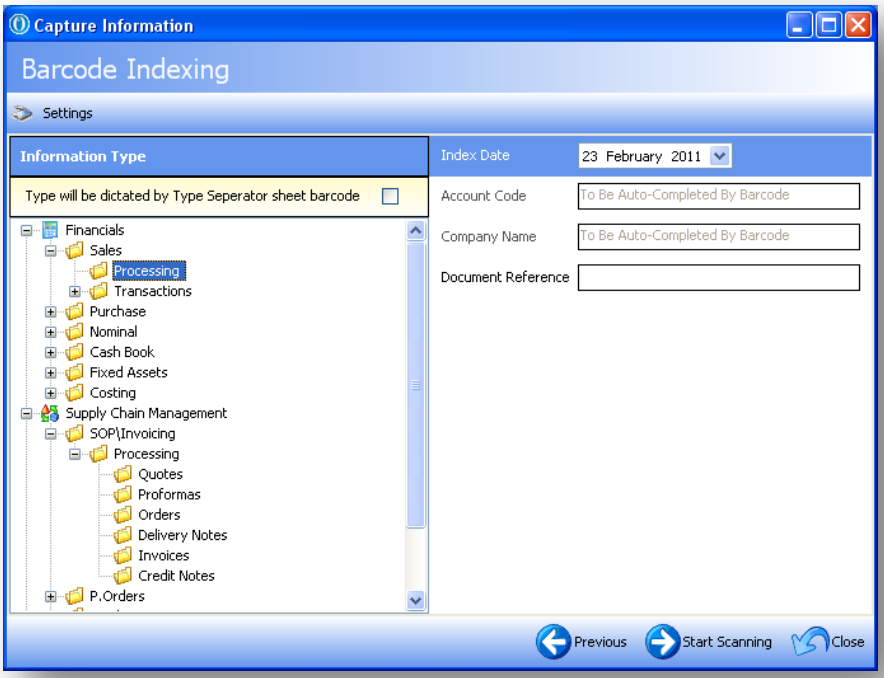
This provides a more automated method of capturing single or batched documents. The indexes will generally be completed by the bar codes that the system reads when it scans, unless any Index Captions have been defined as *Bar code Manual* fields in which case you can enter them as required.

The recognised bar codes are treated either as Index Captions or as *patch codes* (bar codes that define an Information Type selection). Batches of documents are then split up into multiple separate documents with indexes based on the detected bar codes. In addition if patch codes are included it will also place them into Information Types other than the one selected on this screen.

Notes

Important: Bar codes must always exist on the first page of any document being captured and will apply to all subsequent pages without change until another bar code(s) is detected.

In the screen below the Account Code and, probably the Company Name, would be bar coded. It is unlikely the document reference would be included in a barcode as it is likely to be irrelevant when scanning batches of documents using bar code indexing. However, it could be included if appropriate.



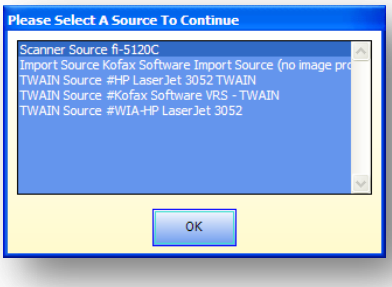
Click Start Scanning.

STEP 4: Scanning

The first time you try to scan a document you need to select a scanner from the Settings toolbar on the Indexing form. Details on the supported scanners are documented in the Opera 3 System Requirements Guide in the *Documents* folder on the Opera 3 CD.

Choose Settings then click Select Scanner and an appropriate device from the sources shown. The list displayed depends on the scanners and scanner drivers installed and the choices can be categorised into sources using 'ISIS' drivers (production scanning type drivers), 'TWAIN' drivers (home scanning type drivers) and Windows 'WIA' sources. In addition, if 'Kofax Virtual Re-Scan' is installed, the 'ISIS' and 'TWAIN' sources will have options with "VRS". If available, these should always be used.

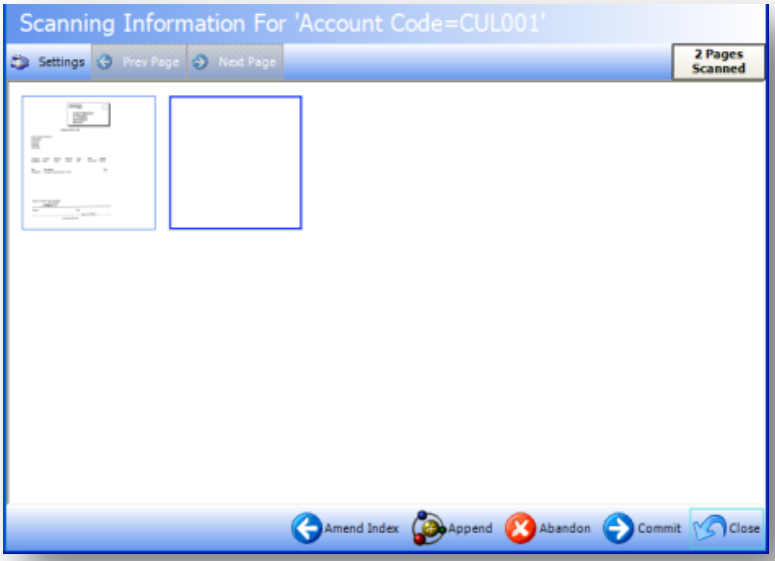
Notes



In addition to choosing a Source, it is also important to review the Scanner Settings from the same menu. These settings will only be available if the Source chosen is using an ISIS or TWAIN driver, and then only in detail if an ISIS based source is selected.

Important: It is recommended that documents are scanned in Black & White, at no more than 200Dpi, with an appropriate paper size and set to *Duplex* if the option is available. These settings should only be changed after careful consideration.

Having chosen to scan, the system then proceeds to scan the paper in the scanner and present the images on the screen for confirmation, as shown below.



The following buttons are available:

Amend Index	Return to the previous screen to change an index
Append	Scan additional pages to what has already been scanned
Abandon	Abandon the batch
Commit	Accept the images and commit the document
Close	Abandon the batch and close the capture screen

Notes

The following options are available for each image scanned by right clicking on the image:

Remove/Restore Image	Deletes or restores an image prior to committing the document
Rescan Page	Re-scans the selected page
Insert Before Page	Scans and inserts an image before the current page. This is useful if, for example, the scanner double fed and a page is missing from the scanned document.
Image Manipulation	A selection of tools for tidying the image prior to committing
Image Properties	Displays information about the selected image

3.2 Capturing Electronic Files

This allows for the capture and archiving of single or multiple electronic files such as Word documents, Excel Spreadsheets or PDF files. There is no limitation as to file format when capturing although the respective application must be installed to view electronic files.

Note: A user with Capture and Retrieval rights will see the screen below.

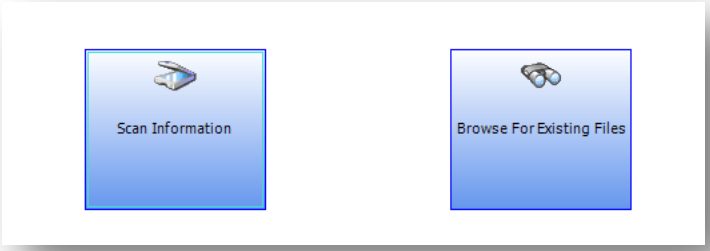
STEP 1: Capture

In the Capture command, electronic documents can be batch captured and indexed using manual indexing or bar code indexing methods. Select Document Management > Processing, and then click Capture.

Notes

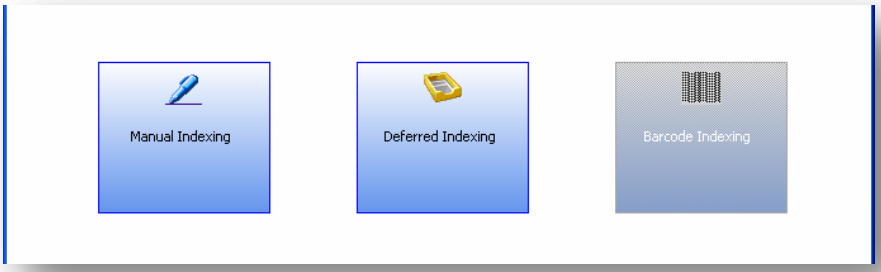
STEP 2: Browse for Existing Files

Choose Browse For Existing Files to capture electronic files. This allows for the capture and archiving of single or multiple files such as Word documents, Excel Spreadsheets or PDF files. There is no limitation as to file format when capturing although the respective application must be installed to view electronic files. You can use Manual Indexing or Deferred Indexing, as Barcode Indexing is not relevant when capturing electronic files.



STEP 3: Choosing Indexing Methods

You now choose the indexing method you want to use for the electronic files being archived. Barcode indexing is only relevant when scanning documents.



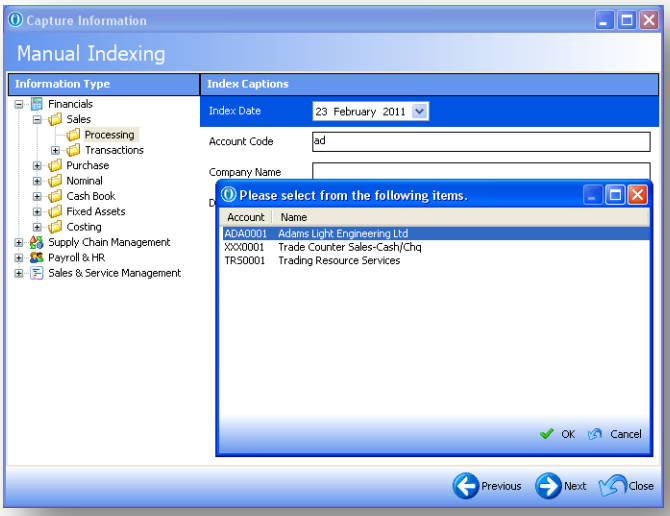
Manual Indexing

This provides for the manual entry of index keys against the appropriate Information Type. The entries required are dictated by the Index Captions that were defined when the chosen Information Type was updated.

Notes

Important: It is important that the data entered is accurate if documents are indexed manually, for example, if the document needs to be indexed against a specific Opera 3 record like a Sales Ledger account. In this example, it is best to scan documents in the Sales Ledger module so that the indexing is done automatically according to the indexes defined on the Information Type. More details are included later in the guide.

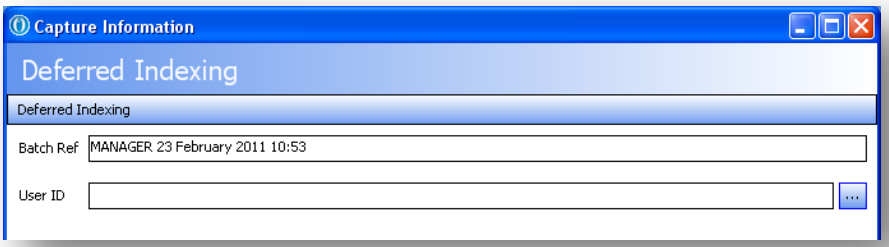
In addition to the captions, the Index Date can be changed from the default date (today) to an alternative date. This date defines when the document was captured and therefore it is often appropriate to match this to the date on the document being captured if, for example, it is a letter from a customer.



Deferred Indexing (Advanced Document Management)

Deferred Indexing is available if your activation includes the Advanced Document Management feature. It lets you capture documents as a batch with a name and optionally a responsible user without indexing them until later. The batches are then indexed later using the Document Management > Processing > Deferred Indexing command. For more information, see the Deferred Indexing section.

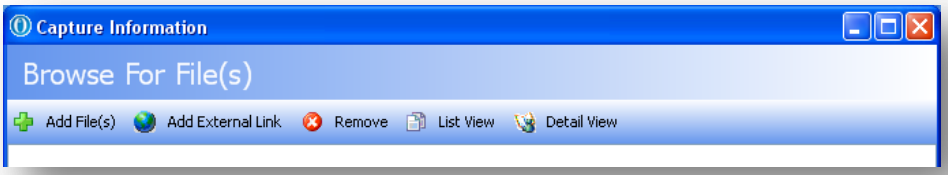
Update the batch reference and select a user ID. After selecting Next, you can select the files you want to capture.



Notes

STEP 4: Selecting the Files for Archiving

Once the archiving method has been chosen you can select the files for archiving.



Add files	Displays a Windows *Open File* form to select files. When files are selected, they will be listed in the Browse For Files screen
Remove Files	Allows the selection and removal of a file that has been added in error. This does not remove the original file from the source location, only the file from the Browse For Files screen.
List View	Changes the view to a *List* style view
Detail View	Changes the view to a *Detail* style view

When all the files have been selected, click Commit to start the archiving.

3.3 Retrieving Documents

In the Retrieve command, documents can be retrieved independently of an Opera 3 record. You can search for documents using criteria that span multiple parts of the system. After selecting Retrieve, the criteria screen is loaded.

STEP 1: Search Criteria

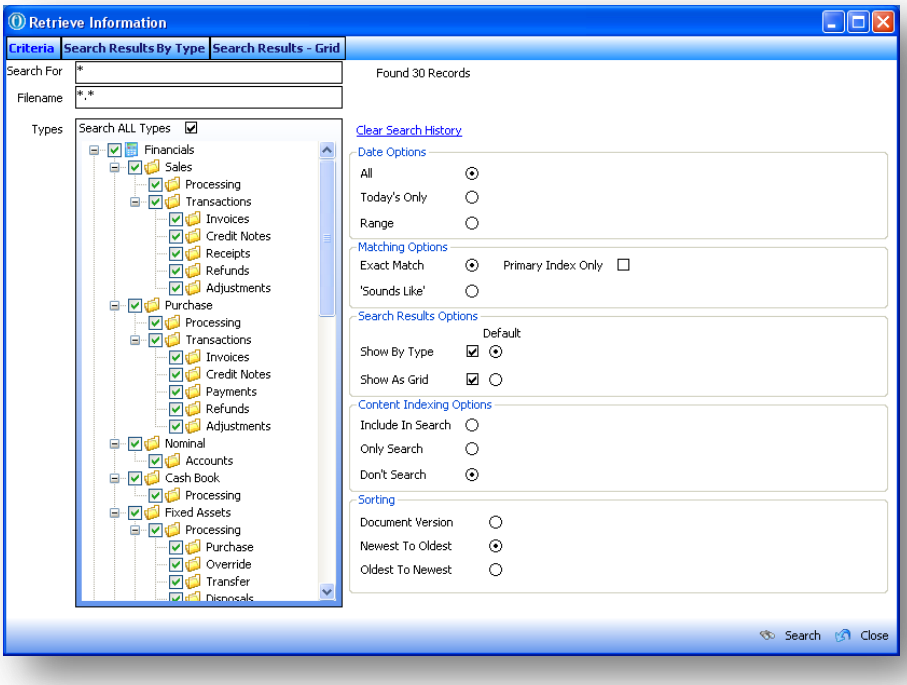
Performing a simple search only requires entry in the Search For field. Details can be entered in a number of ways:

Single word/number	A single entry that will select all documents with indexes that include the word or number
Space separated multiple word/numbers	A selection of words or numbers with spaces interpreted as 'AND'. For example, John Smith meaning John AND Smith in any order within the indexes finding any document with both indexes
'OR' separated multiple words/numbers	A selection of words or numbers separated by 'OR'. For example John OR Smith meaning John or Smith in any order within the indexes finding any document with either index
Phrase	A selection of words or numbers within speech marks interpreted as a single string. For example 'John Smith' meaning John Smith as two consecutive words.

Click Search to search and display the results as shown in the example below. Only Information Types that the user is allowed to retrieve are displayed. The results are shown in the Search Results By Type and Search Result - Grid tab.

Notes

Search Criteria tab is also visible when in modular search; This enables you to refine their searches when large numbers of documents had been captured against a single entity, a sales account for example.

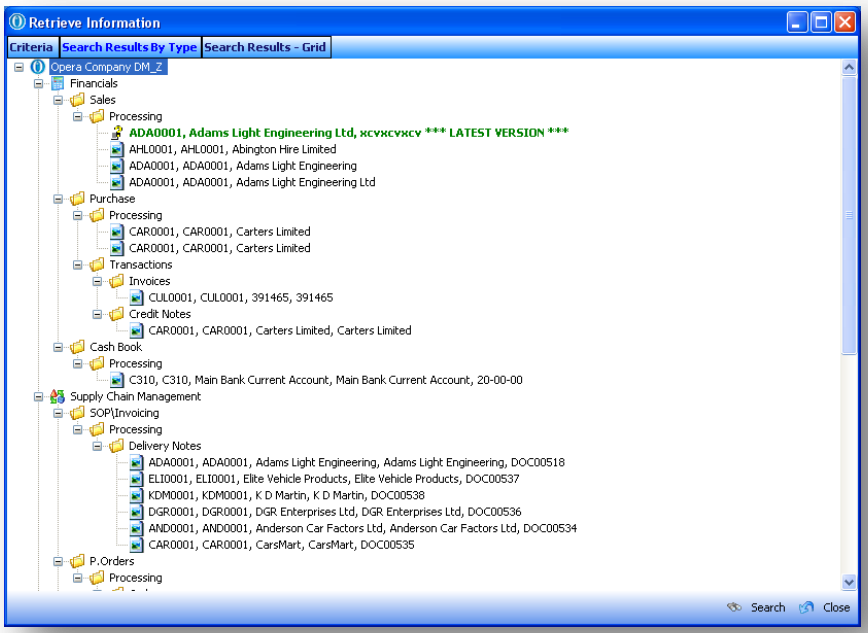


STEP 2: Search Results

There are two options to view your search results.

Search Results By Type

The search results are displayed on the Search Results By Type tab according to how they were indexed. To retrieve a document double click or right click and choose View This Item. It is then displayed in the Viewer screen.



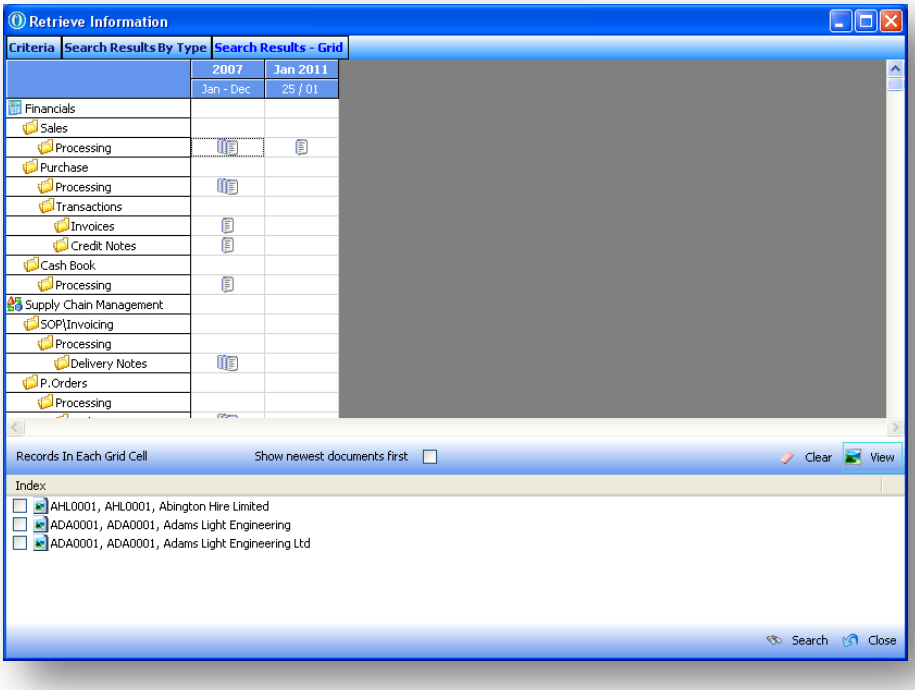
Note: Only Information Types that you are allowed to retrieve are displayed.

Notes

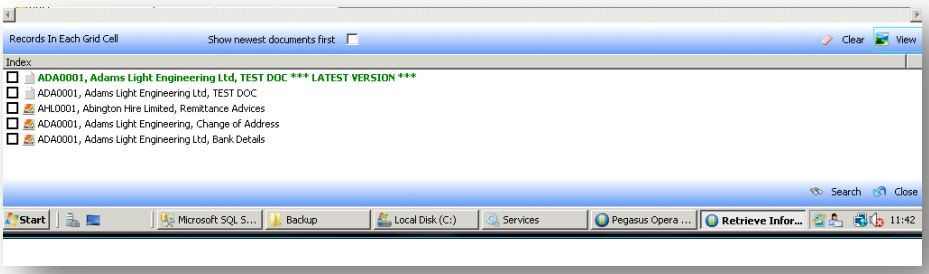
If Content Indexing is used, the search also checks the contents in the captured documents as well as the indexes. This is an additional, automated method of indexing documents above the manual indexing and barcode indexing methods. Content Indexing is available if your activation includes the Advanced Document Management feature.

Search Result – Grid

Grid view has been introduced to the search results screen. This allows the results to be displayed in a grid format as opposed to a list. The grid is sorted with date along the "X" axis and the information types listed along the "Y" axis. If there is a single result then a single document icon is displayed, a multiple document icon is displayed when there is more than one result per type.

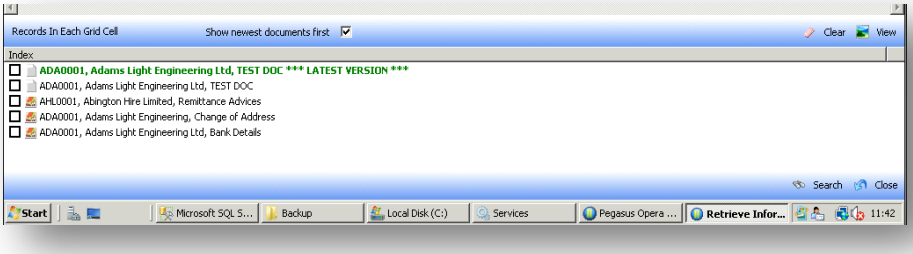


When the search results are returned, click on one of the icons to display the results within. These appear in the pane at the bottom of the screen.



Items are traditionally shown with the oldest first; however this can be changed simply by selecting the "Show newest documents first" box.

Notes



To view any of the documents from the grid do one of the following:

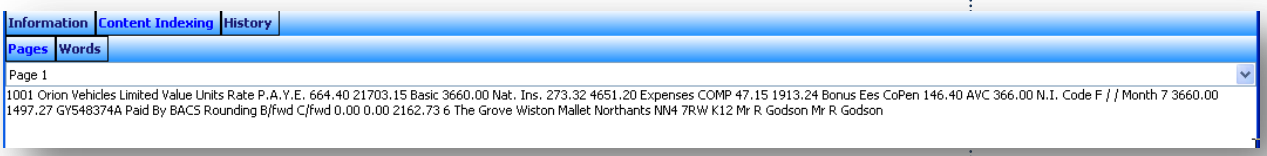
Select the document(s) that you wish to view by ticking the box to the left of the indexes as shown in the bottom pane. You can select as many as you wish across as many dates and Information Types as you wish. Once you have selected the document(s) you wish to view click on the “view” button and they will be opened. When you return to the results screen you can clear any selected items by either un-checking them or clicking the “clear” button

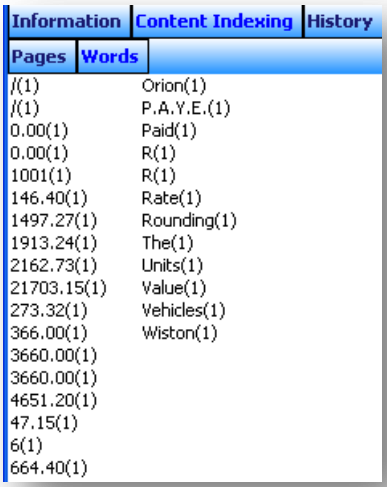
Double click on the cell containing the document(s) and it/they will be opened

Double click on the Information Type description to view all documents across all dates in that Information Type

Advanced Document Management

If Content Indexing is used, the search also checks the contents in the captured documents as well as the indexes. This is an additional, automated method of indexing documents above the manual indexing and barcode indexing methods.





Content Indexing is available if your activation includes the Advanced Document Management feature.

STEP 3: Retrieving Documents Options

Notes

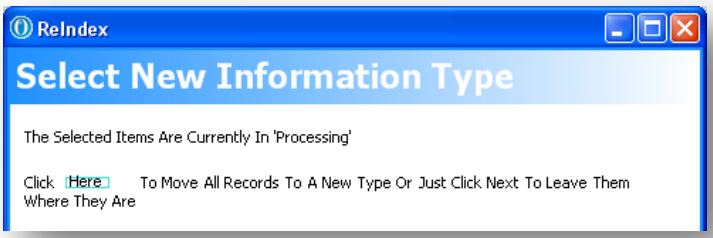
These options are shown on the right-click shortcut menu on the Search Results By Type screen:

Protect this item

This provides an added level of security for individual documents. A document can be secured to just this role and will require the password defined against the appropriate Information Type to be able to view it in future. Protected items are shown with the icon on the results screen.

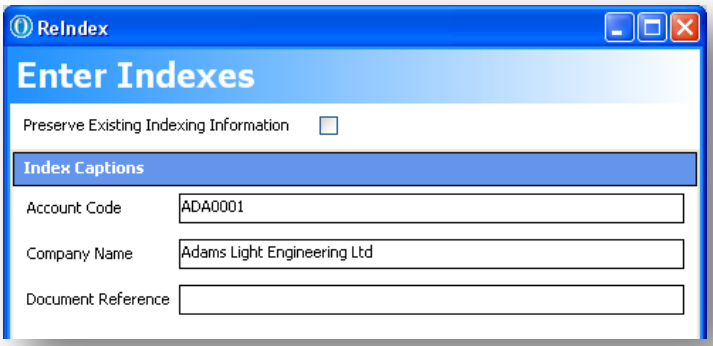
Re-index this item

This allows document indexes to be changed, perhaps because of an error when it was captured initially. A wizard guides you through the options starting with the Information Type.



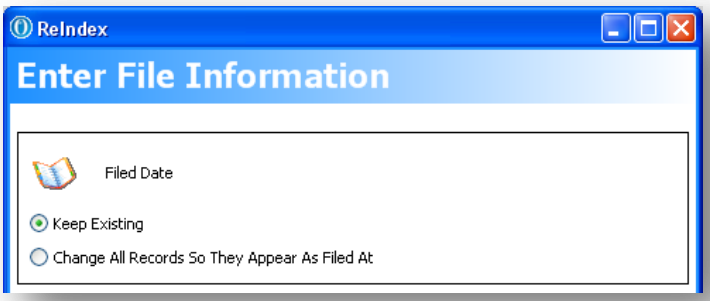
You can change the indexes or choose to keep the existing indexes by ticking the Preserve Existing Indexing Information option.

Click Next Step to move to the next stage.



You can then change the date when the document was captured.

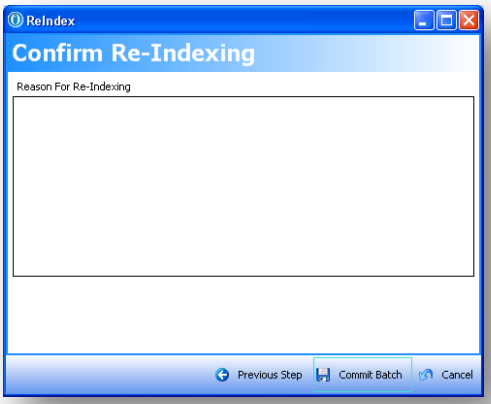
Click Next Step to move to the next stage.



Notes

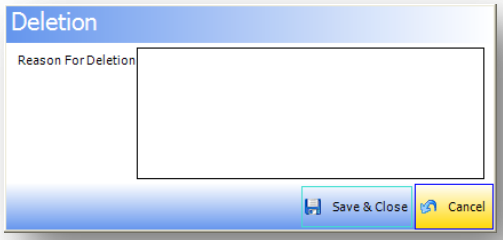
You must add a comment before you can complete the re-indexing. The comment is displayed on the Audit Trail report.

Choose Commit Batch to save the changes.



Delete this item

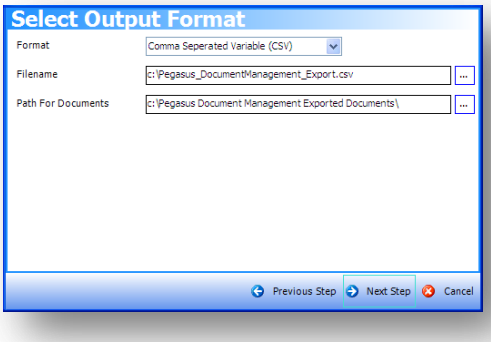
Document deletion should be treated with the utmost care. Only manager type users should have the option to do this. You must also enter a comment that is displayed on the Audit Trail report.



To complete the deletion, choose **Save & Close**, or choose **Cancel** to abort.

Export this item

This takes documents out of the control of Document Management and allows you to save them to another storage location. A wizard guides you through the export process.



After you confirm the records to export, the location of the export document file(s) and the filename for the CSV file, click Next Step.

The Run Export form is displayed. Click Export Now to run the export.

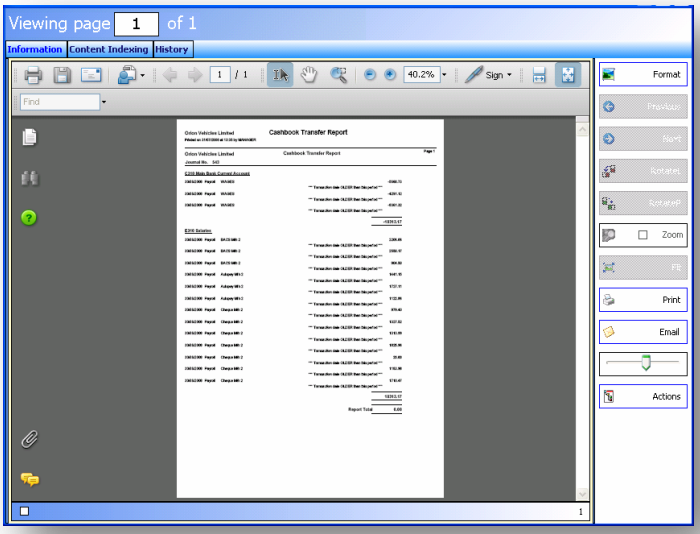
STEP 4: Document Viewer

Notes

Once opened, documents are displayed in the Viewer screen.

1. The Information tab displays the document and a toolbar that allows you to print, email or save the document in another location.
2. The Content Indexing tab displays the information from the indexes that were created when the document was archived. The text that is displayed here is used when you search for a document on the Search Criteria tab. Content Indexing is available if your activation includes the Advanced Document Management feature.
3. The History tab displays a capturing-and-retrieval audit trail history including index changes.

Once viewing a document, as shown in the example below, the functionality available in the viewer is partly standard and partly controlled by user's rights as defined in their role.



The following buttons are available to change how the document is displayed:

Format	*Thumbnail*, *Single Page*, *Two Page* and *Film Strip*. If you are looking for a particular page within a large scanned document, the *Thumbnail* view provides the best method of locating the page. Alternatively, you are viewing every page of a scanned document sequentially, the two page or film strip views provide the best method. The choice is retained for future retrievals.
Navigation and viewing (not available if the document being viewed is an electronic file)	

Previous	Selects the previous page until the beginning of the document is reached.
Next	Selects the next page until the end of the document is reached.
Rotate Left	Rotates the currently selected page 90 degrees to the left.
Rotate Right	Rotates the currently selected page 90 degrees to the right.
Zoom	Turns zoom on and allows zoom in using the left mouse button or zoom out using the right mouse button. Zoom can be turned off by selecting the option again.
Fit	Cycles between fitting the currently selected page to width or to height.

Thumbnail Slider	The slider bar allows you to re-size thumbnails as shown in the Thumbnail or File Strip views to a more suitable size.
Print and email (available if the permissions are defined in the role applicable to you)	
Print	Tick the box at the bottom left of each page to print selected pages.
Email	Creates an email and attaches the document being viewed in its native format. The email can then be addressed and sent as normal.

Notes

3.4 Deferred Indexing

Deferred Indexing is an alternative to Manual Indexing and Barcode Indexing. It allows documents to be scanned and then indexed later on, perhaps by another person. These documents are then displayed in the Document Management > Processing > Deferred Indexing command so they can be indexed later.

STEP 1: Deferred Indexing

In the Deferred Indexing command, document batches that were captured without any indexing information are displayed in a list so they can be indexed.

Select Document Management > Processing, and then click Deferred Indexing.

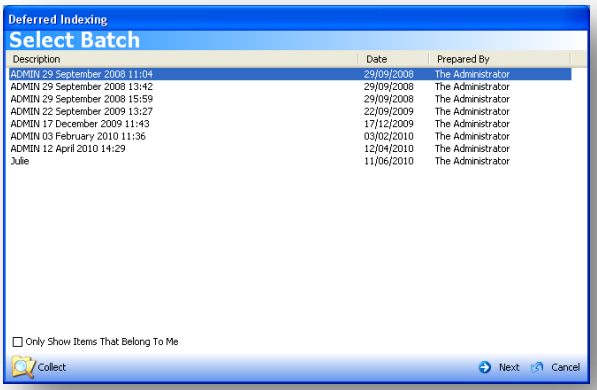
Tip: If you are in a role that allows batches to be deleted you can use the right-click button on your mouse and then select Delete Batch from the menu to delete a batch. This is only displayed if the Delete Deferred Indexing Batches option is selected on the Capture Settings tab of the Document Management - Maintenance - Roles form.

STEP 2: Select Batches

The batches of documents that were not indexed when they were captured are displayed in a list. You can select an option to show just the batches that were allocated to you when they were captured.

You can also import TIFF (Tagged Image File Format) files into Document Management using the Collect button. TIFF files store document images. A file browse form is displayed so you can select the folder in which the files exist. After selection, a batch is created for you to index.

To index a batch, select the record and click Next.

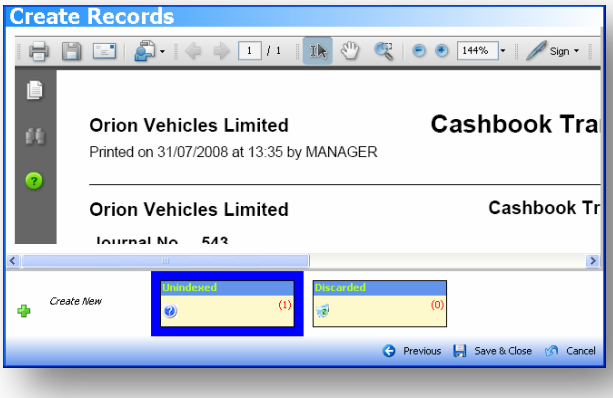


Warning: When you click the Next button, Document Management tries to display the documents in the applications they were created in. For example, a Word document is displayed in Microsoft Word and a PDF document is displayed in Adobe Reader. Before starting make sure that the software application that the documents were created in are closed. If these applications are not closed, messages might stop the indexing from completing.

STEP 3: Updating the Indexes

Notes

After selecting a batch, you are shown the Create Records screen to index the document.

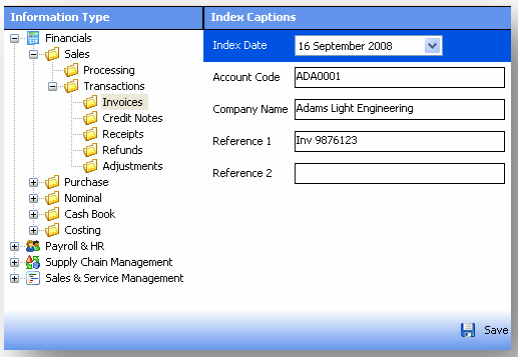


Tip: You can define the maximum number of files that can be captured in a batch using the Max. files per Batch option and the Max. total Batch size option on the Document Management - Utilities - Set Options form. If these limits are set a message like 'Document Limit Reached' will be displayed when documents are captured if the number of documents exceeds the limit set.

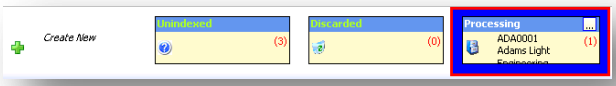
To Index a Document Batch

When the Create Records form is first displayed, the (Unindexed) button displays the number of documents that need to be indexed. Follow these instructions to index the documents:

1. Drag the (New Index) icon for the document to the *Create New* (Create New) icon. You may need to use the horizontal scroll bar to see the icon. The number displayed on the Unindexed icon is reduced for each document you drag onto Create New icon.
2. The Information Type & Index Captions screen is displayed. Choose the relevant Information Type for the document and then add the necessary indexing information. Then click *Save*.



3. The index is displayed at the bottom of the screen as a new index. You can now save any other documents in the batch using the same index information.



Notes

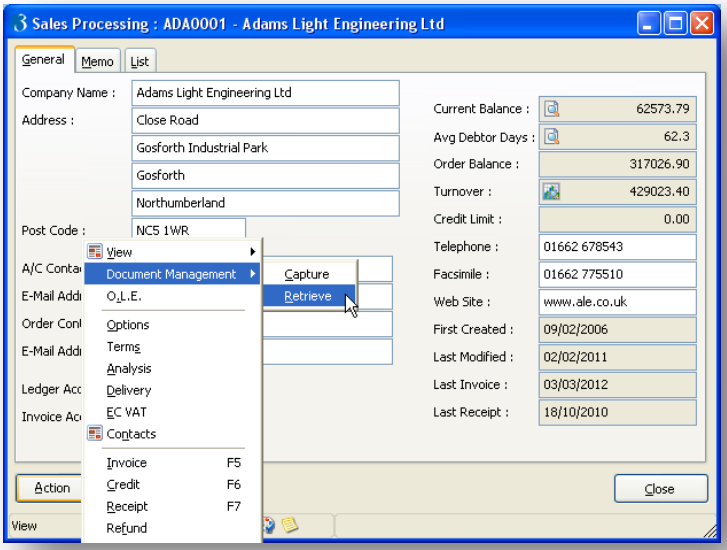
4. Click on the Unindexed icon to index the next document in the batch. Then drag the (New Index) icon for the document onto either the Unindexed icon to update a new index or onto the index displayed at the bottom of the screen if you want to use the same index.
5. To discard a document instead of indexing it, drag the icon for the document to the (Discard) icon. The number displayed on the Discard icon is updated for each document that you drag onto the button.
6. Click Save & Close to update the database with the documents indexing information. If you are discarding a document a warning is displayed before the database is updated. Also, if any documents have not been indexed you are also warned that they will be discarded.
7. The Deferred Indexing screen is displayed again so you can select another batch for indexing.

3.5 Capturing & Retrieving Documents in other Opera 3 Modules

You can capture and retrieve documents in most modules in Opera 3 from the respective Processing command in each module. Most of the indexes are automatically updated with the relevant information for the Information Type. However, some index information cannot be updated automatically so must be provided by the user. For example, for the Costing Processing Information Type, the Job, Contract, Description, and Amount are automatically updated. However, you must add the Document Reference manually. See the Information Types in Document Management section earlier in the guide for more details.

3.5.1 Capturing Documents from the Action Menu

You can access the Document Management menu item on the Action menu which, assuming you have the necessary security permissions provides two sub menus - Capture and Retrieve. Security access is set up in the User Profiles command in the System module.



The Capture menu loads the Scan Information form. You can then choose whether to scan a document or an electronic file. Click Scan Information to capture a document and Browse for Existing Files to select one or more files to capture. This area is described in the Capturing Document section earlier in the guide.

Notes

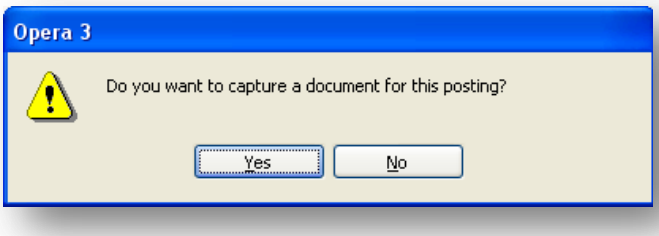
3.5.2 Retrieving Documents from the Action Menu

The Retrieval option will load the document retrieval screen as described in the Processing section. However, the search will be automatically provided based on the area of Opera 3 you are in. Therefore, the user will either be presented with a results screen from which to select the document(s) required or, if only one document matches the criteria, will be automatically presented with the Viewer displaying the document.

This area is described in the Retrieving Documents section earlier in the guide.

3.5.3 Capturing Documents after Posting a Transaction

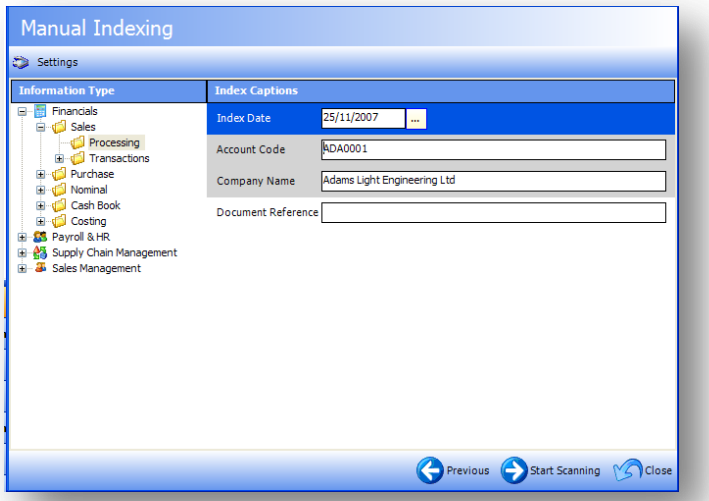
If you have the security permissions to post transactions in an Opera 3 module and your Document Management role allows you to capture documents, you can capture a document directly after the transaction is posted. For example, if you post invoices in the Sales Ledger > Processing > Invoice command, after the transaction is posted you are asked whether you want to capture a document. This message will appear after each transaction.



If you answer 'Yes', the Capture Information form is then be loaded as explained in the Capture Documents section earlier in the guide. However, as the document capture is sensitive to the area of Opera 3 you are in, the indexes are automatically updated. For example, a Sales Ledger invoice is indexed using the customer's account code, company name, and the document references 1 and 2. The Information Type is also automatically selected.

Important: The indexes that are selected automatically only make sense if the Information Type relates to the indexes used. For example, it does not make sense to index a sales invoice by the customer's account code and company name but use an Information Type of Purchase Transactions.

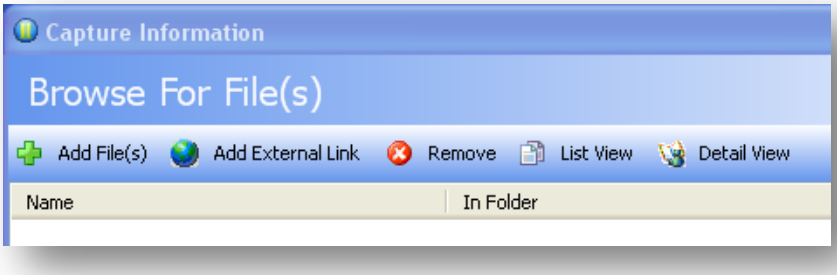
The process to capture either scanned documents or electronic files is identical to that described in the Scanning section earlier in the guide



3.6 How to link to external files (Document Management)

Notes

If you do not want to archive a document but instead link to an external file, you can create an external link in Document Management. These documents are not archived in Document Management. Instead a record is created that points to the file held on a file server or a workstation computer. Linked files can be retrieved in the normal way using the Retrieve command in Document Management and the ledger modules.



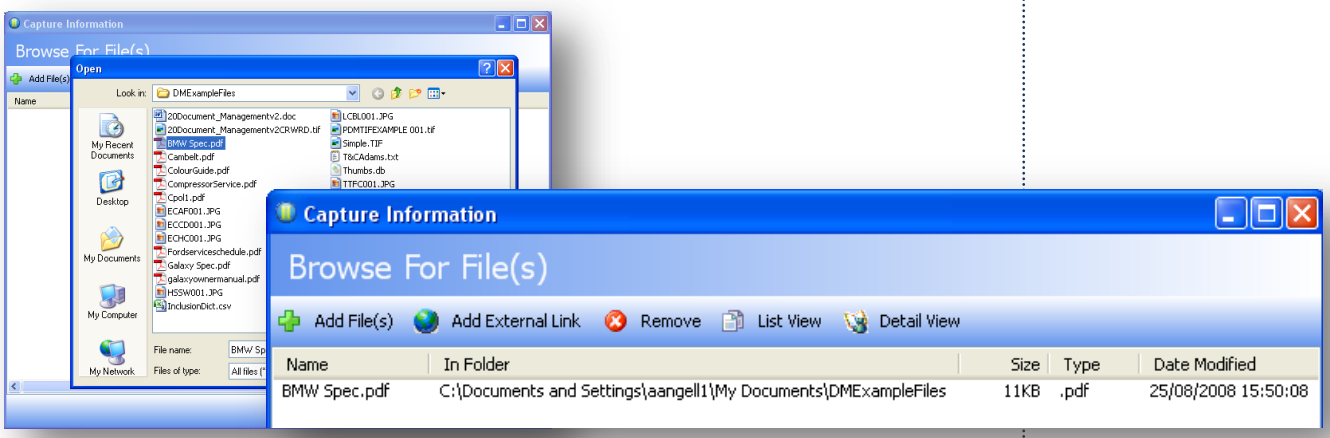
To Add a link to an external file

You can create a link to external files in either:

- The Document Management module
- The Processing forms in the Sales Ledger, Purchase Ledger, Sales Order Processing, Invoicing, Purchase Order Processing, and Fixed Assets modules.

Document Management

1. From the Document Management module, select **Processing** and then select **Capture**. The **Capture Information** form is then displayed.
2. Click **Browse for Existing Files** to display the **Indexing Methods** form.
3. Click **Manual Indexing** to add your own index entries. You can choose index information from a list by entering part of the index, for example if you enter 'ADA' as a customer account code, a list of accounts is displayed. If necessary, change the index date. It is sometimes useful to change the date to the date on the document but you may want to leave it as today's date. Click **Next**.
4. Click **Add External Link** on the form's toolbar. Then select the file you want to create a link to. To add a link for more than one file, click **Add External Link** again and choose another file.
5. Click **Commit** to save the file/s to the database.



Ledger Modules

Notes

1. From the **Processing** form in the Sales Ledger, Purchase Ledger, Sales Order Processing, Invoicing, Purchase Order Processing, and Fixed Assets modules, either:
2. Select a transaction on the view screens, then right-click and select **Capture** from the Document Management menu.
3. Select **Capture** from the Document Management menu on the **Action** button.
4. The **Capture Information** form is then displayed. **Click** Browse for Existing Files **to display the** Manual Indexing **form.**
5. Accept the mandatory index entries that are automatically defined and add other optional indexes if required.
6. If necessary, change the index date. It is sometimes useful to change the date to the date on the document but you may want to leave it as today's date. Click **Next**.
7. Click **Add External Link** on the form's toolbar. Then select the file you want to create a link to. To add a link for more than one file, click **Add External Link** again and choose another file.
8. Click **Commit** to save the file/s to the database.

Notes

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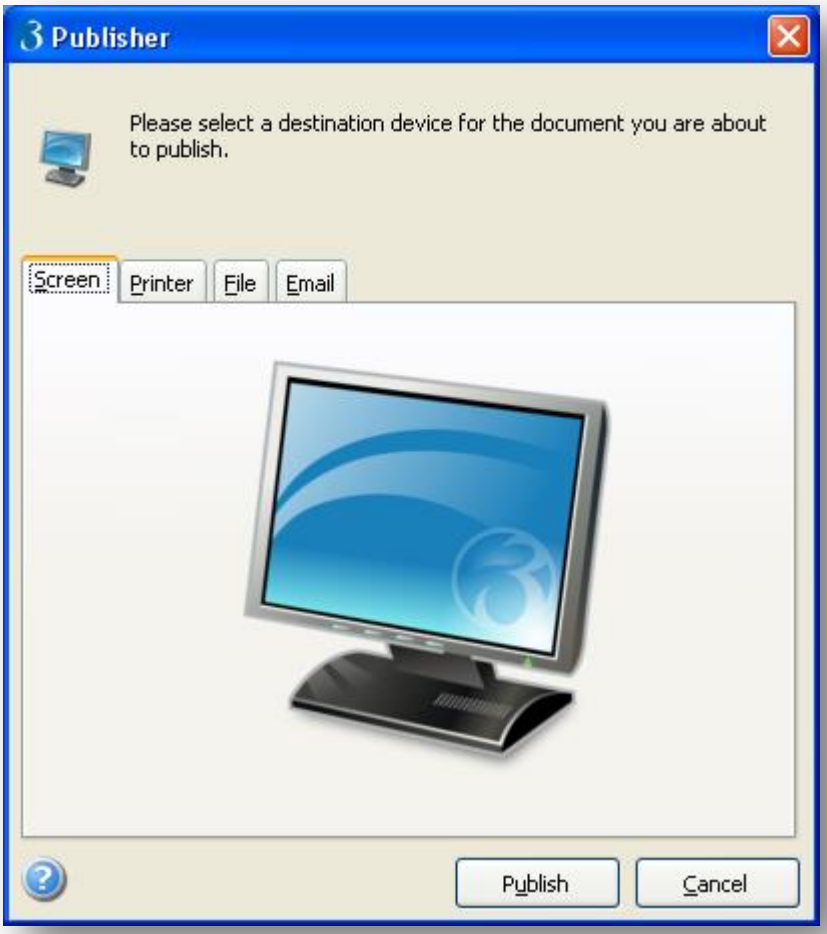
4 Reports

4.1 Publishing a Report

Nominal Ledger reports can be accessed via the Reports Menus in the respective Module. It is possible to tailor the layout of these reports under development mode (ADMIN). Once your report criteria has been selected and any matching data found, a Publisher form will be presented allowing a choice of Screen, Printer, File or Email output.



To print a report;

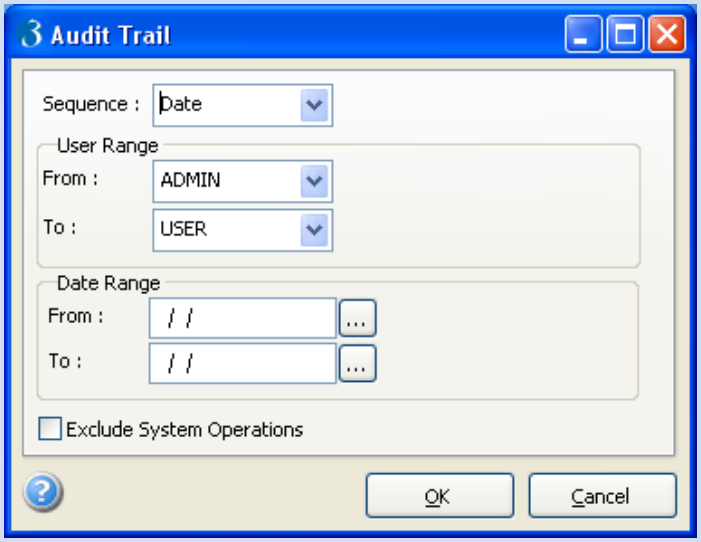
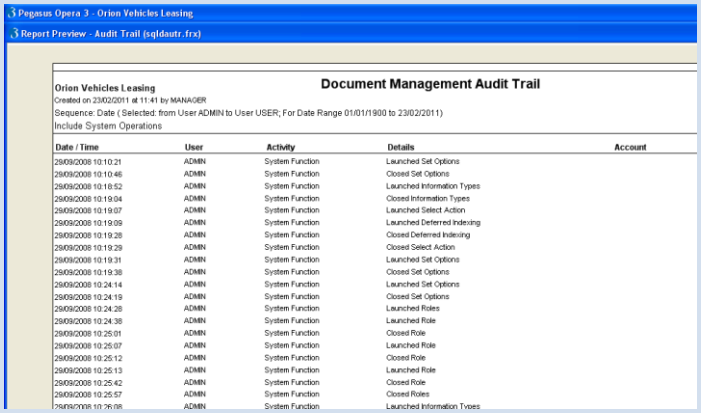
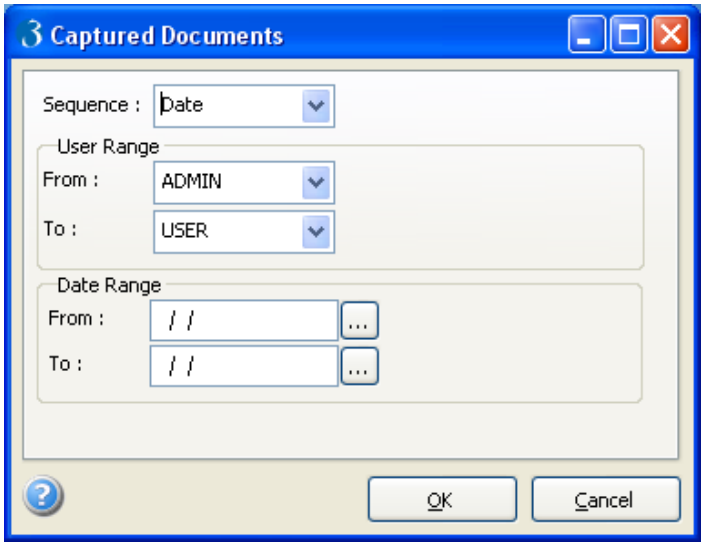
1. Open the required module folder, click Reports and then click appropriate report
2. Define the range of records you want included in the report by entering From and To values.
3. Click OK.

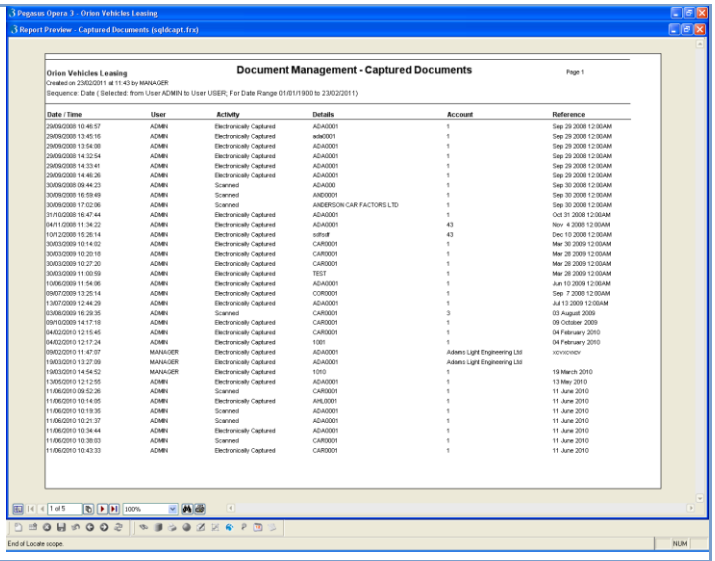
Reports

4.2 List of Reports

Notes

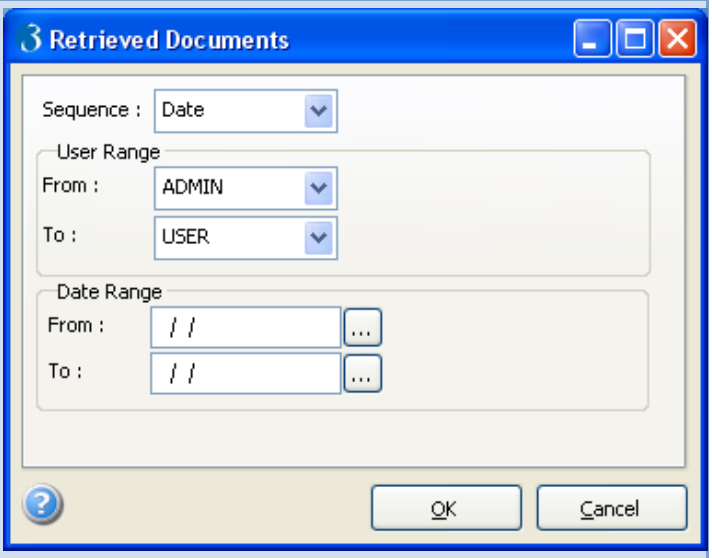
Document Management reports provide basic reporting functionality that can be sequenced by date or user.

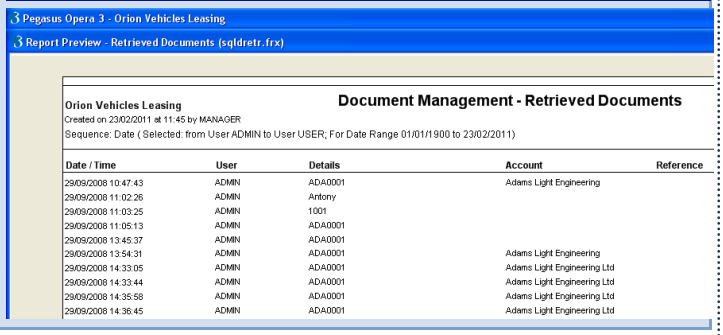
Name & Description	Example
Audit Trail The Audit Trail is a log of what has been done, when and by whom in Document Management. 'System Operations' that capture activities like a form being opened or closed in Document Management are excluded if the Exclude System Operations option is ticked.	 
Captured Documents The Captured Documents report provides details of the documents that have been captured, when by whom in Document Management.	



Retrieved Documents

The Retrieved Documents report provides details of the documents that have been retrieved, when and by whom from Document Management.





Notes

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Appendix

Appendix A Components & Useful Utilities Notes

.Net Framework

.Net Framework (v2)

This MS component is provided on the DVD ROM but alternatively may be downloaded from the MS Download centre Website. Recommend to search or try the following link as a guide - http://www.microsoft.com/downloads/details.aspx?FamilyID=0856eacb-4362-4b0d-8edd-aab15c5e04f5&DisplayLang=en

.Net Framework (v3.5 sp1)

This MS component is provided on the DVD ROM but alternatively may be downloaded from the MS Download centre Website. 3.5 is required for Dashboard version 2.6+. Recommend to search or try the following link as a guide - http://www.microsoft.com/net/Download.aspx

Loopback Adapter

On standalone systems which run Windows XP or lower, a MS Loopback Adapter may be required. This allows UNC paths to be resolved (pretend it is on a Network). The current Loopback Adapter provided by MS runs at 10Mbs. Windows Vista has this pre-installed but be aware this can be turned off.

There are several articles on the MS website to install the Loopback Adapter – suggest a Google search is done to find the appropriate steps (www.google.co.uk).

As an example the XP steps are found here - http://support.microsoft.com/kb/839013

1. Click Start, and then click Control Panel.
2. If you are in Classic view, click Switch to Category View under Control Panel in the left pane.
3. Double-click Printers and Other Hardware, and then click Next.
4. Under See Also in the left pane, click Add Hardware, and then click Next.
5. Click Yes, I have already connected the hardware, and then click Next.
6. At the bottom of the list, click Add a new hardware device, and then click Next.
7. Click Install the hardware that I manually select from a list, and then click Next.
8. Click Network adapters, and then click Next.
9. In the Manufacturer box, click Microsoft.
10. In the Network Adapter box, click Microsoft Loopback Adapter, and then click Next.
11. Click Finish.

SYSINTERNALS Utility Suite

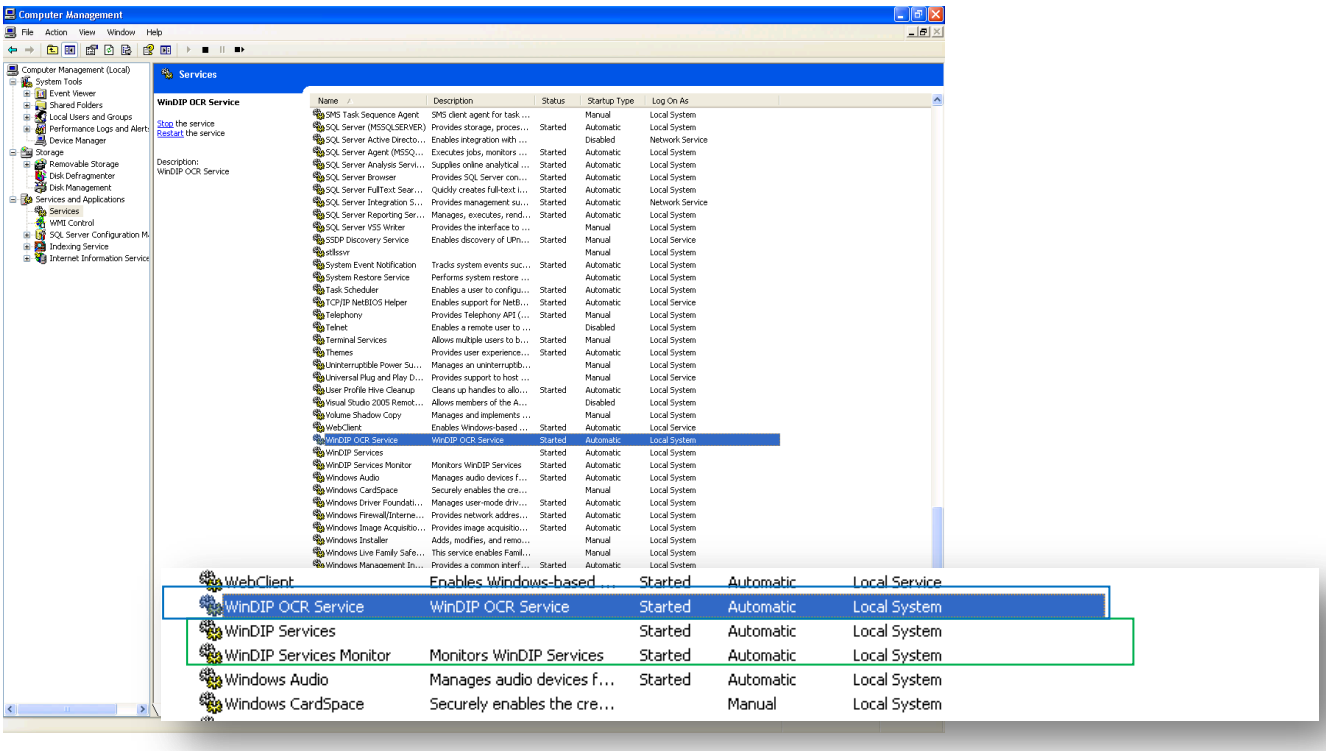
The Sysinternals Troubleshooting Utilities have been rolled up into a single Suite of tools. This file contains the individual troubleshooting tools and help files. It does not contain non-troubleshooting tools like the BSOD Screen Saver or NotMyFault.

It contains FileMon and RegMon with respective help files on how to use them. These two utilities are invaluable when checking permissions and access rights to files, folders and registry keys.

http://technet.microsoft.com/en-us/sysinternals/0e18b180-9b7a-4c49-8120-c47c5a693683.aspx is the latest link and was updated in March 2009. This is the complete Sysinternals suite that has several useful utilities. To ensure you have the most up-to-date suite, please ensure you search the Microsoft Technet site thoroughly, however we endeavour to keep the most updated link in the courseware.

Windows Services

There are 3 services installed as part of PDM. These must be running on the server.



- WinDip Services (For Standard DM)
- WinDip Services Monitor (For Standard DM)
- WinDip OCR Service (Required with MS Office MODI Component) for Content Indexing

They must be started in order for DM to be working. The OCR and MODI components must reside and be operational on the application server for Content Indexing to work.

What are MS Windows Services?

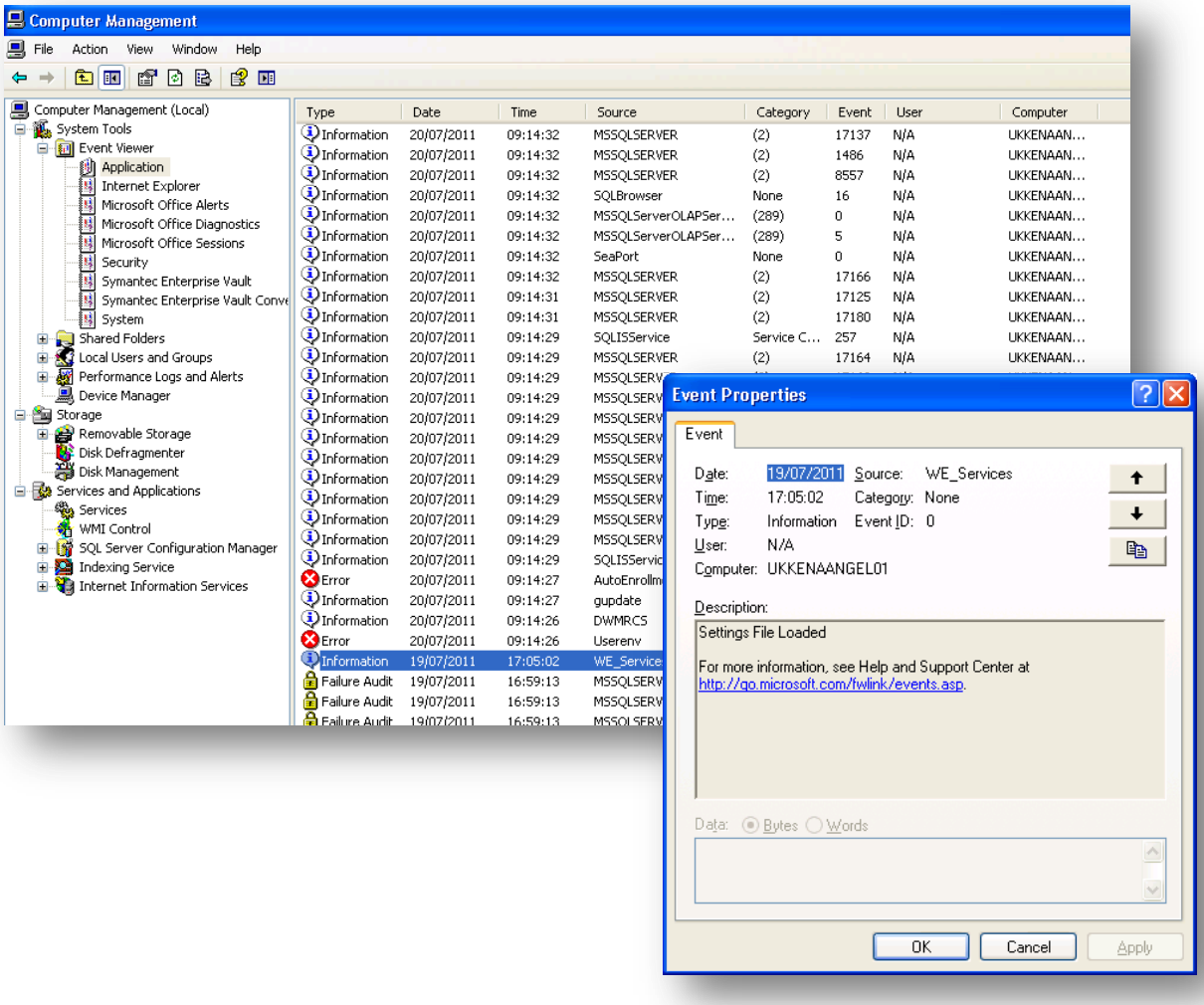
Microsoft Windows services, formerly known as NT services, enable you to create long-running executable applications that run in their own Windows sessions. These services can be automatically started when the computer boots, can be paused and restarted, and do not show any user interface. These features make services ideal for use on a server or whenever you need long-running functionality that does not interfere with other users who are working on the same computer. You can also run services in the security context of a specific user account that is different from the logged-on user or the default computer account. For more information about services and Windows sessions, please refer to the Microsoft Website – for example;

http://msdn.microsoft.com/en-us/library/d56de412(v=vs.80).aspx

Troubleshooting Services

There are several good articles that can help you work through issues found with Services. For example the following link discusses Service Debugging http://msdn.microsoft.com/en-us/library/7a50syb3(v=vs.80).aspx

Also, using the Applications logs can be very useful to, found in the event viewer;



Appendix B Prerequisites

You must be logged into the computer with Administrator privileges to install the Document Management Server or Client installations. In addition, these prerequisites must be set up before Document Management is installed.

Basic Requirements

The basic requirements for Document Management above those for Opera II Enterprise or Opera II Enterprise SQL are:

- A suitable scanner to capture documents.
- A suitable data store for the captured documents - supported databases are Microsoft SQL Server 2005, Microsoft SQL Server 2005 Express, Microsoft SQL Server 2000, or Microsoft SQL Server Desktop Engine (MSDE).
- Microsoft .Net Framework v2 must be installed on all server and client computers before Document Management is installed. You can install it from the Document Management CD if it is not already installed.

Detailed system requirements for Document Management, including supported scanners for capturing documents, are included in the Opera II System Requirements guide on the Opera II CD.

Document Management User Guide

The User Guide provides you with background information you need to set up Document Management, then capture and retrieve documents. It also includes a troubleshooting section at the end of the guide.

You can find the User Guide in the Pegasus Document Management folder on the Opera II CD.

Opera II Enterprise or Opera II Enterprise SQL (6.50 or later)

Opera II Enterprise or Opera II Enterprise SQL (6.50) or later must be installed before Document Management is installed. Document Management must be installed on the same computers as the Opera II Server and Client installations.

Database Engine

You can use the following database engines with Document Management:

• Microsoft SQL Server 2008 Express
• Microsoft SQL Server 2008
• Microsoft SQL Server 2005 SP2
• Microsoft SQL Server 2005 Express SP2
• Microsoft SQL Server 2000
• Microsoft SQL Server Desktop Engine (MSDE).

You must ensure one of these is installed and available on the network. If it is not, install and configure it prior to installing Document Management. The Opera II System Requirements guide also details the system requirements for Document Management, and includes guidance on which edition of SQL Server to consider. The guide is in the Documents folder on the Opera II CD.

Note: Microsoft SQL Server 2005 Express is a popular choice for customers using Document Management. Instructions to install and configure this edition of Microsoft SQL Server 2005 are detailed in the next section.

MSDE (The 2000 express version) is simpler than the Microsoft SQL Server 2005 Express SP2, however may experience some issues running on MS Vista.

Choosing the Database Engine will depend on existing system requirements, future requirements and cost effectiveness. In terms of Pegasus Document Manager the MS SQL DB element usage is relatively low.

Appendix C Microsoft SQL Server Editions

This section details an over-view of SQL Server available options. This is only a guide of the available solutions including respective information.

Microsoft SQL Server is essential to the operation of Pegasus Document Management (PDM) as it provides back-end database functionality. PDM supports Microsoft SQL Server 2000, 2005 and 2008. The more popular solution at this time is Microsoft SQL 2005 therefore this document provides basic information on all versions but focuses on Microsoft SQL 2005.

Please note that the information contained in this document was correct at the time of publication but cannot be guaranteed to be correct or up to date.

Further information regarding Microsoft products can be obtained from Microsoft or a trained and qualified engineer.

Microsoft SQL Server 2005 Editions

Information

SQL Server 2005, released in November 2005, is the successor to SQL Server 2000. It included native support for managing XML data, in addition to relational data.

SQL Server 2005 added some extensions to the T-SQL language to allow embedding XQuery queries in T-SQL. In addition, it also defines a new extension to XQuery, called XML DML that allows query-based modifications to XML data. SQL Server 2005 also allows a database server to be exposed over web services using TDS packets encapsulated within SOAP requests. When the data is accessed over web services, results are returned as XML.

SQL Server 2005 has also been enhanced with new indexing algorithms and better error recovery systems. Data pages are check summed for better error resiliency, and optimistic concurrency support has been added for better performance. Permissions and access control have been made more granular and the query processor handles concurrent execution of queries in a more efficient way. Partitions on tables and indexes are supported natively, so scaling out a database onto a cluster is easier. SQL CLR was introduced with SQL Server 2005 to let it integrate with the .NET Framework.

System Requirements (Specific to MS SQL Server 2005)

	Minimum	Recommended
CPU	600mhz Pentium III or higher	1000MHZ AMD Athlon 64 or Higher
RAM	512mb	1GB
Hard Disc	350mb + Database	1GB + Database
Drive	CD / DVD Drive	CD / DVD Drive

Microsoft offers SQL Server available in multiple versions, with different feature sets and targeting different users. These versions include:

- SQL Server Compact Edition (SQL CE)

  The compact edition is an embedded database engine. Due to its small size (2MB DLL footprint); it has a reduced feature set compared to other editions. It is limited to a 4GB maximum database size and cannot be run as a Windows service. The Compact Edition must be hosted by the application using it and therefore is not supported by PDM.
- SQL Server Express Edition

  SQL Server Express Edition is a scaled down, free edition of SQL Server, which includes the core database engine. While there are no limitations on the number of databases or users supported, it is limited to using one processor, 1 GB memory and 4 GB database files. The entire database is stored in a single .mdf file, and thus making it suitable simple deployments. It is intended as a replacement for MSDE as an edition of Microsoft SQL Server 2000. A stripped down version of SQL Server Management Studio is also available for this edition which is recommended to always be installed.
- SQL Server Workgroup Edition

  SQL Server Workgroup Edition includes the core database functionality but does not include the additional services.
- SQL Server Standard Edition

  SQL Server Standard edition includes the core database engine, along with the stand-alone services. It differs from Enterprise edition in that it supports less active instances (number of nodes in a cluster) and does not include some high-availability functions such as hot-add memory (allowing memory to be added while the server is still running), and parallel indexes.
- SQL Server Enterprise Edition

  SQL Server Enterprise Edition is the full-featured version of SQL Server, including both the core database engine and add-on services, while including a range of tools for creating and managing an SQL Server cluster.
- SQL Server Developer Edition

  SQL Server Developer Edition includes the same features as SQL Server Enterprise Edition,but is limited by the license to be only used as a development and test system, and not as production server. This version is available to download by students free of charge as a part of Microsoft's DreamSpark program.

SQL Server 2005 Feature Comparison

Feature/Edition	Express	Standard	Enterprise
Number of CPU's	1	4	No Limit
RAM	1GB	OS Max	OS MAX
64-bit support	Windows on Windows	Yes	Yes
Max DB Size	4GB	No Limit	No Limit
Partitioning	No	No	Yes
Failover Clustering	No	2 nodes	16 Nodes
SQL Agent Scheduling Service	No	Yes	Yes
Import / Export	No	Yes	Yes
Enterprise Management Tools	No	Yes	Yes

For further information regarding all the SQL Server offerings and feature comparisons and minimum specifications, please refer to the Microsoft website http://www.microsoft.com/en/us/default.aspx.

Appendix D Microsoft SQL Server 2005 Express

Microsoft SQL Server 2005 Express is a free edition of SQL Server 2005 available for download from the Microsoft web site.

Be aware that Express is designed for use with 1 application, however multiple installs may be carried out for multiple instances.

Generally speaking MS SQL Server 2005 Express will be selected if not using SBS server which generally comes with SQL or they are already using MS SQL for another application/reason.

It comes with a number of add-ons or advanced services, including:

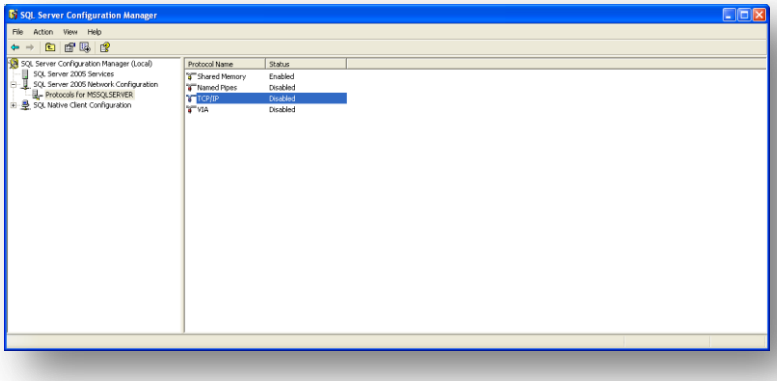
- SQL Server Management Studio Express - a graphical management tool based on SQL Server Management Studio that makes it easy to manage and administer SQL Server Express databases
- Reporting Services - an integrated report creation and design environment to create reports
- Full-Text Search - a powerful search engine for searching text-intensive data

Tip: If you are a new SQL Server 2005 user, you can learn more about SQL Server 2005 Express using a video series on the Microsoft web site at *msdn.microsoft.com/enus/express/aa718391.aspx*. (Copy the link into your web browser's address box.)

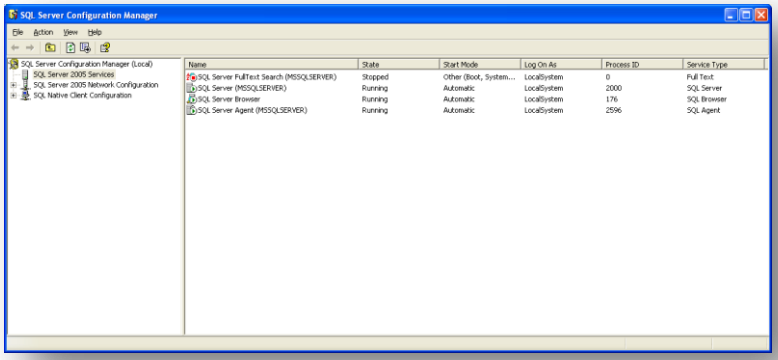
Further useful SQL Information

Server Config manager

By default TCP/IP is disabled and needs to be enabled in Protocols. To enable this Click on **Network Configuration** followed by right clicking **on TCP/IP** and then clicking **Enable.**



On an XP machine the SQL Server Browser needs to be running.



Firewall settings

On an XP machine the firewall needs opening on port 1143. This may be worth checking on all OSs. Also check the SQL Ports used (1433 & 1434) and all associated ports that may be in use for SQL.

Management Studio

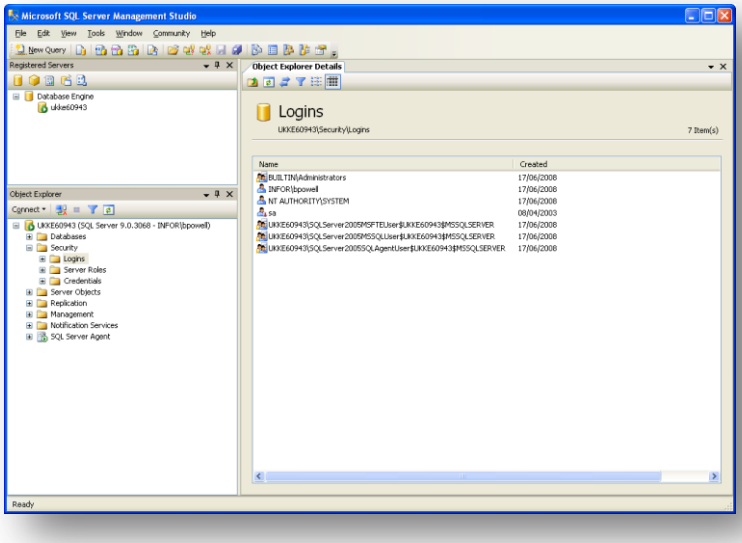
When asked for the servername – it is not just the servername but “servername/sqlexpress” (without the quotes) that is required. If the instance name is changed when installing SQL server the user will need to change the “sqlexpress” part of the above path.

The server that SQL is installed on should be part of the domain. This means that it should logon to the domain with a domain account (as it is a server – advisable to be the domain administrator account).

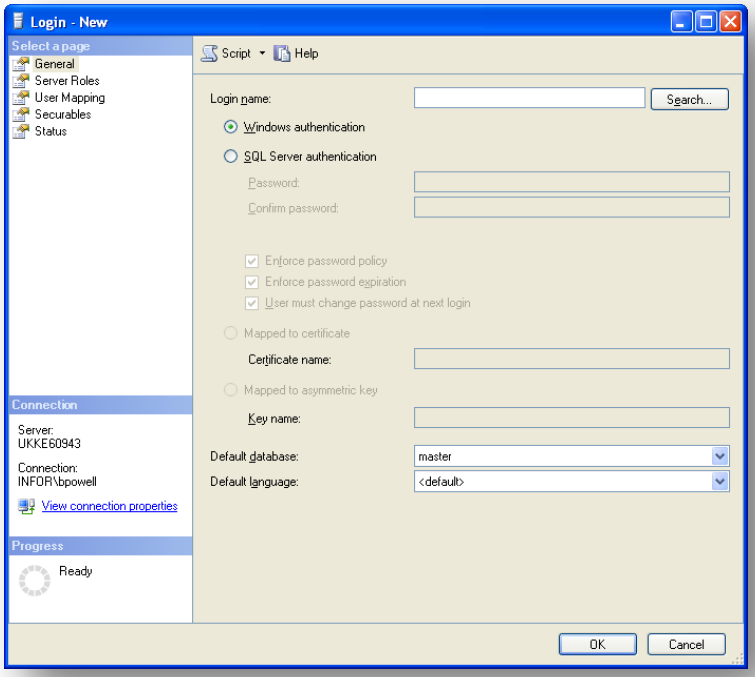
If this is not the case then the administrator needs to add the users that will be using Document Manager to the security group on the server.

To add a new user:

Look under the server name and expand Security, then click on Logins. On the right side the logins available for that server will appear.



Right click on an empty space and click New Login. Click on the search box at the top of the screen



Then add the user that you need to give access to the SQL server. Click on Server Roles on the left and make sure that the user has a tick in Public and click OK.

Ensure appropriate permissions are also applied

Tip - Right Click on the User and select properties. Then select security – check set to windows authentication. In the security section > log ins double-click the user and set permissions.

Appendix E PDM SQL Databases

PDM creates and uses the following databases:

NAME	CONTENT	FILENAMES
DM	PDM System Data example table: “Users” contains information regarding each user.	DM.MDF and DM_log.LDF
DM_? (where ? is the Opera II company letter)	PDM Company Specific Data Example table: “Information_Library” containing a record for each document captured.	DM_?.MDF and DM_?_log.LDF

The databases contain record information regarding the documentation that has been scanned. The physical scanned documents are held in a TIFF format and may be found in the …\data*_Documents folder.

* being the company identifier.

Please note that PDM does not support or cater for multiple Opera II systems.

Appendix F Backing Up SQL Data

Scanned record information is held in the SQL database and this will need to be backed-up.

Opera II Pre 6.13.00

Before the release of Opera II 6.13.00, the SQL data would need to be manually backed up. Back-ups must be driven by SQL itself or by an agent/functionality of a backup application that supports SQL backups. It should be noted that as SQL Server is managed by Windows services the database files cannot simply be copied as part of a normal file backup.

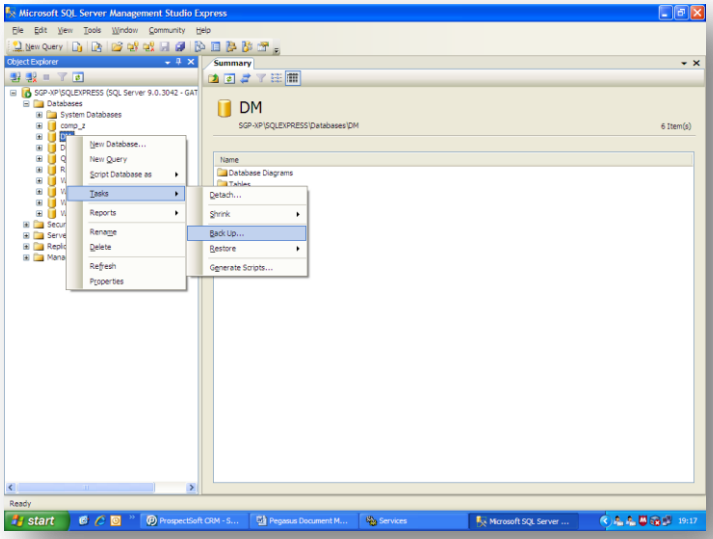
Backing Up Using Network Backup Software Functionality/Agents

Industry leading network backup applications, such as Brightstor Arcserve from Computer Associates, offer Agents or built in functionality to backup SQL databases. In the case of Arcserve it is a separately purchased Agent. However, this agent, amongst others, is an integral part of the Small Business version of the software (designed for Microsoft SBS Premium which contains SQL Standard).

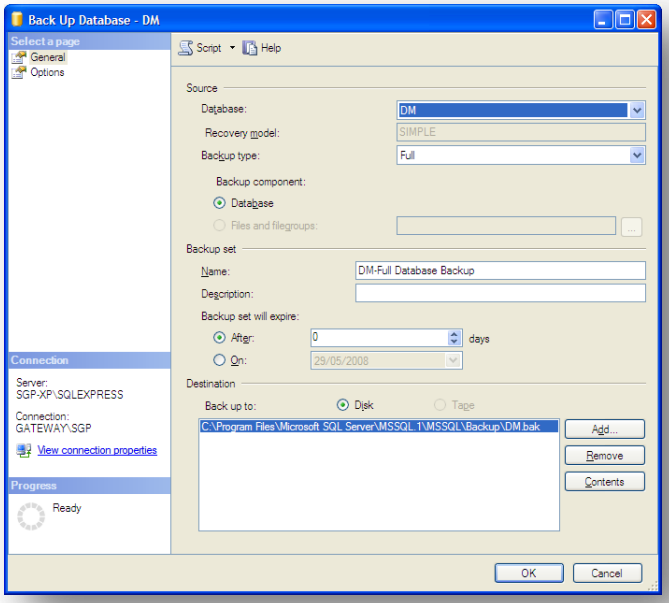
Backing up in SQL 2005 Express

Backups cannot be scheduled in SQL 2005 Express, it is a manual backup only.

From within Microsoft SQL Server Management Studio Express, connect to the appropriate Database Engine. Right click on the Database and choose to Backup, as shown below.



This will display a screen as shown below allowing the backup to be completed.



Note:Tthe default name and location for the backup and that it has to be done to the local disks of the machine running SQL Server. This is a common principal in versions of SQL that would be used with PDM.

Also note that a single file is created, in this example DM.bak. This is a backup of the database remembering that in SQL terms the MDF and LDF files make up the “database”. This file can be backed up using standard file backup software.

Backing Up in SQL 2005 Standard or Above

These applications not only support what has previously been illustrated for SQL Express, but also include scheduling amongst a number of more advanced backup management functions. Therefore if these versions of SQL are used, backups can be structured within SQL itself and scheduled. The files created can then be backed up using standard file backup software.

Manual Backing Up

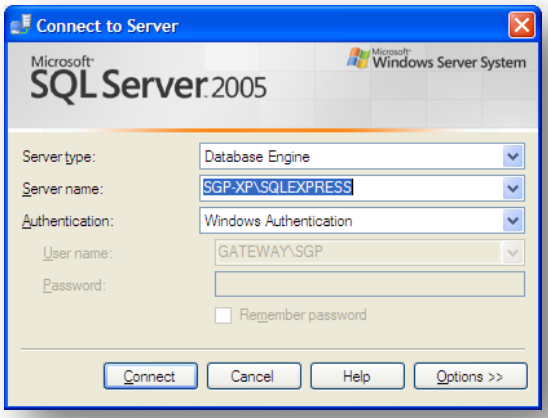
The administrator is able to pause/stop the services and take a copy of the SQL files as a back-up. This is a raw back-up process which should only be used as a last resort. The files are stored in the default location of C:\Program Files\MS SQL Server\<<MSSQL Instance>>\Data, but this is dependant on the paths selected at the time of installation.

Opera II Post 6.13.00

The options discussed in the previous section may all still be used, however there is an option available to back-up the PDM SQL Data using the standard Opera II back-up routine. This is done by select the appropriate tick box to include PDM data.

Appendix G Authenticating to SQL Client/Management Tools

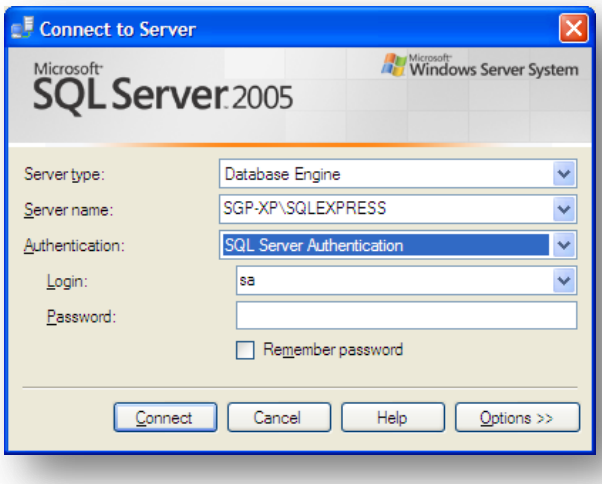
To be able to use SQL Interfaces, the user requires authentication to the database engine (SQL) on the server in question. This can be done from any PC provided that the SQL client tools in SQL Standard and above are installed. In the case of SQL 2005 Express this would normally be done directly from the server on which SQL is installed using SQL Server Management Studio Express. Shown below is a standard authentication screen for SQL Server Management Studio Express.



The server name will always be the SQL server to which connection is being attempted, noting that SQL 2005 Express instances are suffixed \SQLEXPRESS. This is not the case for higher version of SQL Server.

The authentication method is either Windows or SQL. To simplify the situation PDM is installed by default with Windows Authentication. This means the logged on users accounts details are used to verify their access to SQL (at any level not just through this interface). De default SQL 2005 will grant domain Administrators full privileges (sysadmin) and domain users basic privileges (public). These should not need to be changed for using PDM or the SQL interfaces unless the security model needs to be considerably tighter.

If SQL authentication is chosen then an internal SQL username and password must be known.



Appendix H Troubleshooting/FAQs - PDM – General troubleshooting steps

The most common problem that occurs is due to permissions. Be aware that the first time Set Options for Document Manager is accessed, it creates the SQL db. If any errors occur at this stage ensure the user is logged in as the Domain Administrator and try again. This generally resolves the issue. Further steps and information can be followed as below;

Confirm that the following installation prerequisites were all met:

1. Ensured the person logged in as administrator when installing the software. If not re-install the Software logged in as the Administrator (domain).
2. Verify versions and editions of SQL being used, for example 2000 or 2005, MSDE, Express, Standard etc. matches tested environments. This information would be useful to support staff.
3. Regional Settings in Windows are set to English on the SQL Server. Check and amend all elements as appropriate.
4. Within SQL - Database Engine, Remote Connections: That the Local and Remote Connections are set to TCP/IP (Especially when SQL 2005 is in use).
5. SQL Server Browser, Service: Ensure this is set to Automatic and the service is started (usually associated with SQL 2005 Express using XP or Vista as a “server” environment).
6. Ensure that the .Net Framework 2 is installed correctly and that appropriate security adjustments have been done (the use of caspol). For further information, please refer to the MS website and .NET for further details.
7. Windows Installer 3 or above is being used. This would be necessary for .Net and other components to be installed successfully. If this was not used, update the installer to the correct version and re-install the components and applications as required.
8. Check the server/client installation path for Opera II is correct. Correct if found to be wrong.
9. Check the server/client installation path for Document Management is correct. Correct if found to be wrong.
10. Check to see whether it works on other clients/the server to identify potential local or network issue – check respective permissions.
11. Check Server and Client operating systems are supported as untested environments could yield unsuspected problems. Test the same set-up on a tested environment.

Before contacting support ensure the above information is captured and checked. This is useful information that should be provided when raising a support incident to help speed up a response to the underlying issue. Further investigations that may be carried out;

1. If the client (Opera II and PDM) is not installed on the server, install and check whether it works on the server. This will help to narrow down the potential cause of the problem to elements such as permissions across the Network, local installation, client installation etc.
2. By using Opera II Client on the server, the user should be able to initialise the respective company they are logged into. This can be used to check whether a client may have read/write access to the SQL data but not database creation rights (as required when setting up options for the first time in each respective company).
3. The user should see the DM_* company (where “*” is the company identifier) in SQL server, and should be able to access the DM database. If the user us unable to do so, check the SQL Permissions and ensure the databases have been created. If not, PDM may require a fresh installation using the Administrators log in.
4. Check whether the user can access the SQL SERVER data from the clients PC by using ODBC. If the connection fails this points to a potential permissions issue for the Windows User or the User in SQL.
5. It is also advisable to check the file system permissions, locally and to the server paths as required.

PDM – Specific questions

Document manager is not available on login

Check the group has been added to the SQL server, but clarification of exact a) point in time b) message that appears is required;

a)"PDM is not available" when you are logging into Opera II or using PDM.
b)"PDM is not initialised" when you go into Set Options

Usually one of the following should resolve/is the cause of the problem;

- Need to install the client on the relevant PC.
- Ensure when installing the user has full administration permission / logged on as administrator.
- It may be that the SQL Permission for the logged in user. Ensure the User permissions within SQL are set-up correctly.

If PDM doesn't work from the workstation however the server still works if running from a local client on the server itself check the following:

1. Has the Microsoft SQL Server Studio been successfully installed on the server? If using a cut down version of SQL this will need to be downloaded separately as it will not be included. If the server is working and client is not, it cannot be an installation issue and therefore must be a rights issue within SQL.
2. Check the following path (may be slightly different depending on the SQL server installed and settings select/chosen):
   On server > Program files> Microsoft SQL server
   Folder likely to be named "MSSQL"
   In there a "data" folder may be found.
   Ensure DM and DM_Z files are present (usually a log file, a MDF file and possibly others).
   This will show that the database is created successfully for Pegasus Document Manager.
   This is also visible in the SQL front end assuming there is one installed, see point 3 below
3. In SQL server Management Studio > and connect >
   Click databases. Are the DM and DM_Z database listed here? If not then this indicates a potential permissions or installation issue.
4. SQL permissions - This has been the primary cause of problems in PDM. The issue tends to arise due to users amending the SQL permissions. Add an ADMIN user group to SQL as it is actually SQL that may block the Set Options being initialised in Opera rather than Opera itself (If the user does not wish to add a group, edit the built in users group to a sysadmin level as a test).
5. Ensure that TCP/IP is enabled in SQL Network configuration as per the installation guide.
6. Ensure the SQL Server Browse is active as per the installation guide
7. Switch off the firewall on the Local machine.

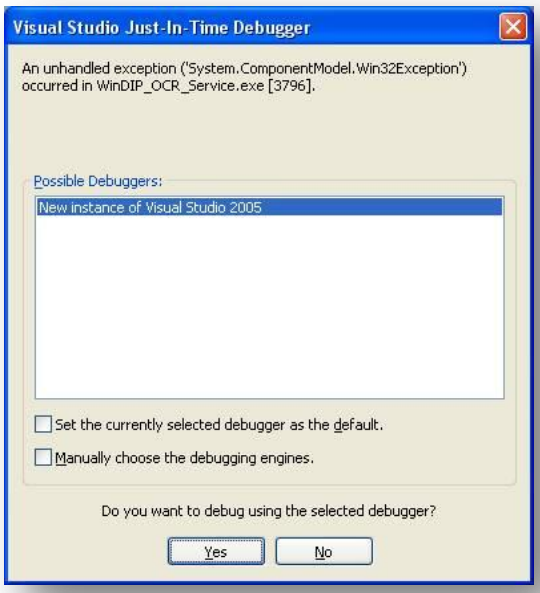
Example process to move OII and PDM to another server

1. Take a complete system back-up
2. Make sure the customer is on 6:13 of Opera II so that you can backup both PDM and Opera from within the software.
3. Run the backup ensuring that the tick is in the box to also backup Document Manager files.
4. Install Opera II on the new server
5. Install PDM on the new server and point to the OII location

6. Restore the backup made earlier from the 6:13 version.
7. Run an Update Data Structure

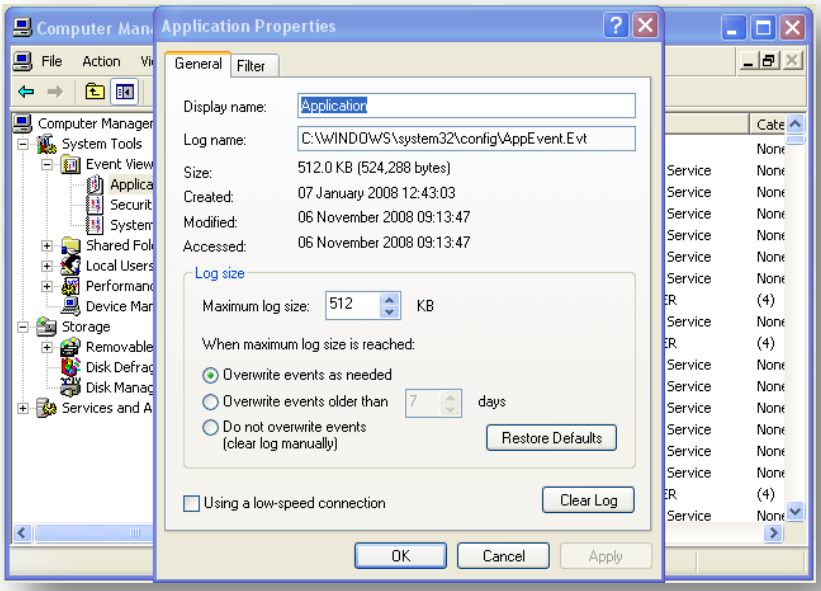
Check the installation and restore

JIT Debugger message



If the following message comes up it may be that the application log in event log is full. Recommended to check the event viewer log to check if there is an obvious issue.

If appropriate to resolve this issue, Please ensure that the Application node of Event Viewer has the 'Overwrite events as needed' option selected.



Q: Why does 'Document Management is not currently available' appear when I click on any Document Management menu item?

A: The reason for this is most likely because the 'DM' database is not available in Microsoft SQL Server. The database should have been created when the Document Management server was installed. Two things may resolve this:

Close all open applications on the server and upgrade the Document Management server installation. Then, using SQL Server Enterprise Manager or SQL Query Analyzer, check to see whether the 'DM' database has been created in the SQL Server you selected during the installation. It should be under the 'Databases' folder. If it is there, load Opera II and click on Set Options in Document Management.

If the DM database is not in the SQL Server you selected during the installation, you need to attach the 'DM.MDF' file to the database in SQL Server Enterprise Manager.

To Attach the DM.MDF file in SQL Server Enterprise Manager

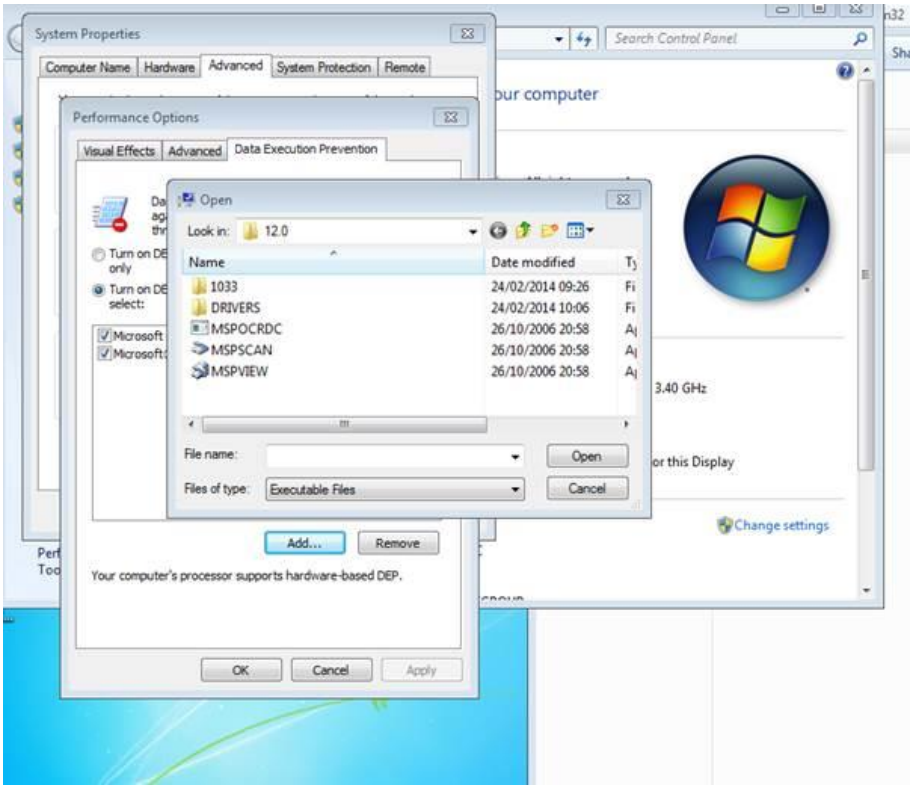
1. Close all open applications.
2. Load SQL Server Enterprise Manager and navigate to the database that was entered during the Document Management server installation.
3. Right-click on the 'Databases' folder, then select All Tasks > Attach Database.
4. Navigate to the location of the DM.MDF file on the server. By default, it is installed in the c:\Program Files\Microsoft SQL Server\MSSQL\Data folder.
5. Click OK to attach the database.
6. Load Opera II and click on Set Options in Document Management. If you still cannot log in, please call Opera II support.

DEP Exclusions on Server for MODI components

The installation guide states that you need MODI installed on pages 8 & 9 (On both SERVER and CLIENT PCs).

1) The documentation rightly states that MODI needs to be installed, BUT it needs added (on the server) in the DEP settings part (right click on my computer>advanced settings etc. & configure as the below)

You need to add the two files for MSPSCAN & MSPVIEW & theses are in c:\program files\common files\Microsoft shared\MODI\12.0



2) A folder needs creating in C:\Windows\System32\config\systemprofile\Desktop

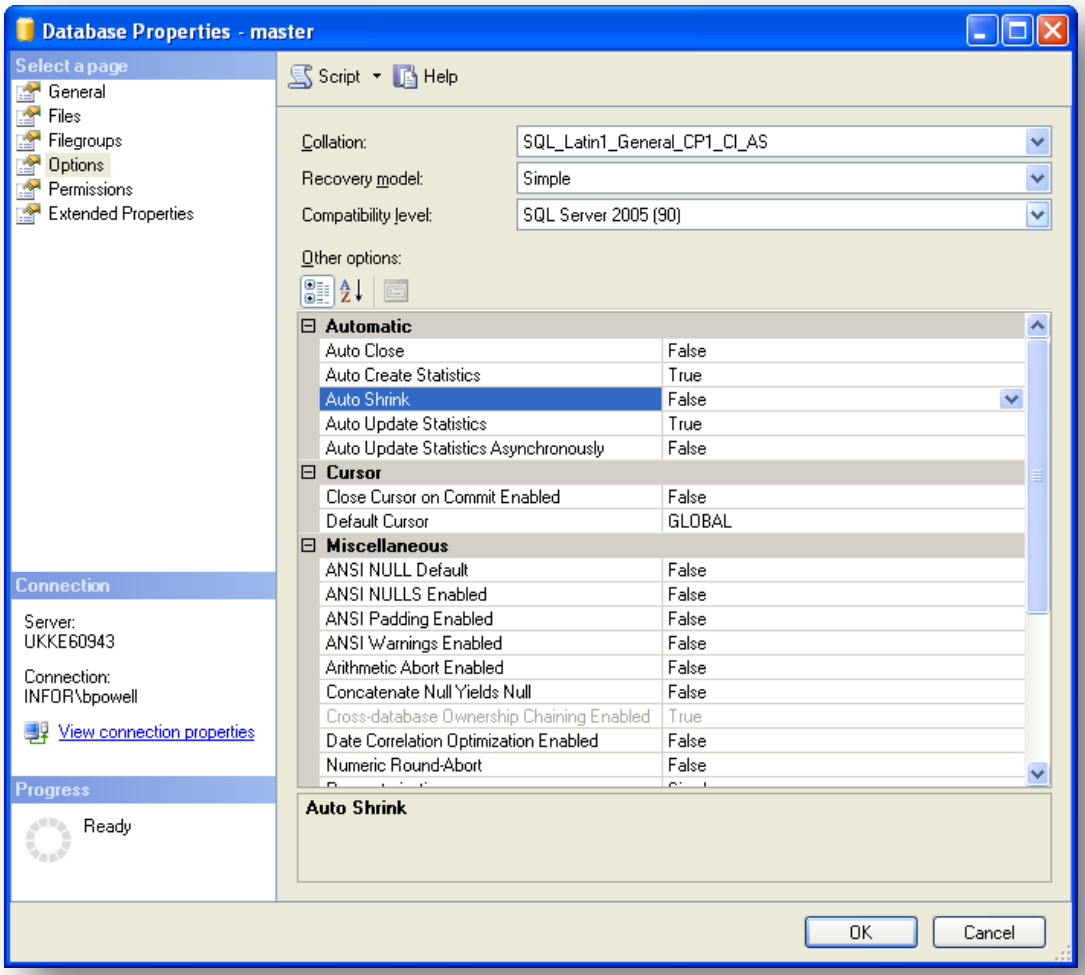
3) The above needs to be installed on the SERVER ONLY. But it requires the WIN DIP OCR services on the server to do all of the OCR element.

Appendix I Database size

There is a database and a log file for Document Manager. A simple explanation is that the log file keeps a log of database transactions and is used in case of the need to roll back data. This log file can grow quite large but an administrator can “shrink” the database. This can only be done once a backup has been taken and a flag placed on the log file. The user may set an option to autoshrink the database.

In Server Management Studio browse to the database required to set the options on.

Right click on it and select Properties. Then click on Options on the left side.



The “Auto Shrink” option may be altered by clicking the arrow next to the word False.

Appendix J Opera II 6.61 on 64bit Operating Systems

Opera II version 6.61.xx onwards support installations on 64bit Windows Operating Systems (OSs). These include;

- Windows 2008 Server 64bit
- Windows 2008 SBS
- Windows Vista 64bit (for Opera II Client installations)
- Windows XP 64bit

Windows XP 64bit is not supported. As Microsoft no longer produce Windows XP, Pegasus have not added support for a XP 64bit configuration.

The other applications shipped on the Opera II CD have also been updated to allow installation on 64bit OSs. These include;

- OFM 2.71.00
- PED 2.02.00
- PDM 2.02.00
- PIM 1.81.00
- XRL

Pegasus XRL is not currently supported on 64bit OSs. This applies to all versions up to and including the XRL 1.40.10 and 1.40.11 releases. The version number of XRL that will support installation on 64bit OSs will be released at a later date..

NB

- Pegasus applications have not been changed to be 64bit applications (i.e. there is no such thing as “64bit Opera II”).
- Pegasus applications are still 32bit that use 32bit installers.
- Changes have been made to allow/enable Pegasus’s 32bit applications to be installed on 64bit OSs.
- The same CD/installation files are used for both 32bit and 64bit OSs (there is no special 64bit version that needs to be shipped).
- There are no licence/activation changes related to installation on 64bit OSs.
- Installation Changes
- In order to allow installation on 64bit OSs, several changes were required:
- Upgrade to InstallShield2009 for most of Pegasus installers as the previous version of InstallShield used (11.0) did not fully support Windows 2008 and 64bit OSs. This required a number of changes due to differences in the way installations are processed in the two versions of InstallShield.
- Remove the “32bit-only” flag from Pegasus installations.
- Changes made to get the default installation path in a way that supports the various OS differences.
- Amyuni driver installation (used by the OperaII_PDFPrinter) changed to allow installation to 64bit OSs.

What is different on a 64bit OS?

The main Operating System differences are detailed below and are not specific to Pegasus products. Some installation/application changes were required to allow for these new restrictions.

- No 16bit code.
- 64bit OSs only allow 64bit and 32bit EXEs, DLLs, etc. This limitation does not affect Pegasus products as listed above as they only contain 32bit code.
- Installations flagged as 32bit-only will not be installed.
- Windows Installer files (MSI files) may be restricted to only install on 32bit or 64bit windows, or be set to install on either. Previous versions of Pegasus installations (MSI files) were flagged as 32bit only. This restriction has been removed.
- No 32bit device drivers allowed
- Device drivers must be 64bit. This has required the Amyuni PDF driver to be installed in a different way (the Amyuni installer itself contains both 32bit and 64bit versions). This change means that the OperaII_PDFPrinter can not be automatically reinstated by Opera II if it is deleted when using a 64bit OS. To allow the printer to be recreated without having to reinstall the client, a small utility has been created that will do this.
- EXEs and any DLLs, etc. used must be the same bitness*
- (* bitness is the term used by Microsoft, it is simply how many bits something is)

32bit EXEs can only use 32bit EXEs/DLLs/OCXs/etc.

64bit EXEs can only use 64bit EXEs/DLLs/OCXs/etc.

To keep these incompatible files separate, different folders and registry locations are used.

Standard Windows folders have been moved

When Pegasus installations ask Windows for the “default application path” or the “system path”, the response will depend on the OS used.

Path type	32bit installer / 32bit OS (i.e. products on 32 bit OS) or 64bit installer / 64bit OS	32bit installer / 64bit OS (i.e. products on 64bit OS)
Application	C:\Program Files\	C:\Program Files (x86)\
System	C:\Windows\System32\	C:\Windows\SysWOW64\

Knowing whether the OS used is 32bit or 64bit will be essential for troubleshooting purposes as Pegasus applications will be installed under “C:\Program Files (x86)\” on 64bit OSs.

Data locations have not been moved - so will still be “C:\ProgramData\” (for all-users data) or “C:\Users\...” (for user-specific data).

Registry locations redirected

32bit applications will have all their calls to the registry redirected in order to prevent them from accessing the sections of the registry reserved for 64bit applications. Pegasus applications themselves are completely unaware of this, however knowledge of what is remapped is important when it comes to using RegEdit to locate those settings.

Listed below is a list of the most common remapped locations:

Location (32bit application)	Actual Location (seen in RegEdit)
HKey_Local_Machine\Software\	HKey_Local_Machine\Software\Wow6432Node\
HKey_Classes_Root\	HKey_Classes_Root\Wow6432Node\
HKey_Current_User\Software\	HKey_Current_User\Software\Wow6432Node\
HKey_Users*_Classes\	HKey_Users*_Classes\Wow6432Node\
HKey_Users*\Software\	HKey_Users*\Software\Wow6432Node\

Other locations may also be redirected, if so, the “Wow6432Node” remapping convention shown above will apply.

Task Manager

In order to show whether a process is 32bit or 64bit, Task Manager now lists 32bit processes with “*32” appended to their process name.

SQL Server 2005

There is a specific 64bit version of SQL Server 2005 for installation on 64bit OSs. Due to the fact that SQL Server 2005 was created before Windows 2008 Server, you may see some warnings when it is installed.

Windows 2008 SBS comes with a special version of SQL Server Express installed to hold some internal configuration data. This preinstalled version of SQL Server Express cannot be used for Pegasus databases (i.e. for Opera II SQL or Pegasus Document Management), the full version of SQL Server 2005 (64bit) will need installing to work with our products.

Application Specific Notes

These notes only apply when Pegasus applications are installed on a 64bit OS.

When installing on a 32bit OS, everything is the same as it was for Opera II 6.60.

Opera II 6.61

Amyuni PDF Driver

Due to restrictions on 32bit applications managing 64bit drivers, if the OperaII_PDFPrinter is deleted on a 64bit operating system, Opera II cannot automatically reinstall it the next time it outputs to PDF.

Running the PDFInst.exe program which is installed in the Client (static) folder will reinstall the printer without having to completely reinstall the Opera II Client. Due to the fact that this is a form of installation, a prompt for authorisation will appear if UAC is enabled on the PC.

To make sure that Opera II does not delete the printer driver after each print to PDF, the “Keep The PDF Printer” option must be checked under System Preferences. This is already our recommended setting for Windows Vista and Windows 2008 Server and new installations of Opera II will now have this switched on by default.

PDM 2.02

The new version enables installation on 64bit OSs, there are no additional notes/instructions specific to 64bit OSs.

Appendix K Example PDM Server move

Please note this is a suggested way of moving PDM between servers and is not an officially tested procedure. Usually this procedure is dependant if you are upgrading Opera II/3 to a later version at the same time. Please use this as a guide only and ensure all necessary back-ups are taken.

1. We recommend the user upgrades the original server to the version of opera II/3 you want to have on the new server.

NB: One main key point for a problem free migration is to ensure firstly that the versions on both servers are the same – second to ensuring full permissions are used.

2. Ensure a UDS runs error free on all companies on the old server.
3. Take a backup within Opera II/3 for all companies as this will also backup PDM (SQL Databases).
4. Install the latest (corresponding) version of Opera II/3 on the new server and relevant SQL.
5. Set this up as per the installation guide (and previous server)
6. Create the company letters (ensure they are the same as the old server) on the new server, new installation.
7. Restore the backup from old server into new install on new server. This will restore all PDM data.
8. Go into Document Mgt set options and update the archive paths etc. to reflect the new servername.

Note: In rare cases users may have created data links which will also need to be amended in the SQL tables. Mostly this is not required as the datalinks that ship with PDM are adequate to most users needs. Should they have custom datalinks however you can use the following method and SQL statement to save you updating the custom data links in the table manually:

You will need to tweak this depending on the servernames onsite and also amend the start value in the string command,

I. This start value is determined by the number of characters making up the UNC name
II. If the servername has spaces in it these must be counted too.
III. You will also need to include a count for the number of backslashes
IV. total this and then add 1.

For example …

\\old server\

13 characters in total

String value is therefore 14.

** ensure you backup the database prior to trying this **

If you substitute the relevant servernames into the following statement this will update update the old servername with the new:

```
UPDATE ODBC_Links
SET Argument_List = '\\New Server\' + SUBSTRING(Argument_List, 14, 1000)
WHERE (Argument_List LIKE '\\Old Server\%')
```

So if your previous server is called O2_2003 this is 7 characters.

In UNC format we must include the three back slashes so it would be \\O2_2003\

Your string argument list value is based on the total number of characters used + 1, so would be

10+1= 11

We assume your new servername is set up as follows:

\\64 bit 2008\

Your statement in this case would read:

```
UPDATE ODBC_Links
SET Argument_List = '\\64 bit server\' + SUBSTRING(Argument_List, 11, 1000)
WHERE (Argument_List LIKE '\\O2_2003\%')
```

The 1000 value simply states start at value 11 and at this point then copy the following 1000 characters which should be more than plenty to complete the path.

Assuming all data is held on the same previous servername all companies will be updated so you should only need to run this once.

Please verify you are happy with this on a copy of their data prior to actioning onsite and ensure you have a backup of everything you require prior to actioning this.

Appendix L Example How To Set Up Document Management for use with PIR

Creating a New Data Lookup

1. PDM > Maintenance > Data lookups
2. Click “Add new connection” button
3. Apply the settings as shown:

Description:	PIR processing
Connection type:	Visual Fox pro
Arguments | Data file	Browse to \\servername \O3 server VFP\Data\Comp_z.dbc
Query Template:	SELECT pn_account,pn_name,ph_trref,ph_supref FROM pname,phead WHERE pn_account=ph_account AND NOT ph_posted AND atc('#p1#',pn_account)>0
Display columns:	pn_account,pn_name,ph_trref,ph_supref
Columns to return:	pn_account,pn_name,ph_trref,ph_supref

4. Tick on “Disable Fields after Auto Completion”
5. Click “Save and Close”

Creating a new Information Type/Node

1. PDM > maintenance > Information types
2. Expand FINANCIALS tree > Purchase
3. Right click PURCHASE > “add child type”
4. Right click NEW TYPE > Properties
5. Short Description > Add description as required (PIR)
   Long description > Add description as required (PIR processing)

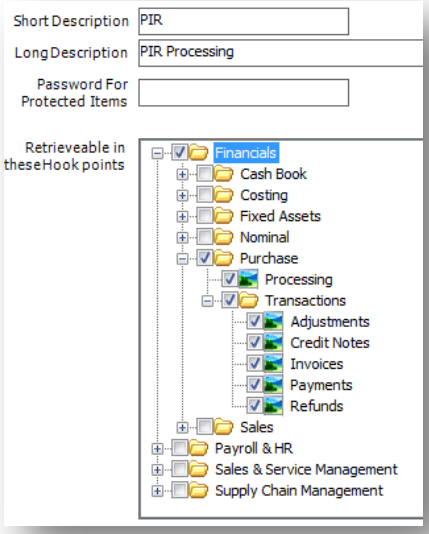
Setting the Hook points

These are the points by which the PIR node created can be accessed from within the Opera product.
Tick these on as required.

In the lower pane of the same screen:

1. Expand FINANCIALS
2. Place a tick in PURCHASE (access to PIR can be reduced if required for Transaction types by amending the checkboxes as required).

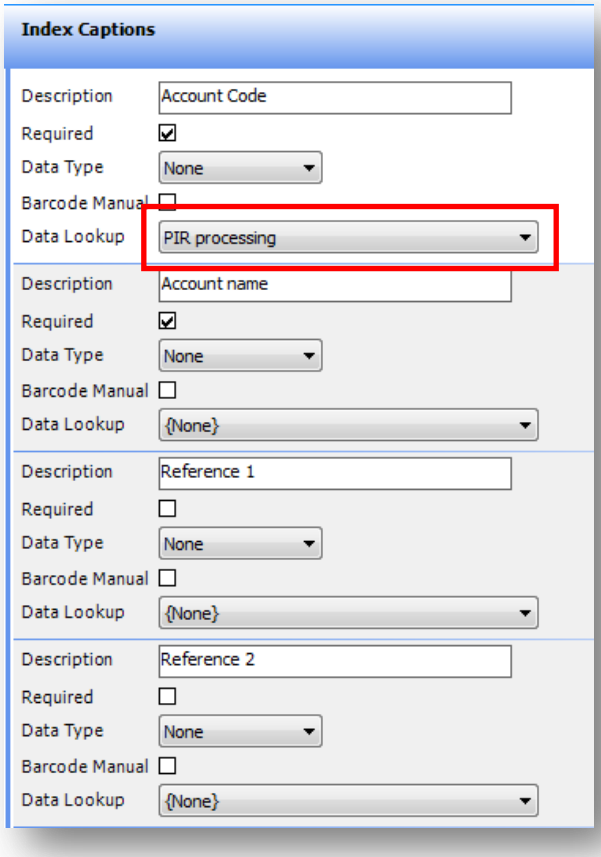
When complete it should look as follows, then click OK:



Setting up the Node Indexes

These are the fields that will show when a user selects the PIR node.

1. Select new “PIR” node from the FINANCIALS > PURCHASE tree
2. In the “Index captions” pane set up the following:

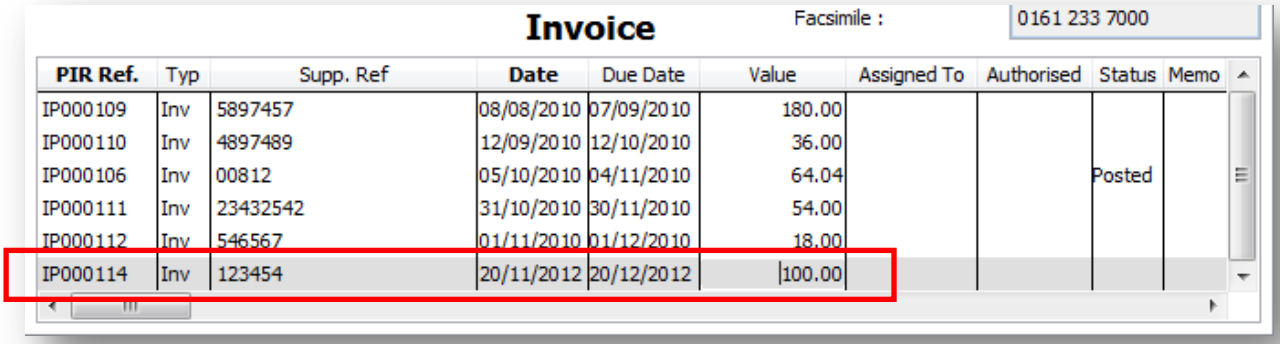


3. Click “Save and Close”

To test Data Lookup and new Node in DEMO DATA

Create a new invoice in PIR

1. FINANCIALS > PURCHASE > PIR > CAR0001 > action > Invoice > CTRL+N to create new record
   Add any reference and value of £100.00 to the header > OK
2. Select NEW INVOICE from the three options shown.
3. Reference: CMAT044; quantity of 1; set VAT code to E; GOODS VALUE as £100.00
4. Page Down to accept the line details, press ESC > click POST.
5. Are you sure you want to post the invoice? YES
6. Would you like to post to the Purchase Ledger? NO
7. Do you want to capture a document for this posting? NO
8. Note document IP number (in this example **IP000114**) transaction has today's date and a value of £100.00

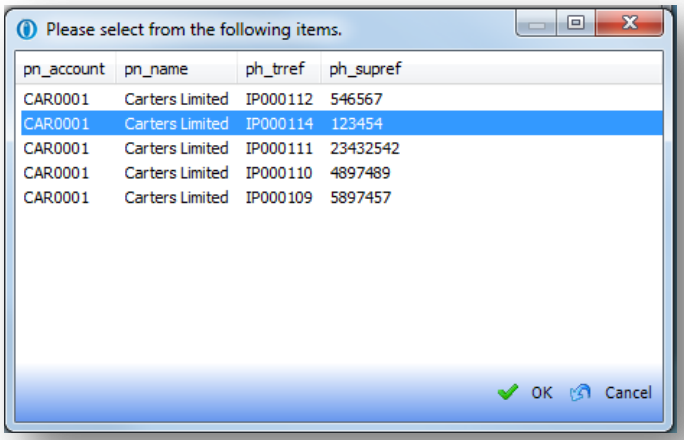


PIR Ref.	Typ	Supp. Ref	Date	Due Date	Value	Assigned To	Authorised	Status	Memo
IP000109	Inv	5897457	08/08/2010	07/09/2010	180.00				
IP000110	Inv	4897489	12/09/2010	12/10/2010	36.00				
IP000106	Inv	00812	05/10/2010	04/11/2010	64.04			Posted	
IP000111	Inv	23432542	31/10/2010	30/11/2010	54.00				
IP000112	Inv	546567	01/11/2010	01/12/2010	18.00				
IP000114	Inv	123454	20/11/2012	20/12/2012	100.00				

9. Close PIR.

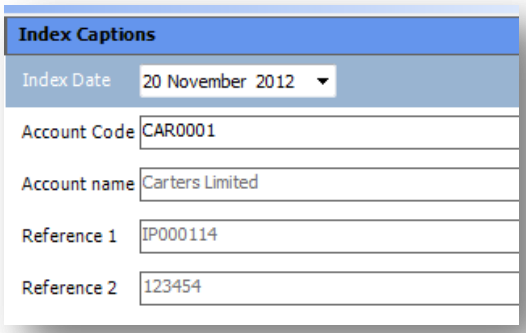
Attach a new document to PIR Invoice through PDM

1. PDM > Processing > Capture > Browse for existing files > Manual indexing
2. Expand FINANCIALS > PURCHASE
3. Click the new "PIR" node
4. Enter CAR into the "Account code" field and press TAB to bring up the outstanding list of PIR documents available that are yet to be transferred to the Purchase Ledger.
5. Select IP000114 and click OK



pn_account	pn_name	ph_trref	ph_supref
CAR0001	Carters Limited	IP000112	546567
CAR0001	Carters Limited	IP000114	123454
CAR0001	Carters Limited	IP000111	23432542
CAR0001	Carters Limited	IP000110	4897489
CAR0001	Carters Limited	IP000109	5897457

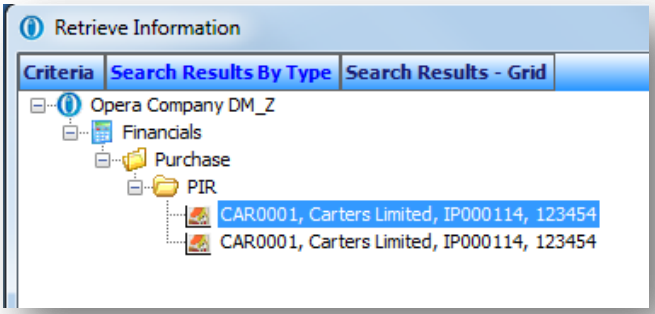
The remaining fields will be auto-completed based on the invoice selected:



1. Click NEXT > ADD FILE(s) > browse to your chosen attachment
2. Click OPEN. Repeat as required.
3. Once the required file name(s) are showing in the main white pane, click COMMIT.

Retrieving the New Attachment(s)

1. PDM > processing > retrieve > ensure radio button for TODAY'S ONLY is selected.
2. Click SEARCH



3. Double click required IP000114 attachment to open in the PDM viewer.

Accreditation Training Courseware

Other Guides and Help

The following user documents are also provided with the respective software. Guides are available from various sources including Answerlink, the Opera II CD and from the Opera II Client installation's main folder, normally *C:\Program Files\Pegasus\O3 Client XXX\User documents (where XXX is either VFP or SQL)*. Some guides are also available from the Opera II Help menu or respective software Help menu.

Readme File

The Readme file is an HTML document. It contains late breaking news and any other release specific important information.

Note: This file can also be accessed from the Opera II CD Installation Menu with regards to Opera II.

Release Guide

When new versions are released such as Opera II, they are normally accompanied by a Release Guide that contains information such as What's New in this Release, Release History, and Functional Differences between versions.

Note: This guide can also be accessed from the Opera II CD Installation Menu with regards to Opera II.

Installation Guide

The Installation Guide is provided to help you install the application in your chosen Windows environment. It contains technical information and advice to ensure the installation process is successful.

Demonstration Data Guide

This guide is provided to assist the use of the demonstration data and contains pertinent information that is not contained elsewhere in the product documentation. It is recommended that the Help be used at the same time.

Implementation Guide

The Implementation Guide provides a high-level view of an application such as Opera II and how to approach an implementation. It details how the modules are integrated, and recommends the order in which elements should be set up.

System Requirements Guide

The System Requirements Guide details the minimum and recommended computer hardware and software requirements that are required to install and use software such as Opera II Enterprise and Opera II Enterprise SQL.

It also includes guidance on using Opera II Enterprise and Opera II Enterprise SQL in a Terminal Services environment run in Windows Server 2003 and Windows Server 2008 (32-bit & 64-bit).

Help

F1 Help provides details of all the functions available in the application.

Document Management & Executive Dashboards Guides

Installation Guides are available for both Document Management and Executive Dashboards. A user guide is also available for Executive Dashboards. Help for Document Management is in the Opera II Help.

Note: The guides are in the respective folders on the Opera II CD and can be accessed from the Opera II CD Installation Menu.