Guide to the Laserfiche Support Site

White Paper

October 2011

Laserfiche®

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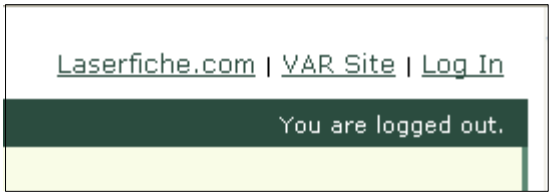
Introduction

The Laserfiche Support Site, https://support.laserfiche.com, offers a variety of resources to help you use your Laserfiche products more effectively. On this site, you can find best practices and tips for using our products, troubleshooting information and hotfixes, technical papers on a variety of topics, product demonstration and how-to videos, and information about our online Webinars and regional training sessions. The Support Site is updated constantly.

Registration



If your site administrator has not already created an account for you, go to https://support.laserfiche.com and click on the **Log In** link in the upper right corner. On the login page, click the **Register** link.

To create an account on the Registration page, input your name, your company's name, and your e-mail address, which will serve as your username for the site. You will also be prompted to input a password.

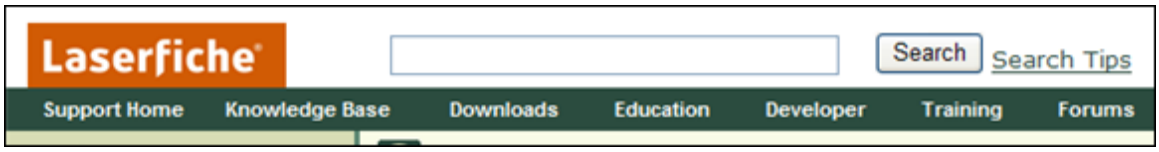
Finally, you will need to provide your product serial number, which can be found in several places:

- On your installation CD.
- In your Laserfiche product license file (lf.lic), located in your product installation folder. For instance, your Client license is in the default Client installation folder, C:\Program Files\Laserfiche\Client.
- In the Laserfiche Administration Console. When you select your Laserfiche Server, the right pane will display information about it, including the serial number.

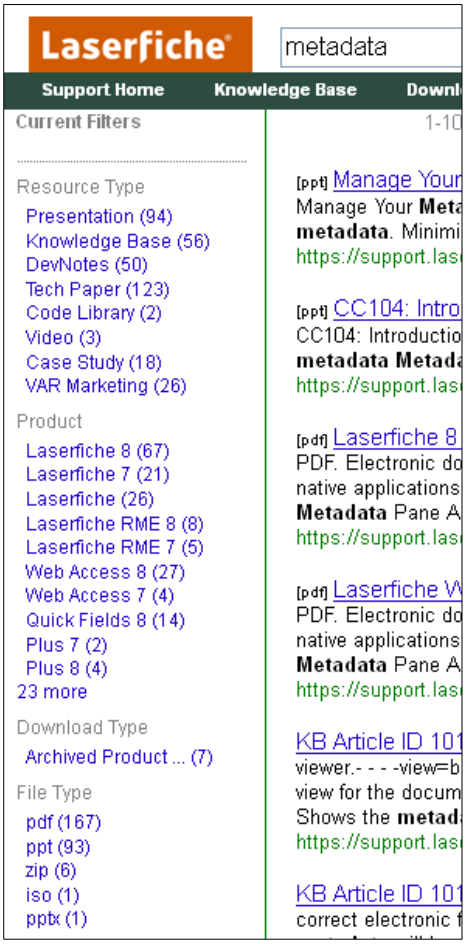
Click **Submit** to complete your registration and create a Support Site user account.

Support Site Features

Site Search



The Support Site's search, which uses the same search engine as the Laserfiche software, allows you to search Knowledge Base articles, downloads, tech papers, marketing resources, videos, presentations, DevNotes, and Code Library items in one step, to bring you exactly the results you need as efficiently as possible.



> **Note:** Only the forums are not included in the results of the main Support Site search, and must be searched separately.

Searching Tips

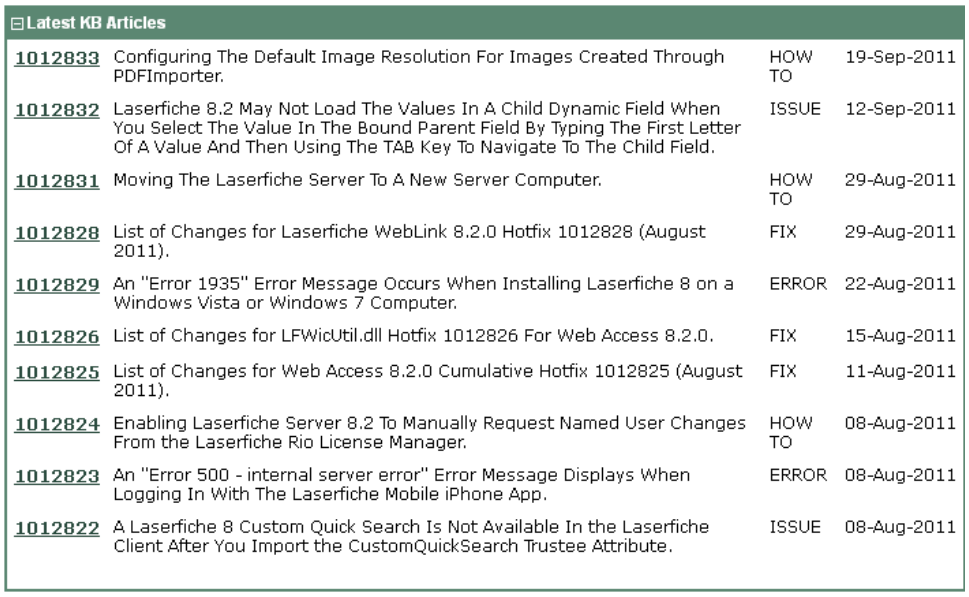
Enter a term into the search box at the top of any Support Site screen. For tips on returning more precise and relevant search results, click on the **Search Tips** link next to the **Search** button.

Viewing and Filtering Results

You can browse through results on the pages that appear or filter them using links in the left pane. Results can be filtered by type of resource, software product it refers to, download type, or file type. (To remove a filter you have selected, click the gray/red "x" that will appear next to the filter in the left pane.)

Knowledge Base

The Knowledge Base contains hundreds of articles about Laserfiche products, including information for configuring them, step-by-step help with common procedures, extensive information about potential issues and their resolutions, and hotfixes.



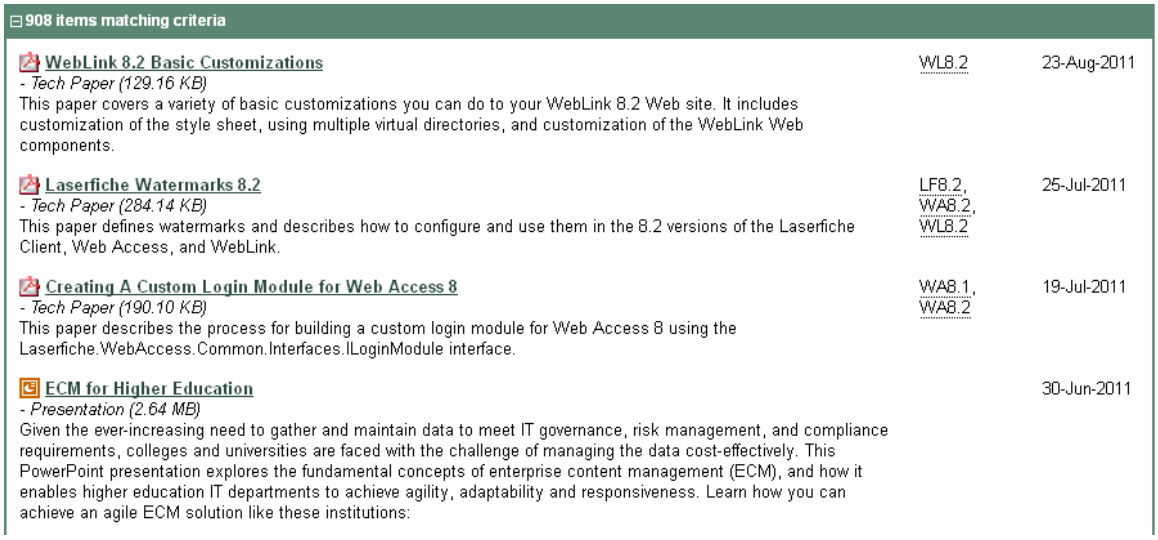
Latest KB Articles

1012833	Configuring The Default Image Resolution For Images Created Through PDFImporter.	HOW TO	19-Sep-2011
1012832	Laserfiche 8.2 May Not Load The Values In A Child Dynamic Field When You Select The Value In The Bound Parent Field By Typing The First Letter Of A Value And Then Using The TAB Key To Navigate To The Child Field.	ISSUE	12-Sep-2011
1012831	Moving The Laserfiche Server To A New Server Computer.	HOW TO	29-Aug-2011
1012828	List of Changes for Laserfiche WebLink 8.2.0 Hotfix 1012828 (August 2011).	FIX	29-Aug-2011
1012829	An "Error 1935" Error Message Occurs When Installing Laserfiche 8 on a Windows Vista or Windows 7 Computer.	ERROR	22-Aug-2011
1012826	List of Changes for LFWicUtil.dll Hotfix 1012826 For Web Access 8.2.0.	FIX	15-Aug-2011
1012825	List of Changes for Web Access 8.2.0 Cumulative Hotfix 1012825 (August 2011).	FIX	11-Aug-2011
1012824	Enabling Laserfiche Server 8.2 To Manually Request Named User Changes From the Laserfiche Rio License Manager.	HOW TO	08-Aug-2011
1012823	An "Error 500 - internal server error" Error Message Displays When Logging In With The Laserfiche Mobile iPhone App.	ERROR	08-Aug-2011
1012822	A Laserfiche 8 Custom Quick Search Is Not Available In the Laserfiche Client After You Import the CustomQuickSearch Trustee Attribute.	ISSUE	08-Aug-2011

If you encounter any issues while using Laserfiche, you can quickly search on the error code or keywords about the issue to find Knowledge Base and other articles relevant to the problem. Often, these articles will allow you to resolve the issue immediately.

Education Resources

In the Education Resources section, you will find a wide variety of technical information about Laserfiche products, including quick start guides, step-by-step instructions, best practices papers, technical papers, troubleshooting references, and training videos.

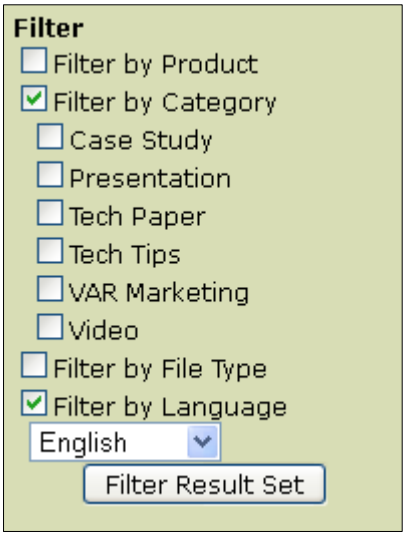


908 items matching criteria

WebLink 8.2 Basic Customizations - *Tech Paper (129.16 KB)* This paper covers a variety of basic customizations you can do to your WebLink 8.2 Web site. It includes customization of the style sheet, using multiple virtual directories, and customization of the WebLink Web components.	WL8.2	23-Aug-2011
Laserfiche Watermarks 8.2 - *Tech Paper (284.14 KB)* This paper defines watermarks and describes how to configure and use them in the 8.2 versions of the Laserfiche Client, Web Access, and WebLink.	LF8.2, WA8.2, WL8.2	25-Jul-2011
Creating A Custom Login Module for Web Access 8 - *Tech Paper (190.10 KB)* This paper describes the process for building a custom login module for Web Access 8 using the Laserfiche.WebAccess.Common.Interfaces.ILoginModule interface.	WA8.1, WA8.2	19-Jul-2011
ECM for Higher Education - *Presentation (2.64 MB)* Given the ever-increasing need to gather and maintain data to meet IT governance, risk management, and compliance requirements, colleges and universities are faced with the challenge of managing the data cost-effectively. This PowerPoint presentation explores the fundamental concepts of enterprise content management (ECM), and how it enables higher education IT departments to achieve agility, adaptability and responsiveness. Learn how you can achieve an agile ECM solution like these institutions:		30-Jun-2011

Filtering Materials

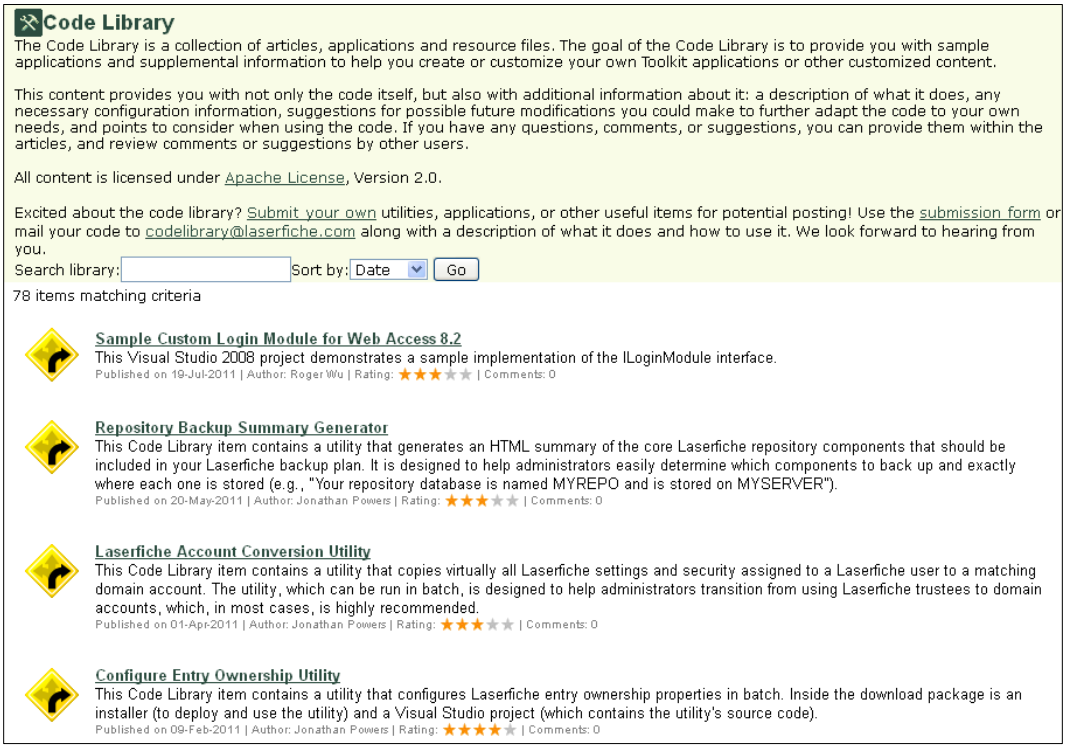
From the Education Resources section, you can filter materials from the left pane.



- **Filter by Product.** Narrow your focus by Laserfiche software product.
- **Filter by Category.** Filter by type of paper, presentation, and/or video.
- **Filter by File Type.** Search for resources by type of file, such as Excel, PDF, PPT, video, etc.
- **Filter by Language.** Look for Education Resources in a variety of languages.

Developer Resources

The Laserfiche Code Library contains a selection of articles and resources from Laserfiche integrators and developers, Laserfiche resellers, and Laserfiche customers. Code Library items provide you with the information you need to create or customize SDK applications, including the applications and code, implementation information, and tips for adapting the code to fit your particular needs. You can ask questions or provide tips or comments for other users directly within the articles themselves.



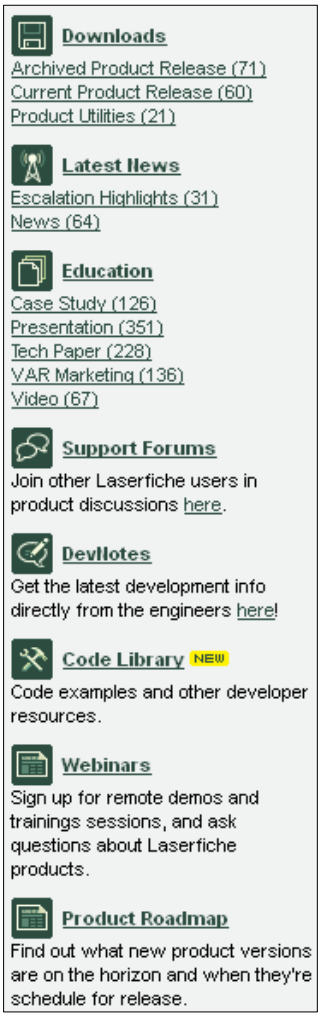
Forums

The forums are an open discussion space for users of Laserfiche software, resellers, and Laserfiche employees. It is a great place to post questions or comments about Laserfiche products and get answers and other feedback.

All users have access to our **Announcements**, **Product Focus Center**, and **Technical Discussion Center** forums. Additionally, users who are currently licensed for the Laserfiche SDK will have access to the **SDK/Toolkit** forum to ask questions about writing applications or scripts for use with Laserfiche.

Other Quick Links

The right pane on the Support home page offers a variety of shortcuts directly to information you might need frequently, including the following.



Education

- The **Presentation** link takes you to a collection of Education Resources presentations, primarily from product Webinars and past Laserfiche conference sessions. Access to conference materials may be restricted to conference attendees.
- The **Video** link gives you access to instructional videos on various components and aspects of Laserfiche software, as well as recorded training Webinars.

DevNotes

DevNotes is a collection of informal product notes posted by members of Laserfiche's development team. These articles provide additional information that supplements the official information available in the Knowledge Base and Educational Resources sections; since the information is drawn directly from Development's internal information resources, it is also

updated frequently. DevNotes are particularly suited to users who are interested in detailed technical information.

Webinars

The **Webinars** link takes you to a list of Webinars offered on a host of topics. Each is linked to a summary of Webinar content and scheduled times. You can sign up to attend a specific Webinar through its **Register** link.

Product Roadmap

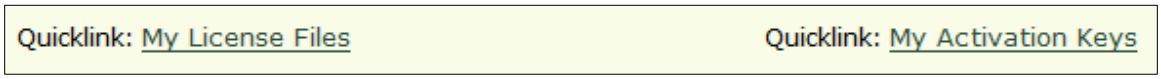
The Product Roadmap link leads to a page with an approximate schedule of planned releases, so you know what product updates are on the horizon, what new features they might contain, and when you might expect them.

Premium Support

If you currently have Premium Support, you have access to an additional feature on the Support Site: live chat directly with the Laserfiche Presales or Support engineers. This gives you a fast and direct way to ask questions and resolve issues that might come up while using Laserfiche. To upgrade to Premium Support, contact your reseller.

Quicklinks

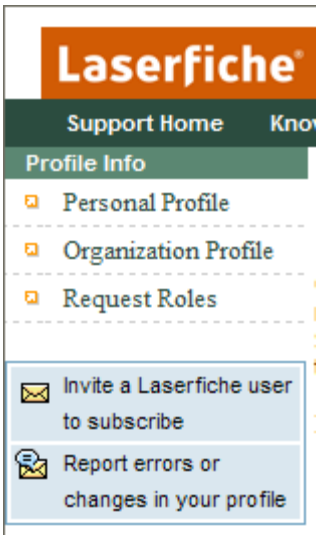
If you have permission (the role) assigned to allow you to download licenses, you'll see Quicklinks to your license files and activation keys on the Support Site home page.



Remember that the product and version you're working with will determine if you need to use an activation key or a license file, and the installation will prompt you for the appropriate information. License file links will download a zip file containing the information. Activation keys will be displayed on a Web page.

My Profile

The **My Profile** link in the top right corner of the Support Site takes you to a section of the site where, depending on your access rights, you can manage your profile information, view product and customer information, create new Support Site accounts for your organization, and manage Support Site access via roles.



Personal Profile

The Personal Profile section allows you to edit your personal information, including telephone number and timezone, as well as your e-mail address and password. This is where you can change your password, if necessary. This page also lists the roles or access you have to perform different actions on the Support Site. (See below for an explanation of possible roles.)

Organization Profile

The Organization Profile section displays information about your organization and the current products your organization is licensed for, including activation keys by product, serial numbers, LSAP expiration dates, and more. It also contains a list of users/accounts from your organization.

Request Roles

The Request Roles page allows you or other members of your organization to request additional roles that you/they might not already be assigned. If a box next to a role is selected and the role/description are grayed out, you have already been assigned that role. (Note: you may not see this link or page.) Possible roles include:

- **Product Download Access:** Allows the user to download the installation files for products for which their organization has current LSAP.
- **User Admin:** Allows the user to grant roles to other users in their organization.
- **License Download Access:** Allows the user to download the license files for which their organization has current LSAP.
- **Live Support Chat Access [Premium]:** Allows the user to chat directly with Laserfiche Support representatives to ask questions or request assistance.

Grant Roles

If you have been granted the "User Admin" role, you will have permission to grant roles or access to other members of your organization on the Grant Roles page. (Note that if you don't have permission to grant roles, you will not see the **Grant Roles** link in the left-hand navigation bar.) To grant roles, select an account from the drop-down list and select or clear the appropriate checkboxes to grant or change roles for that user.

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October 2011

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Description:
This paper explains the variety of useful features the Support Site offers, as well as how to find them.

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