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IRISPowerscan 11

Central Management

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20180115	V1.1 – Update for 10.5, added license requirements	TF
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1. Introduction

This document will guide you through the setup of an IRISPowerscan system with the Central Management feature.

It is based on 2 customer cases that are currently in production.

The central management (CM) feature can be seen as a batch manager feature that is based on a client/server architecture. The main goals of CM are:

- Share projects
- Distribute the main activities (Capture, Validation and Export) amongst different users and workstations
- Central Batch manager

This technical note assumes that you have read the IPS Server User Guide and that you are familiar with IRISPowerscan.

2. License requirements

Each client computer must have a license that includes the central management.

The server needs a license in the following cases:

- to capture as a service: a license with the required PPM is needed
- to export to a destination that requires a connector: a license for that connector is needed
- to export in iHQC: a license for the required amount of iHQC page is needed

3. Customer Case 1

This project has been implemented in a Public Administration in Belgium. The goal is to distribute all the incoming mail to different SharePoint libraries. Each department will receive its daily mail through their respective SharePoint page.

There are 2 buildings with 2 different teams: 1 team does the capture, the other team does the validation. The export is done by one central server. The 2 buildings and the server are sharing the same LAN.

The workflow is as follow:

- Operators open the incoming mail and create stacks with the envelopes included as well.
- They insert a separator sheet between each letter, the separator has a unique number and the department code.
- The Capture clients scan stacks, they manually rotate the images and envelopes, and then they process the batch. There is one batch per incoming mail.
- The Validation clients validate each batch. The Validation clients must fill out some indexes, with at least the date and the name of the sender. They fill out indexes with OCR on the fly. Some indexes are automatically filled out by IPS. Then they process the batch.
- Once the batches are ready for export, IPS Server automatically creates PDFs and exports them to the correct location

Licenses:

The Capture clients have:

- Corporate Essentials (60ppm)
- Central management add-on

The Validation clients have :

- SMB Essentials (30ppm)
- Central management add-on

The Server :

- 1 * SharePoint Connector

3.1 Create the project

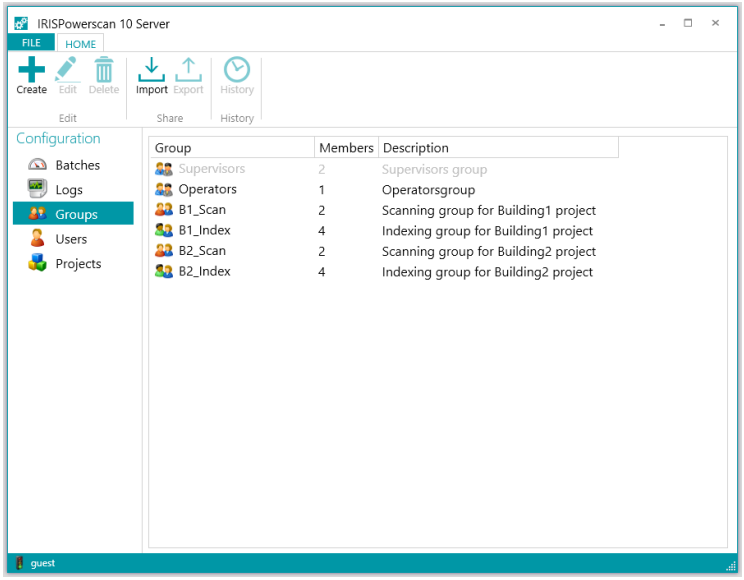
First, the project needs to be created. In this case, the same project is used for both buildings. The only difference is the name of the project. This allows restricted access to each building's incoming mail.

The project needs to be set up and tested on a standalone IPS. Once it is tested and working as expected, it must be exported.

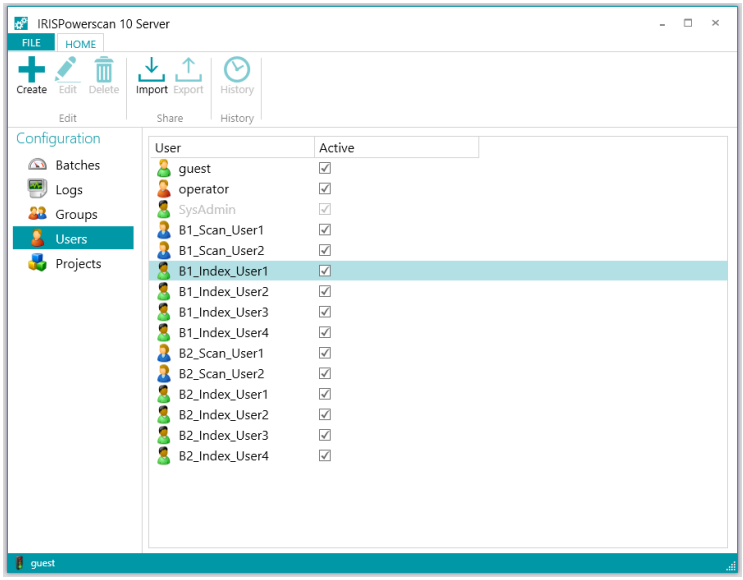
3.2 Create Users and Groups

This customer requires 2 capture clients and 4 validation clients (here called indexers) per building.

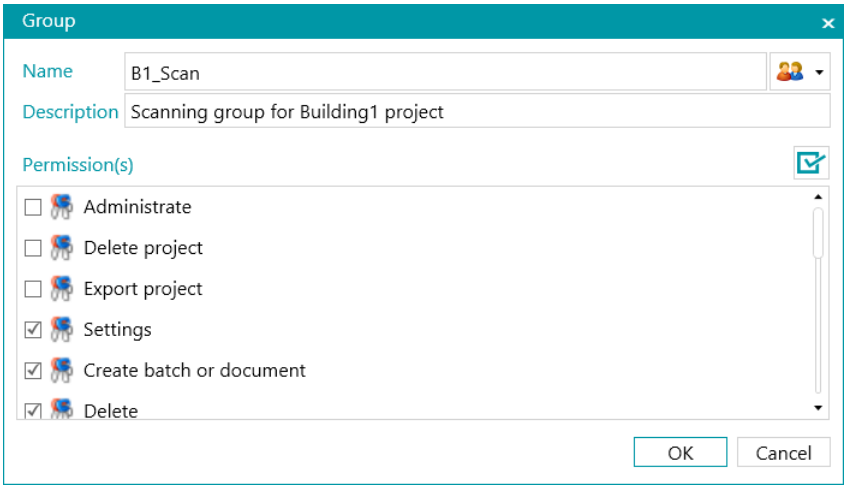
So we have to create 2 groups per building, one for the capture clients and one for the validation clients.



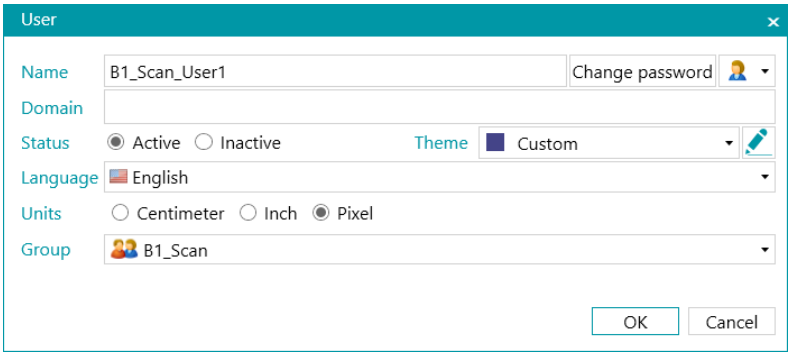
Then, we need to create the users:

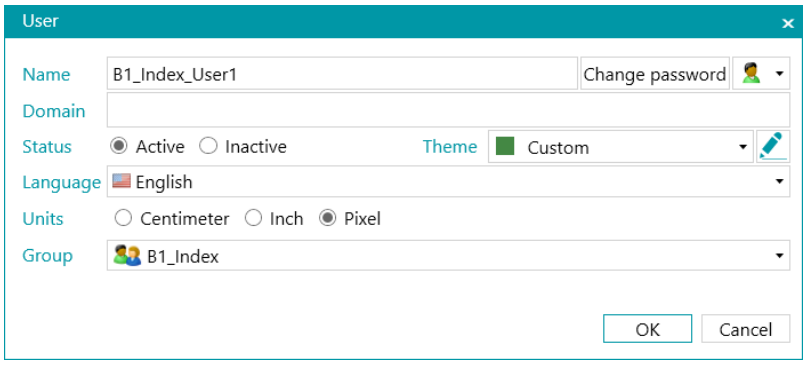


In this case, the groups have limited privileges. They are not allowed to manipulate projects and they do not have administrative rights.



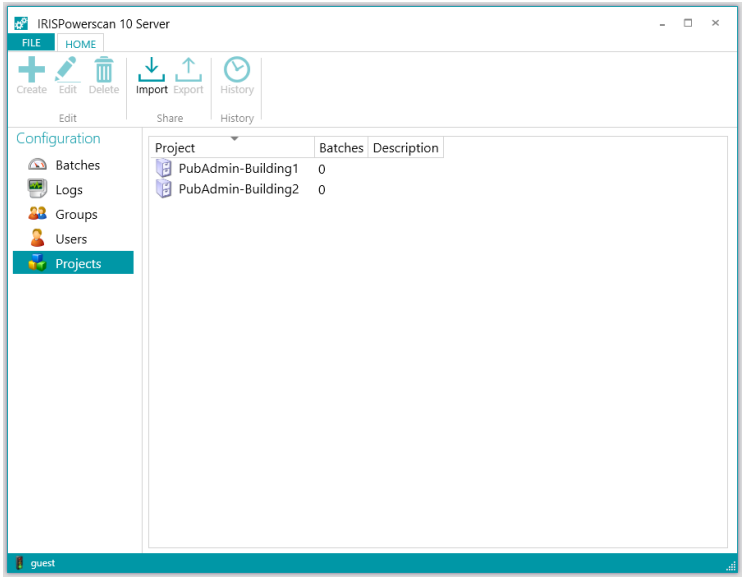
When creating the Users, they must be created with their associated group.





3.3 Import the project in IPS Server

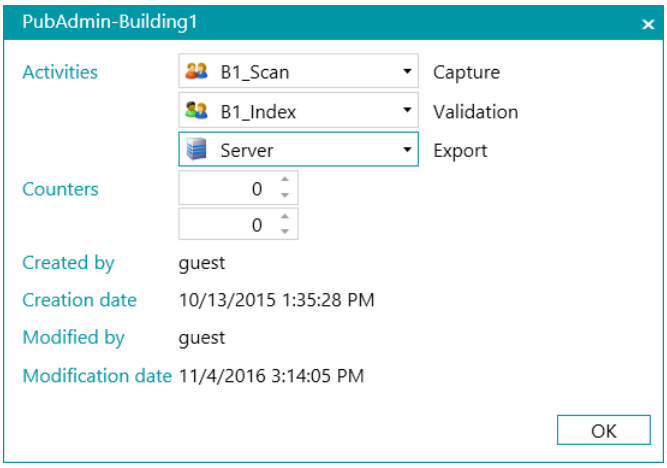
In the IPS Server application, import the projects that have been previously set up and exported with an IPS standalone application.



As you can see, we have 2 projects, one for building 1 and one for building 2. They use the same settings.

Double-click on the project to set up his activities. You need to do that for both projects.

You can set up it as follows:

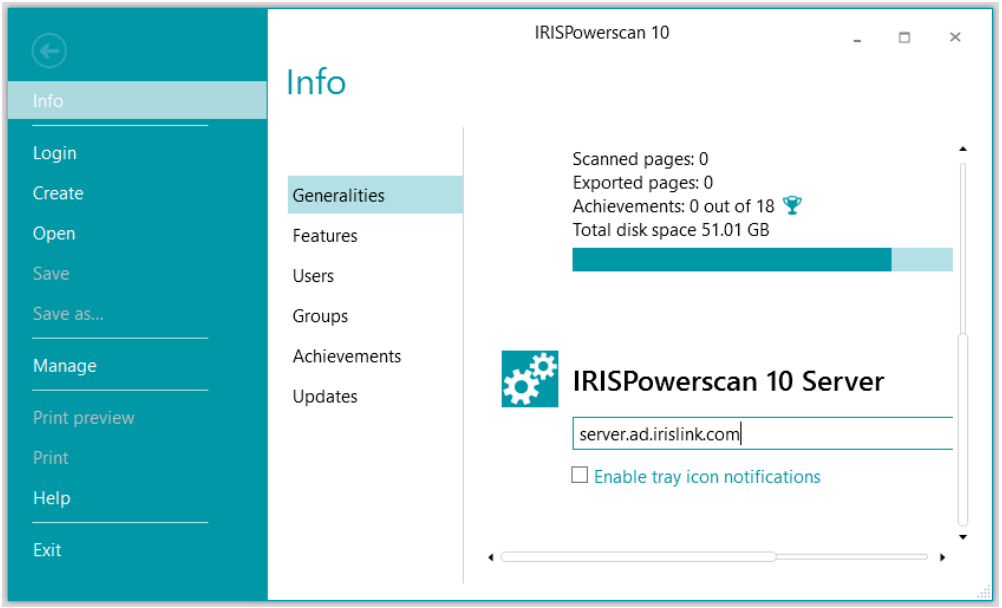


This means that the capture and validation activities can only be done by the specified group and that the server will do the export.

3.4 Setting up the clients

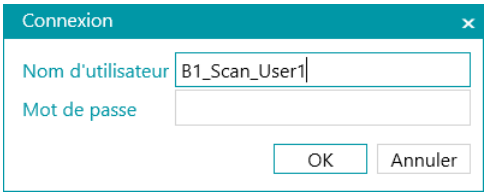
Only the first project PubAdmin-Building1 is described. The process is identical for the second project and building.

The scan user starts IPS and connects to the server. This has to be done only once.



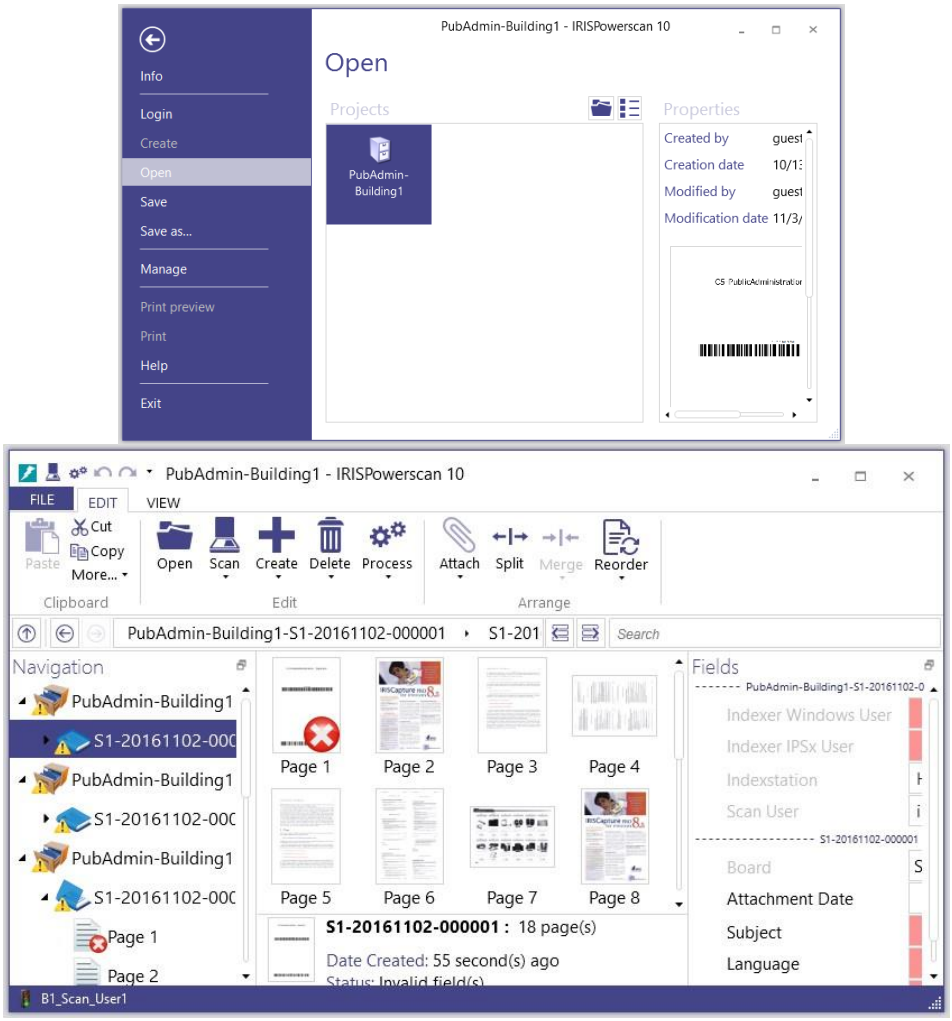
Once connected, IPS will ask you to restart. After that, the user can log in with a scan group user name.

In this example B1_Scan_User1 is used and we did not set any password:



3.5 Capture Activity

Then the user can open the project and start its activity. Theme color can be used to easily identify the user's role.



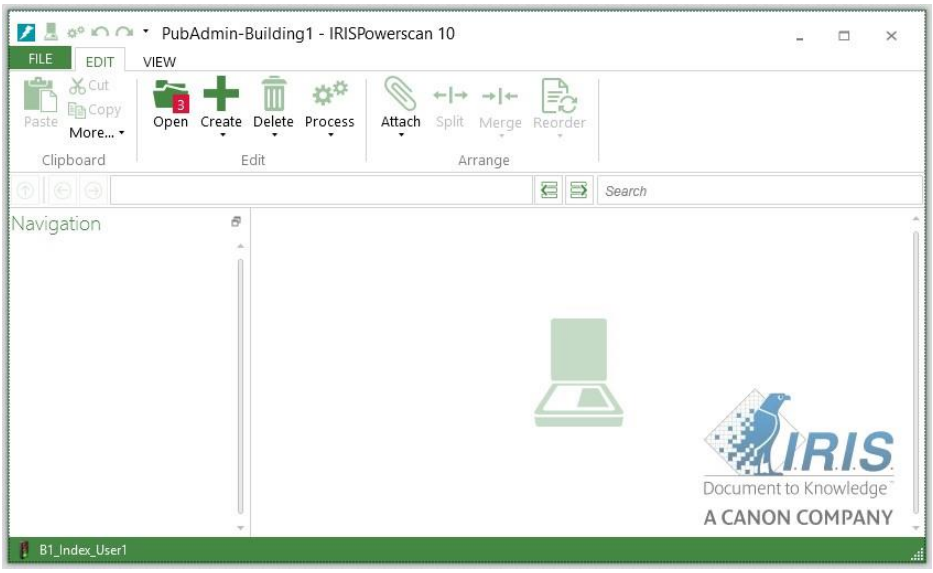
As soon as the user has checked the image quality and corrected the orientation, he can process the batches and scan new ones.

3.6 Validation activity

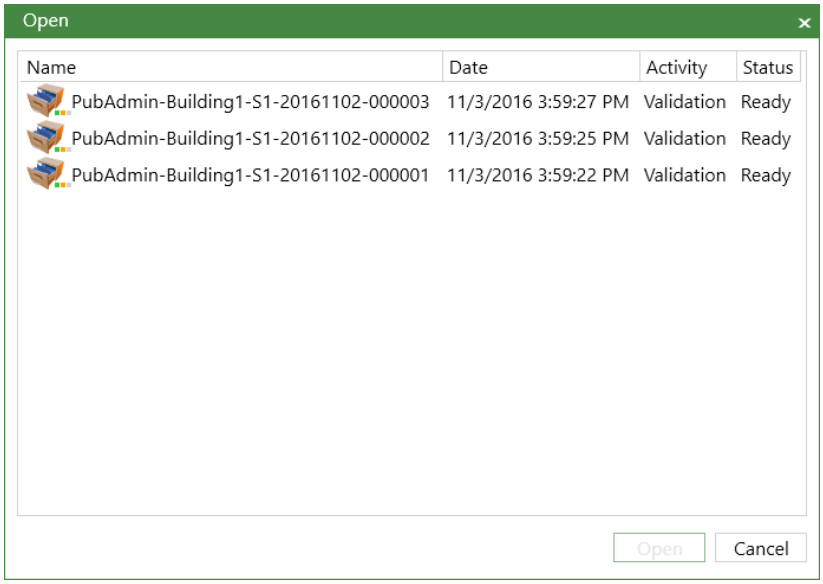
The user must log in with an indexer user name.

The batch can be validated by the users belonging to the index group.

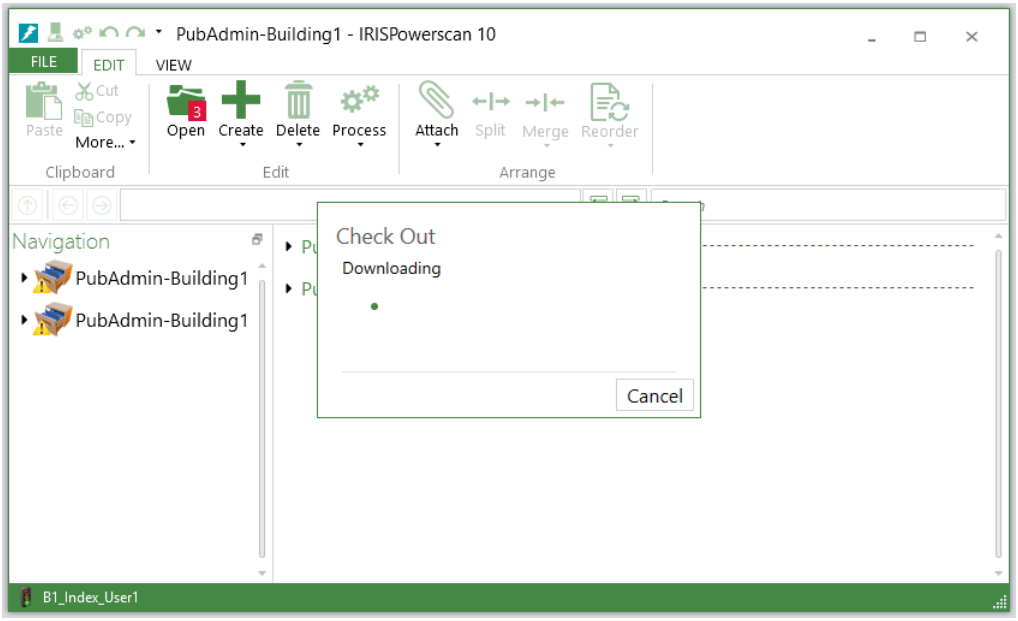
In this case, the user B1_Index_User1 is logged in and there are 3 batches ready for validation:



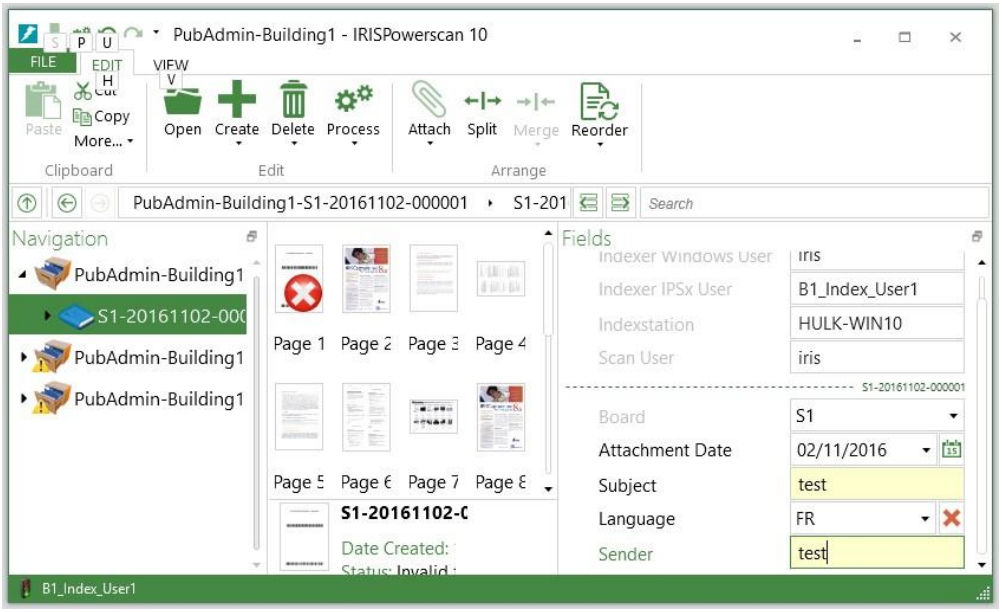
The user selects the batches he wants to index. He can select one or several batches at the same time.



Once one or several batches have been selected, they will be downloaded from the server to that client.

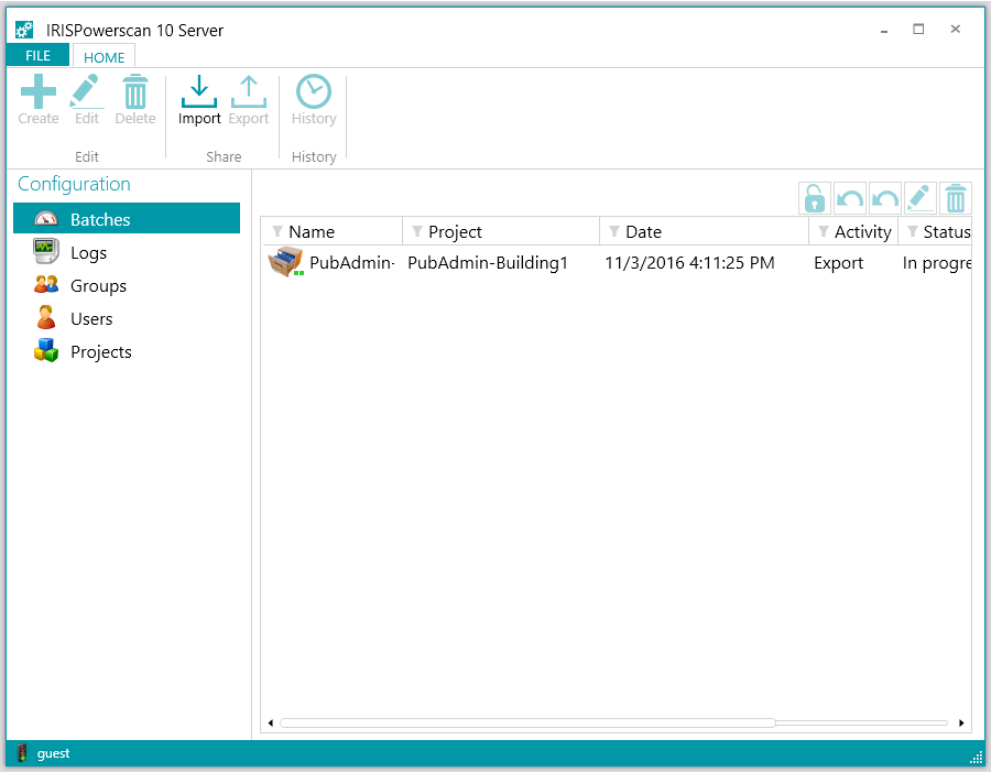


Once the fields are correctly filled out, the batches can be exported to the server.



3.7 Export on the server

Once capture and validation are completed, the batch will be in an “export ready” state. The server will start processing these batches as soon as they are ready for export.



3.8 Special cases

When an indexer takes a batch for validation, this batch is locked to that indexer. The other indexers of that group will see the batch but it will be greyed out and not accessible.

If for some reason the indexer will not complete the validation of a batch and has previously checked out the batch, this batch will remain in a locked state. At this point either the indexer completes the task or the production leader can go to the IPS Server application and force the unlocking of that batch. This will allow other indexers to access the batch and validate it.

To do so, you need to select the batch, click on the pencil icon and then on the padlock icon.

If a batch needs to be rescanned, the production leader can select the batch in the IPS Server application and click on the arrow to put the batch back in a “Capture” state.

It is strongly recommended to always validate and process a batch that has been downloaded for validation.

4. Customer case 2

This customer is a court of justice. The customer wants to have easy access to all the mail, letters and folders for all their cases as well as an archive system.

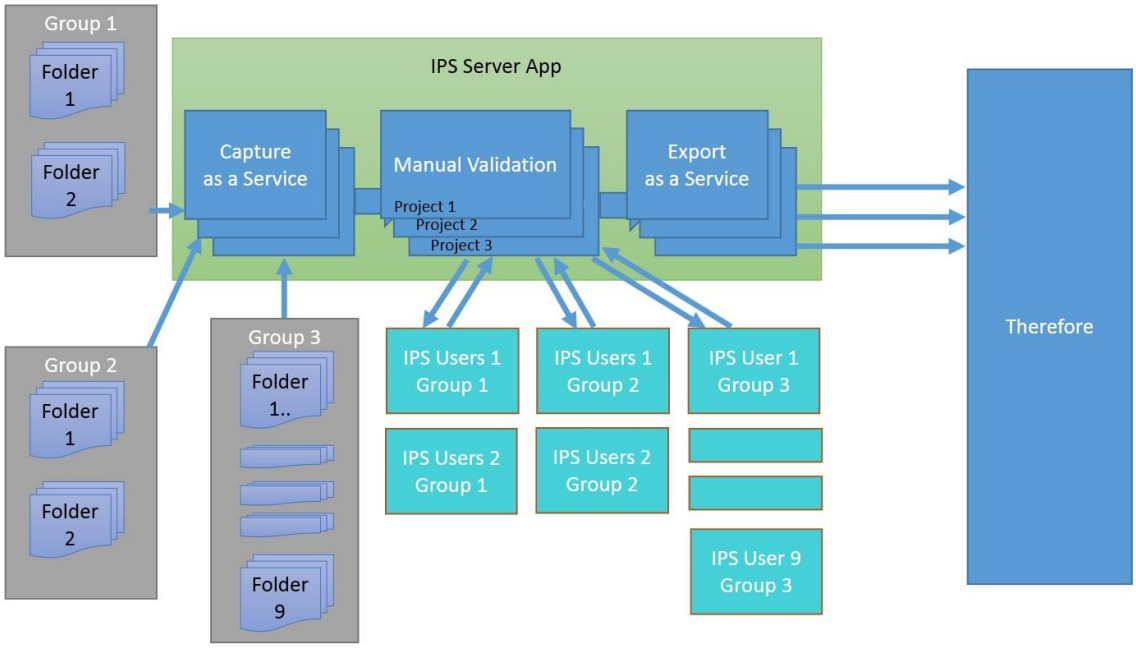
All the documents are scanned via different MFPs, then separated, classified and validated with IRISPowerscan and finally exported to a Therefore Document Management System.

Workflow:

- Several MFPs are used for scanning all incoming documents.
- Each operator selects his own destination folder on the MFPs. These folders are on a local network file server.
- The operator scans the documents.
- IPS server has one watched folder per operator and is automatically capturing the documents.
- IPS server creates batches ready for validation right after being scanned.
- Validators validate the documents and fill out some indexes, and then process the batches. If the separation was not done at the scanning phase, the validator manually splits the documents.
- IPS server then creates searchable iHQC PDF and exports the batches to the Therefore DMS.

The customer requirement was to have 3 groups. Each group can only have access to its own documents. Other groups can't access other groups' documents. Each user within a group can access and validate all the documents within that group.

Each MPF scans to a network drive. Each user has its own folder on that network drive. Users have no access to these folders where scanned document are sent by the MFPs.



Licenses:

Each clients is a validator and has the following licenses:

- IRISPowerscan SMB Essentials
- Central Management Add-on

The server has the following (IRISPowerscan Corporate Pro):

- Up to 60 PPM
- Background processing Add-on
- 1 * Connector for Therefore
- 1 * iHQC 120k per year

4.1 Create the projects

Since this application requires 3 groups and because these 3 groups have different final indexes and destinations. 3 different projects base have been created.

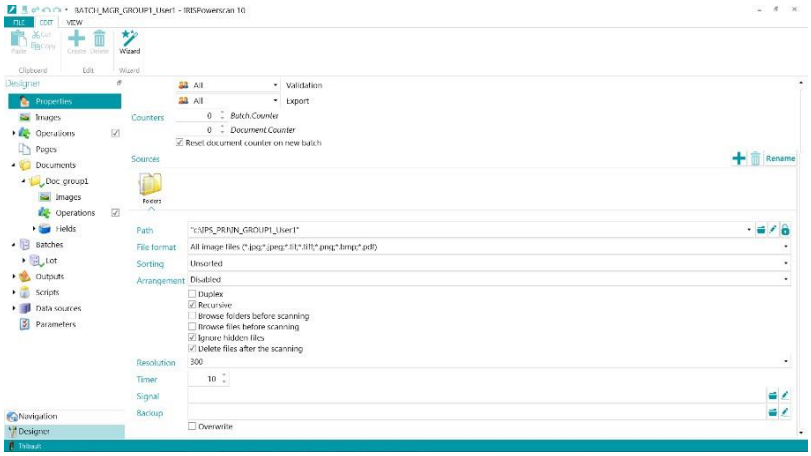
These 3 projects are then reused to create one project per user. The goal of this is to allow a strict access control for each group and each user.

First, create the project.

Give it a name and set the path of the watched folder. In this example it is on a local drive. You can easily create a link to a network file server.

It is recommended to delete the files after scanning in order to see that all the files have been processed or not. For safety, you can create a copy or a backup of the input files in another location. Pay attention, with a high volume of document you can easily fill up your disk.

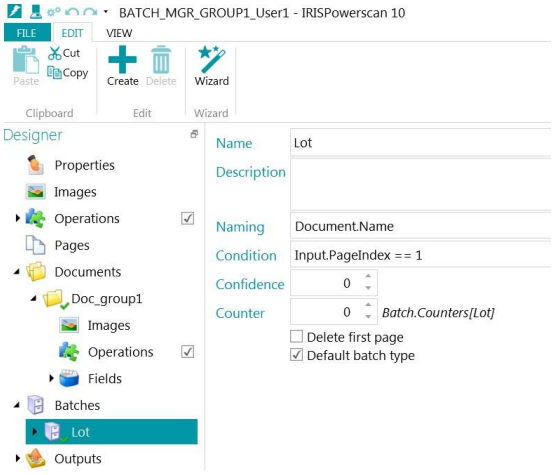
The timer is set to 10 seconds. This means that once there is no new activity for 10 second, the IPSx service will start capturing the documents located in the watched folder.



The activities of the project can be set to “All”. They will be set up in the server application later on.

Then you need to set up or define the image processing, the OCR zone, the document and batch naming as well as the separation methods.

In this case, we will create a new batch for every file in the watched folder. To do this we simply put the following condition in the batch Condition expression field.

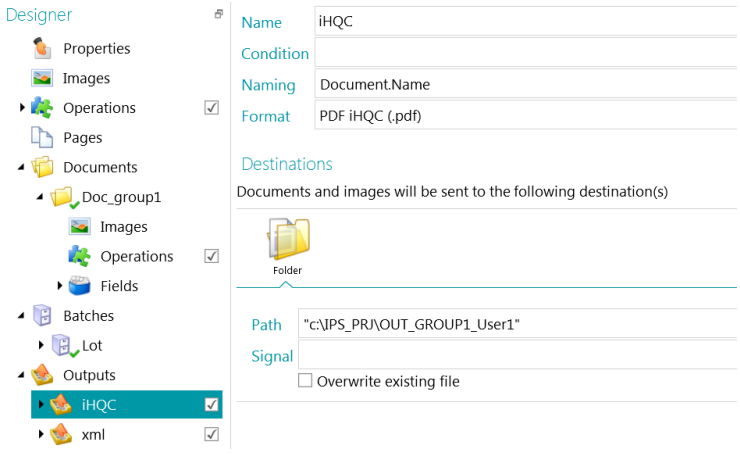


When the project is set up it must be tested to validate the extraction of data, the naming and the separation activities. The way the user has to fill the indexes must also be validated.

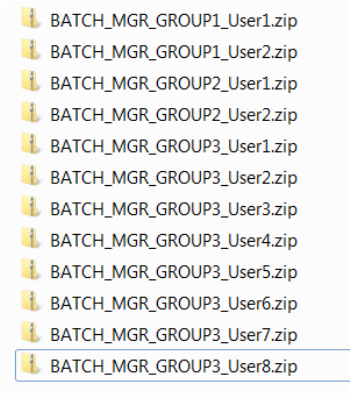
Once the project is validated, it can be duplicated as required. In this example, we need:

- Group 1 with 2 different users
- Group 2 with 2 different users
- Group 3 with 8 different users

So we will create a total of 12 projects. Each project will point to its own watched folder and point to the correct destination. At the customer site, the output is set up for Therefore. In this example, the output is one folder per group. So each group's user will export to the same group folder.



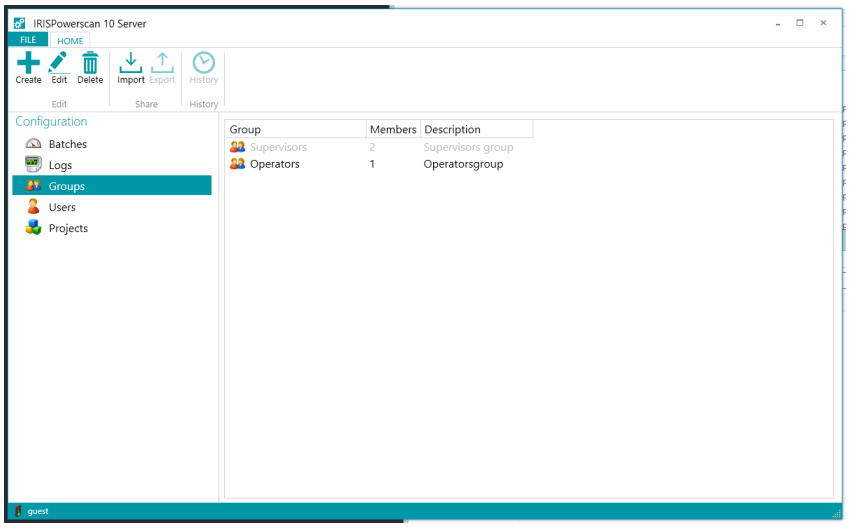
Once the 12 projects are created, they must be exported. Here is the view of the 12 zip files that are ready to be imported on the server.



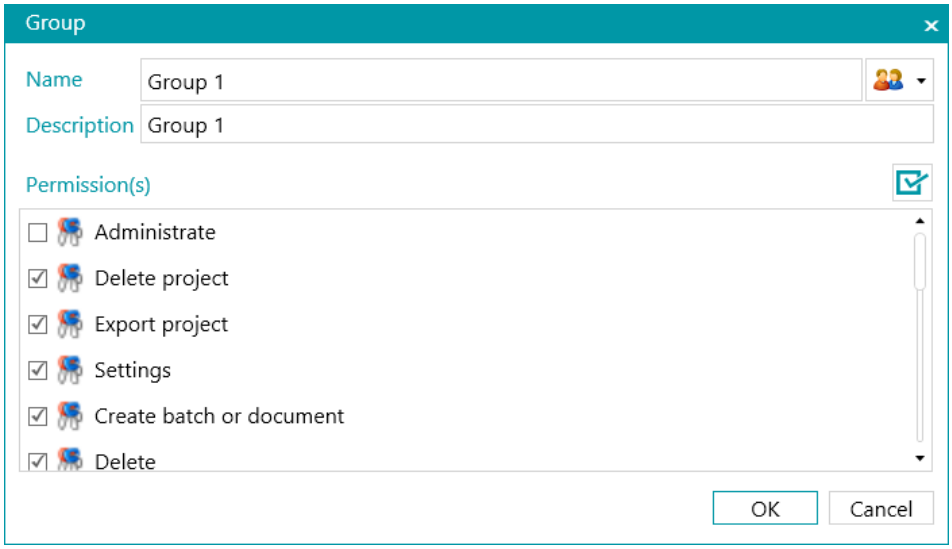
4.2 Creating Users and Group on the server

To set up this project on the server side, you first need to create the 3 groups and the required users for these groups.

Let's create the 3 groups, select the Groups tab.

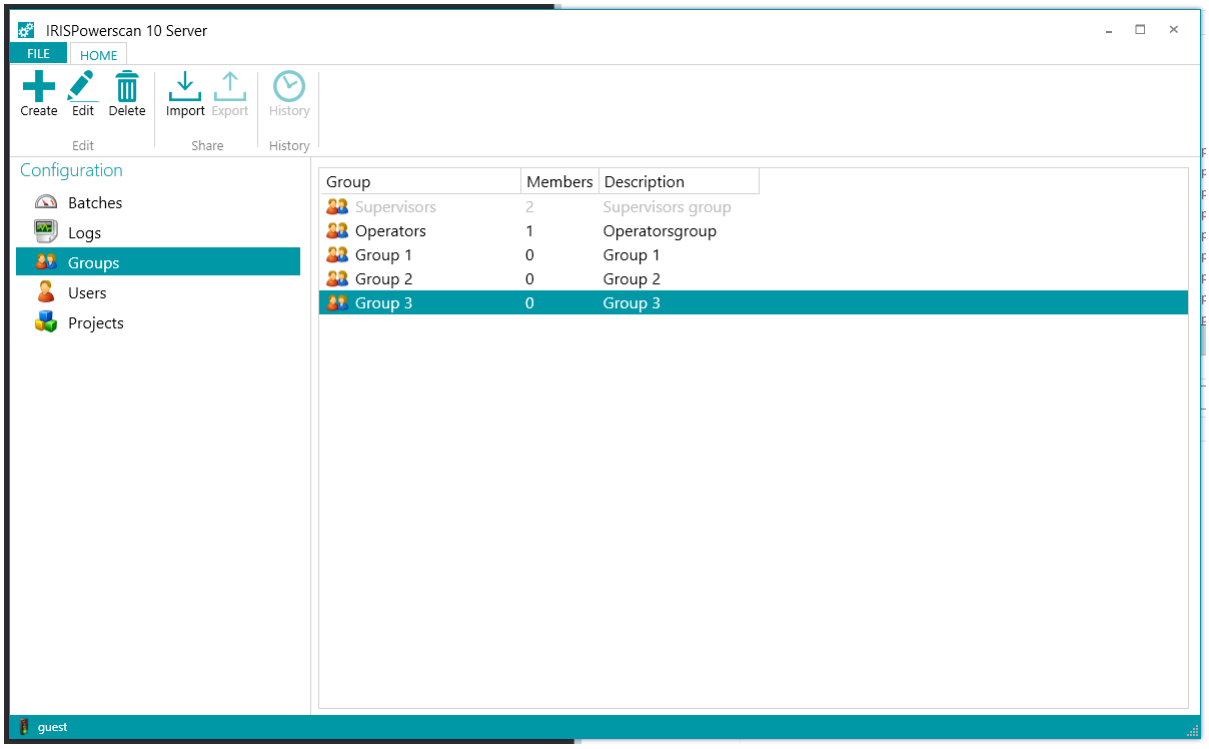


Then click Create. Since we have 3 different groups, we will simply call the group 1, 2 and 3.



In this example, we leave all the permissions to these groups. So basically they can do everything but they can't create groups, users or change user's rights. They can do whatever they like around batch and document management.

We repeat this 3 times for the 3 groups. You should see this:



Now let's add some users. Select the Users tab and click create or right-click and select create.

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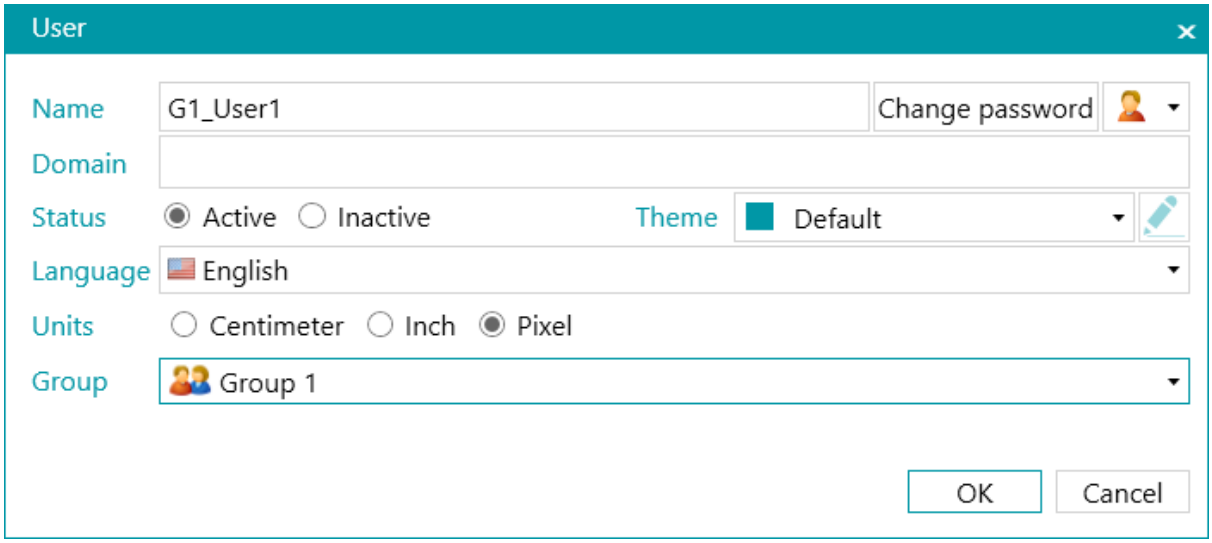
For the sake of simplicity, we will put the group name in the user name. The group to which a user belongs is shown with the 2 first letters of the user. G1 for group 1 and so forth.

Here is what we do for the user 1 in group 1.

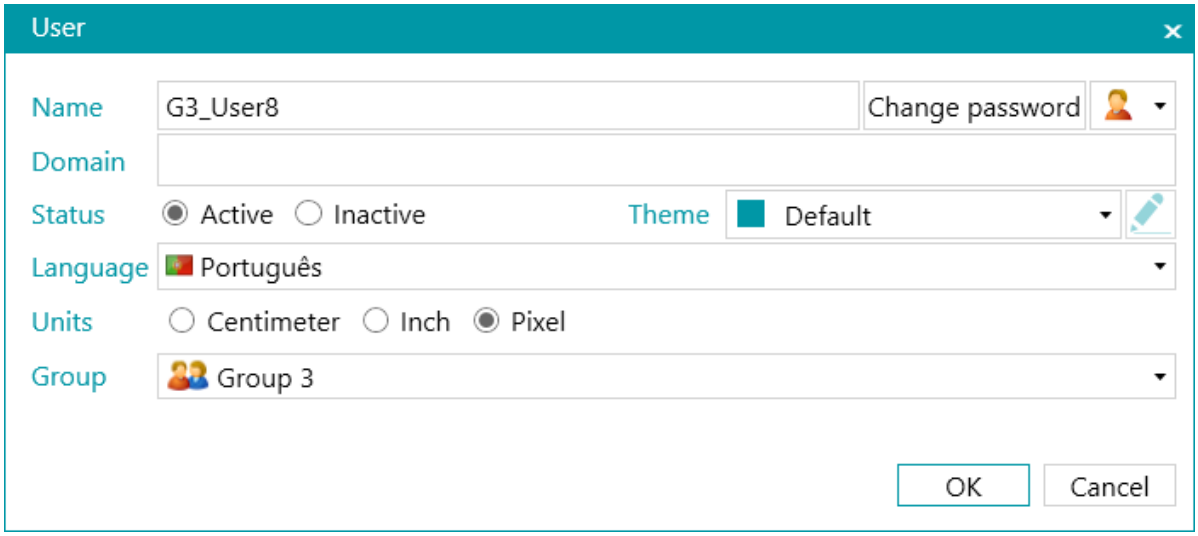
We left it without password for simplicity as well. You can add a password if you prefer.

You can change the language of the UI as well as the color for every user. This can be very convenient for some big companies with different cultures.

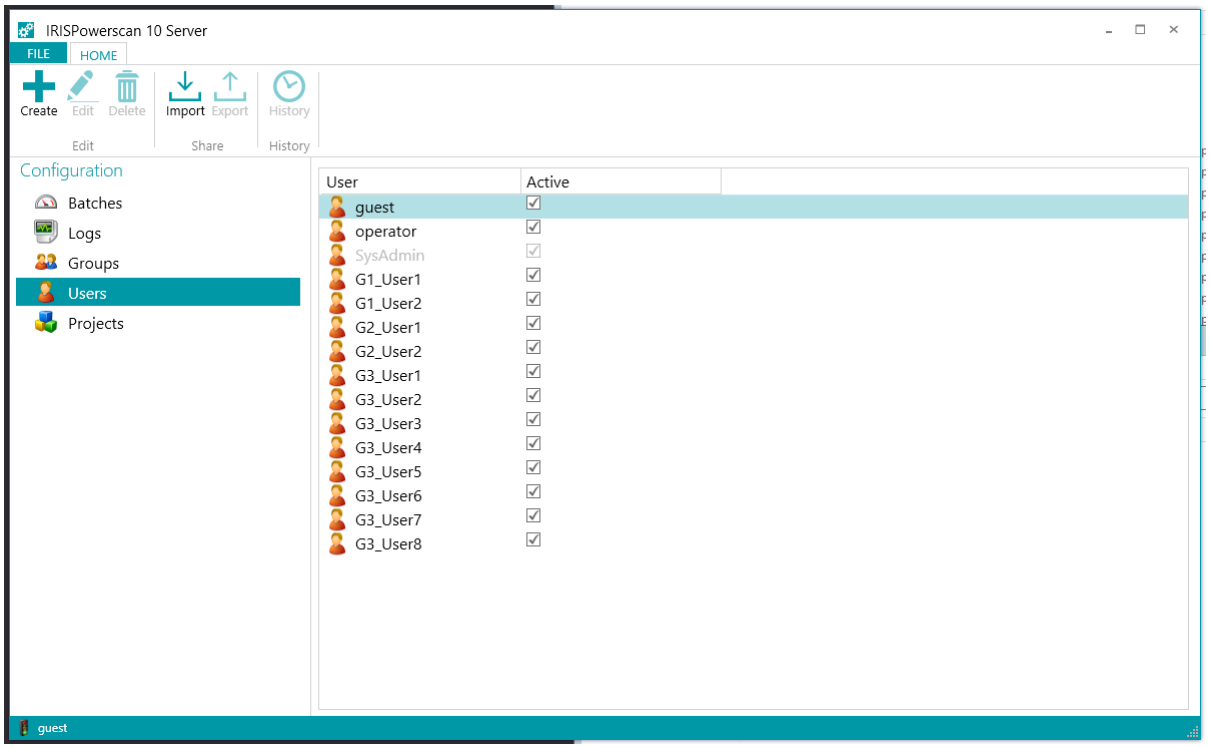
Don't forget to correctly set the group to which the user belongs to. Below you can see that our G1_User1 belongs to the Group "Group 1".



Here is an example for the User 8 in Group 3: this user prefers the Portuguese language.



After creating our 12 different users, you should see this:

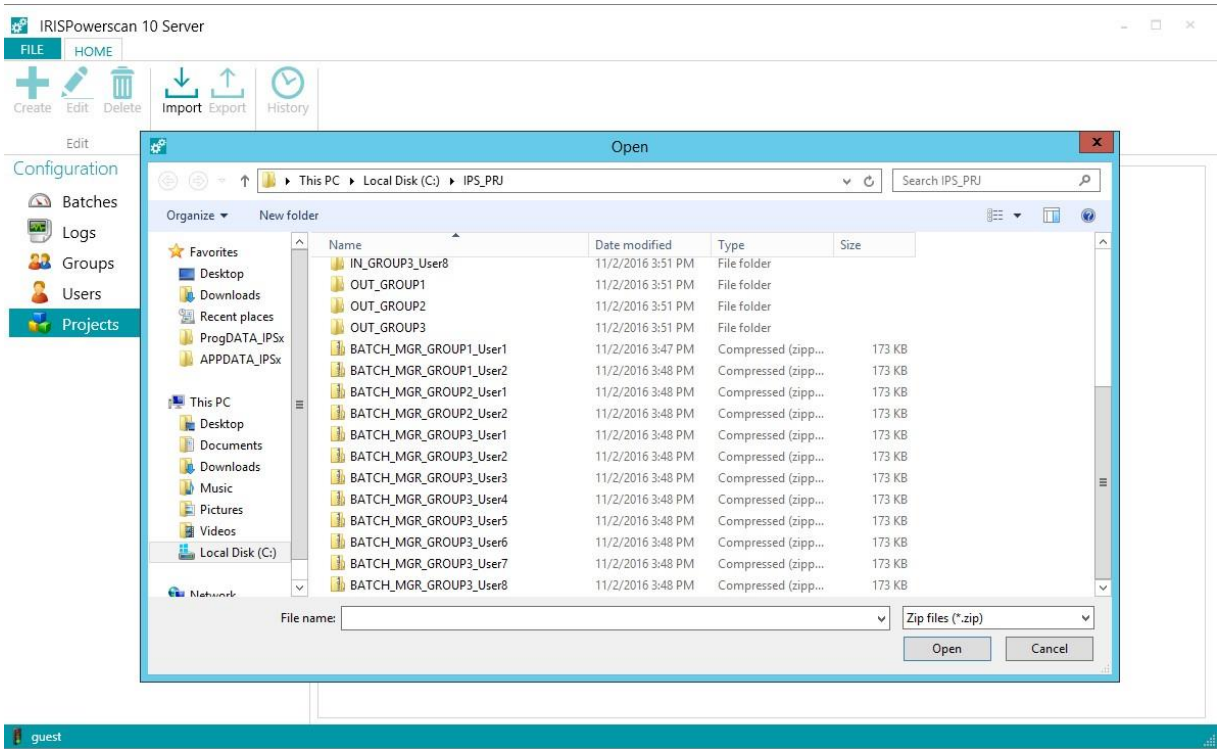


4.3 Importing Projects in IPS Server app

Now it is time to import our projects.

First you have to copy the zip files on the server disk.

Then inside the IPS Server application, select the Projects tab and import each project, one at a time.



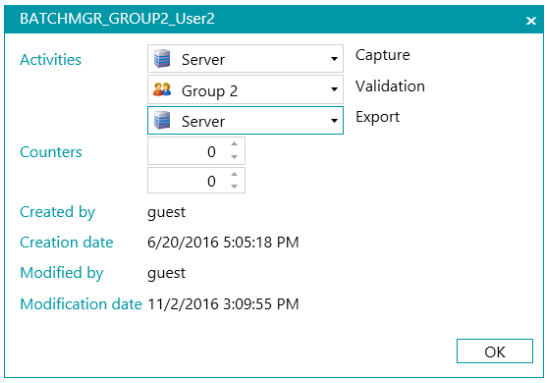
When all the projects are imported, it is time to set their activities.

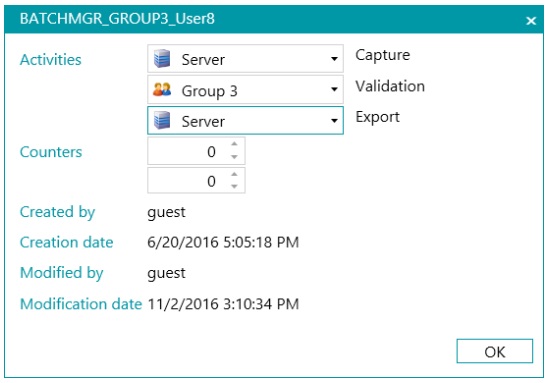
As explained, earlier: for this customer case, each project is watching a folder for new documents that are scanned with the MFP. This is why we set the Capture to “Server”. The Server will automatically capture the documents.

For the Validation, we want each user belonging to a group to be able to validate the batches, so we put it to the corresponding group, for example “Group 1”.

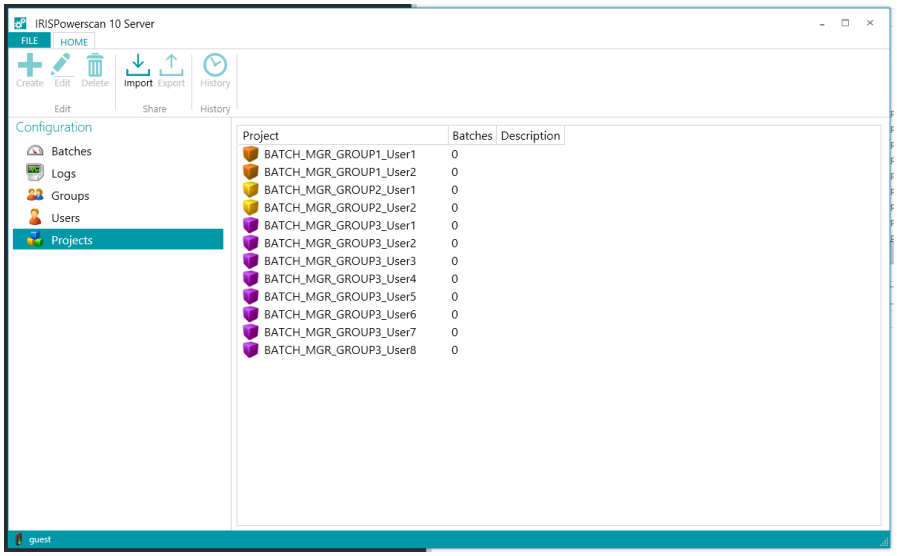
And for the export, we want the server to export everything as specified in the project and hence we put the Export activity to “Server”.

Simply double-click on each project and set it up as depicted on the 2 examples below:

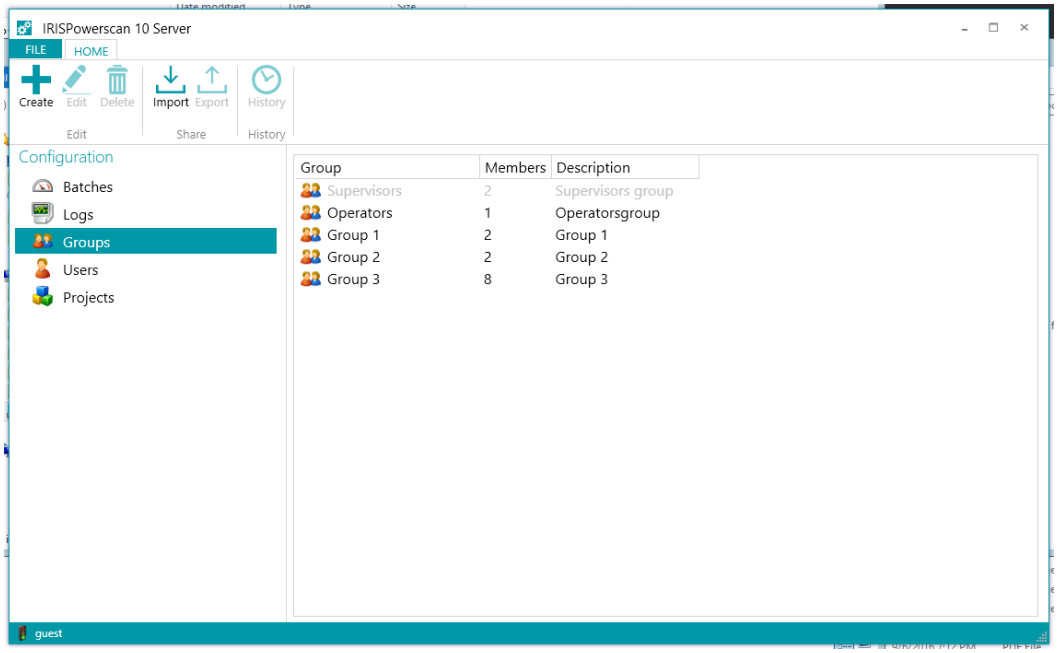




Once you have done it, you should be ready to start producing and you should see this:



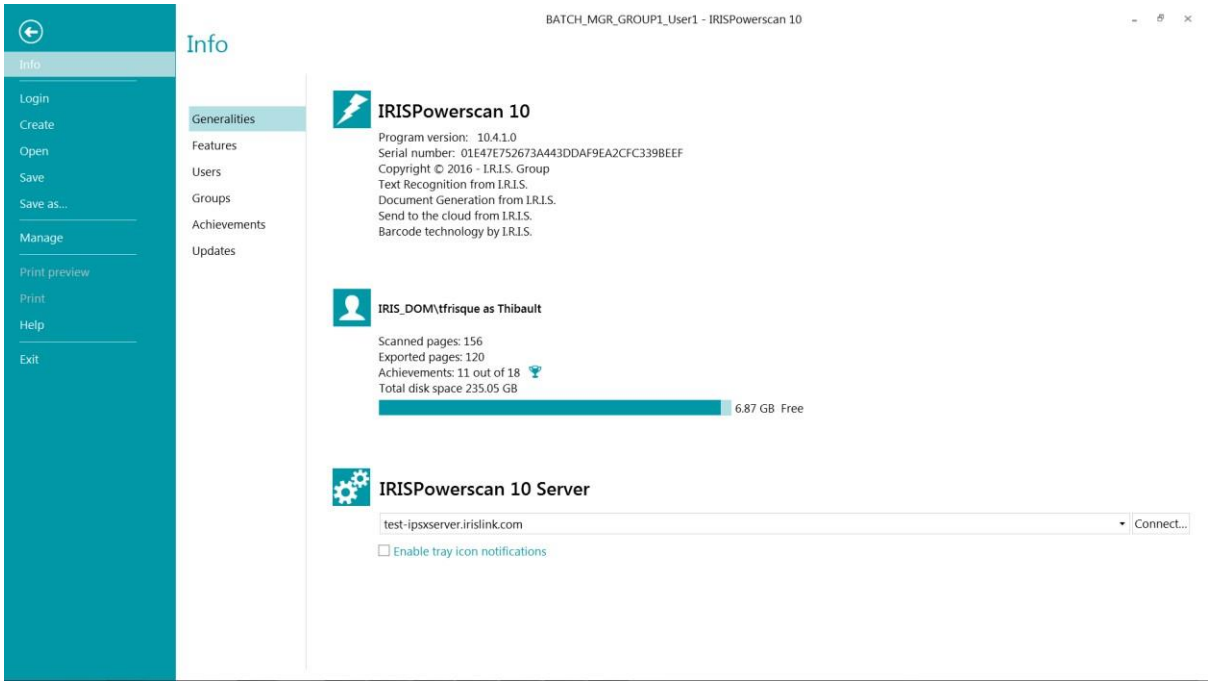
If you go back to the Groups tab, you will see the number of users that are part of each group:



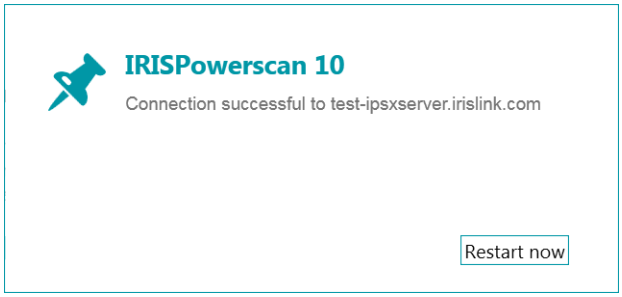
4.4 Setting up each user

Now it is time to set up each client. For that you must go on each user's computer and connect IPS to the IPS server.

Open IPS, go to File>Info and enter the server address in the dedicated area, then click Connect.



If the connection is successful, you will be prompted to restart. Click Restart Now.



After the restart you must enter your user login, in this case we will act as the G2_User2.



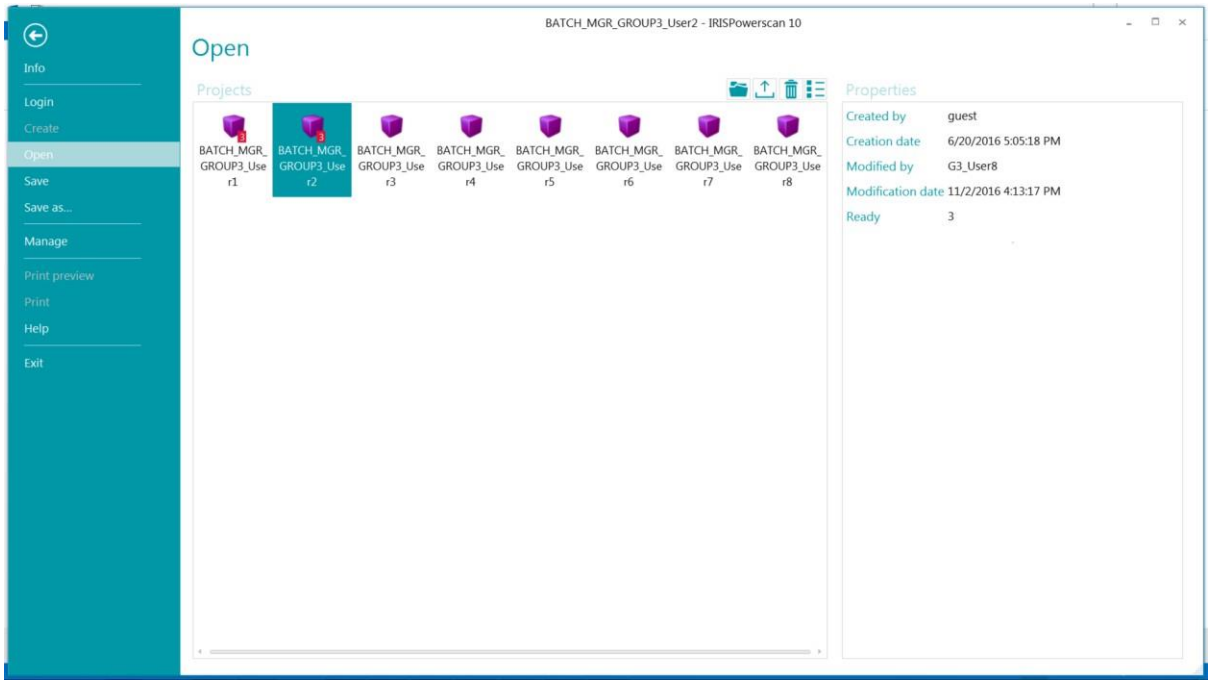
Once logged in as G2_User2, you'll have access to the project that belongs to the group 2 and you can start working.

4.5 User Validation

Once a user is logged in to IPS with his login, he has access to the group's project.

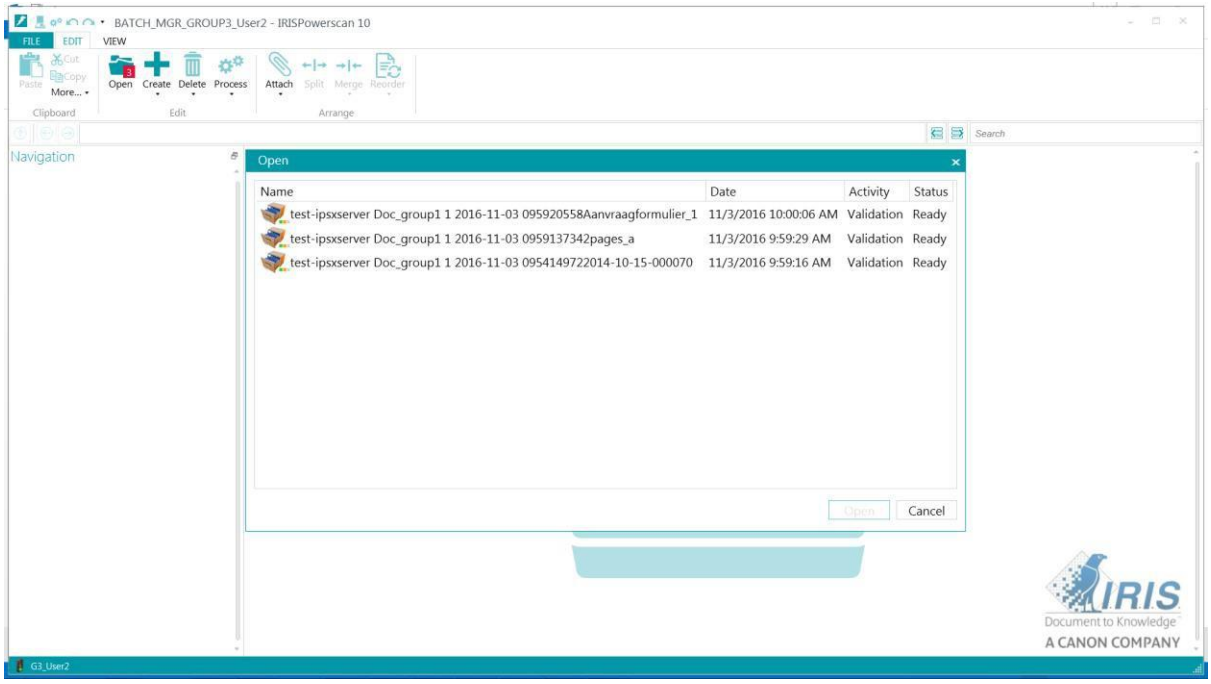
In the following example, we show the projects that are available to the G3_User2.

As explained, the group 3 has 8 possible users and hence 8 different projects.



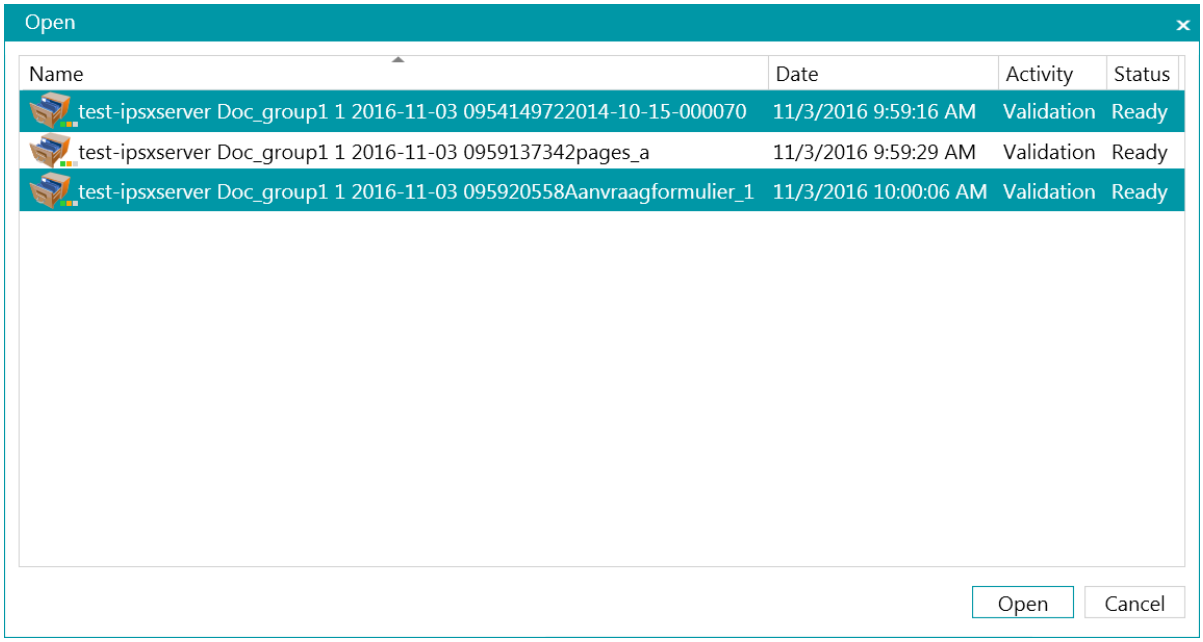
We also see that the group 3 user 1 has 3 batches ready for validation and the user 2 has 1.

Let's open the User1 projects and click on the Open icon:

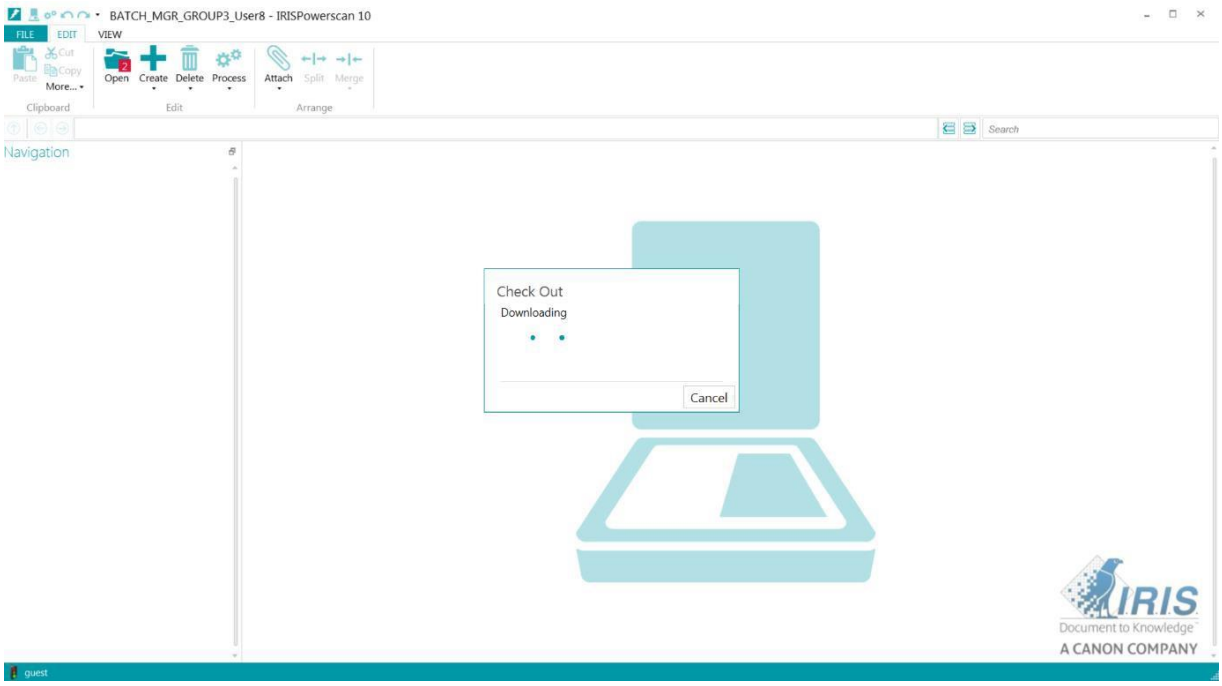


We see that 3 batches are available and ready for validation.

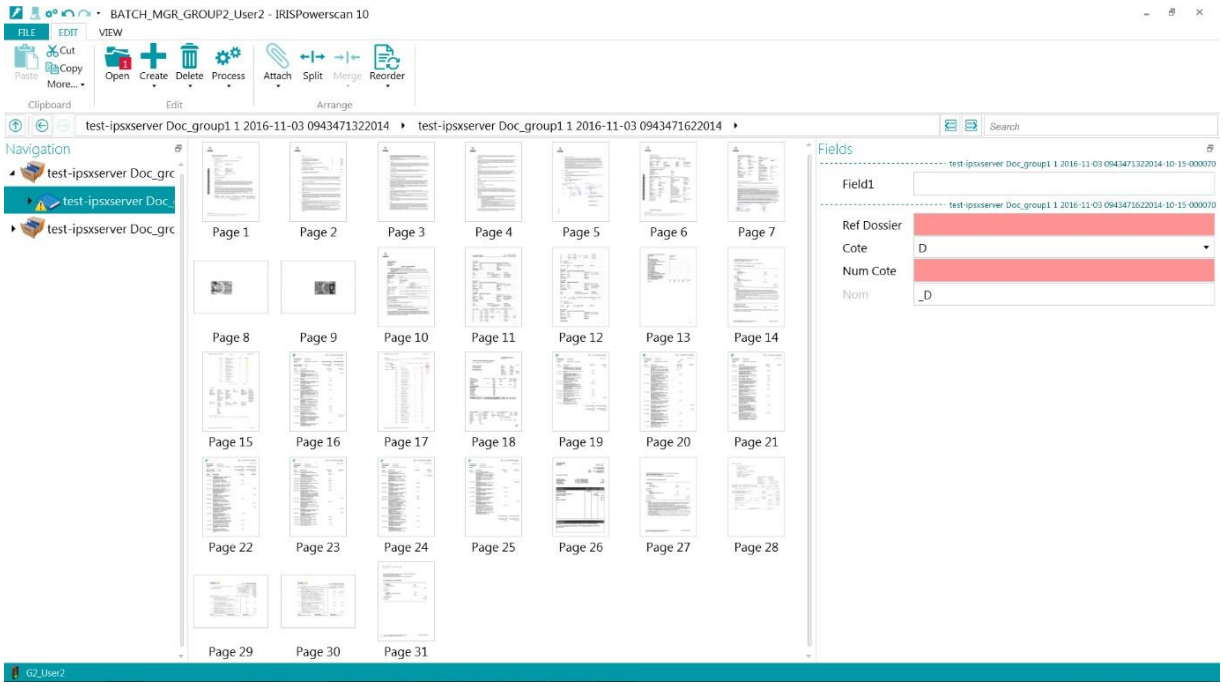
Let's select some batches. You can select 1 or many batches at the same time. Use the CTRL + click to select multiple batches at the same time. Let's select the first and last one:



Then you will see that the batches are being downloaded.



You can do the indexing/validation once the download is completed.



Once it is done, you can process the batches and they will be sent to the server for further export.

4.6 Automatic export on the server

When the server receives validated batches, they will be in an “export ready” state. When the IPS server application sees such a state it will start exporting the batch.

5. Customer Operating Instruction

When deploying an IPS Central Management solution, it is required to write a specific document.

This document is a Work Method, or a Standard Operating Procedure or a step by step procedure explaining how to use the solution. This document must clearly explain how the different users should use the solution and what they should do when some exceptions or errors occur.

It is highly recommended to have a production leader who will, at least on a daily basis, check the production on the IPS Server application. This person should be trained to understand special cases or exceptions and must take appropriate actions.

This solution is not designed to be fully unattended. You can setup the email warning feature to be warned when an exception occurs, in such case, the production leader must connect and do the required actions.

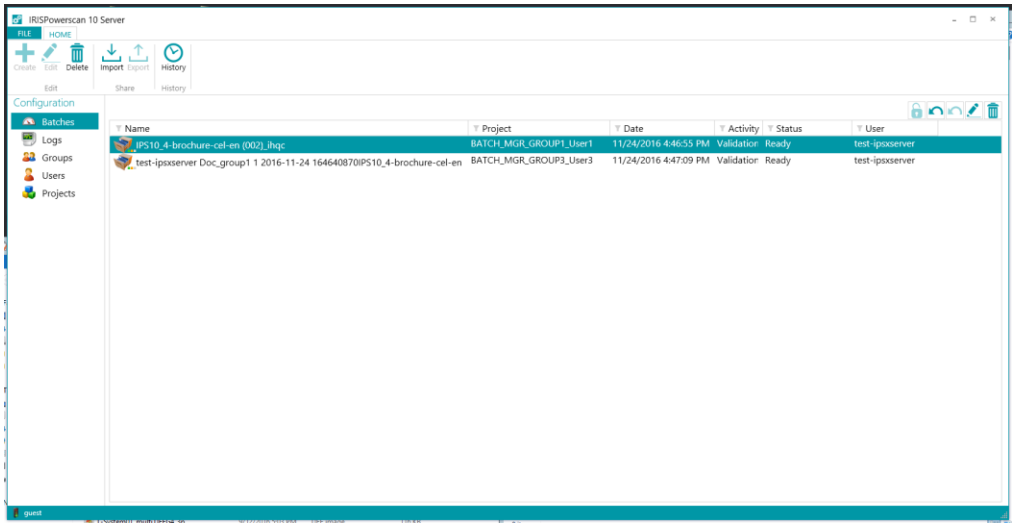
The best way to write this document is to follow up a production during a day or two and write down the specific questions and answers as well as the exceptions and how to clear them.

The production leader and the users should be trained by the solution expert. A lack of training or understanding by these people can lead to false errors or exceptions.

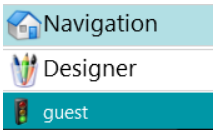
Here are some examples where this responsible person should do a specific action:

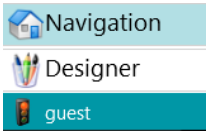
- The Therefore DMS does not recognize a category in on index
  - If one index has a wrong value that is not filtered out in the IPS project, Therefore will reject it during export. This will be seen with a batch that has it status to Export and In error.
    To see that, you must go to the IPS Server application and simply put the mouse on top of the word error and a tooltip will appear with the corresponding error description.

- One batch stays in Validation ready
  - This is probably due to the fact that a validator has taken the batch for validation and has not completed the activity. On the IPS Server application, when a batch has been checked out for validation the left arrow is available as depicted on the following image. In this case, the production leader should click on that arrow to put back the batch in “validation” state in order to get it validated by someone else. Or the production leader must ask the operator to discard the batch on the client machine to make it available again.



- The client doesn't see any batch after scanning documents or the batches are never exported after being validated.
  - Both the client and the server use the IPSxService to communicate with each other. The activity of the service is reflected and controlled by the traffic light on the lower left of the applications. When the traffic light is green, the service is up and running, when it is red, the service is stopped. When the service is stopped, there is no communication between the client and the server.
  - In some cases, the traffic light is close to the Windows start button and hence can be inadvertently clicked resulting in a stop of the service and a stop of the communication.
  - Make sure that all the applications have their traffic light green.





- The user sees one or multiple batch that are greyed out in the open window or manage window.
  - Batches are greyed out when they are checked out to another user for validation.
  - If a user leaves the application without processing the batch that has been downloaded, this batch will be locked to this user and not accessible to the other users.
  - Users must processing batch that have been checked out for validation.
  - Users shall not shut down the client computer before all the batches have been sent to the server. The manage view should be empty before shutting down the computer.

- The user is not able to start IRISPowerscan or IRISPowerscan Server.
  - Verify that another instance of IRISPowerscan is not running under another user. If it is the case, close it and retry.
  - Advise the users to always close IRISPowerscan before exiting the Windows session.

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