EMC® Input*Accel*®

Version 6.0

Release Notes

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Chapter 1

Product description

This section provides a quick overview intended for those who use InputAccel. For a comprehensive description of how InputAccel works, refer to the System Overview Guide.

InputAccel is a client/server document capture system that can capture documents from scanners, fax servers, email servers, and file systems, as well as from third-party systems by using web services. InputAccel is optimized for *capturing documents*, not storing them for long term access. Typically, documents remain in an InputAccel system for a few hours to a few days, until they are exported to a content repository or other back-end system.

Section 508 compliance

InputAccel 6.0 has been evaluated for compliance with U.S. Federal government Section 508 regulations. For details, see the compliance self-certificate in the Powerlink website (http://powerlink.EMC.com) for your product version. To locate the compliance self-certificate, navigate to Support > Technical Documentation and Advisories > Software ~ C ~ Documentation > Captiva Family, then select the product name and version number.

Chapter 2

New features and changes

InputAccel 6.0 is an enterprise-class document capture system that offers many new features and enhancements over previous versions. The new capabilities make InputAccel better able to meet the needs of customers with high-volume needs. A few highlights of the many new features included in this release are:

- An enhanced InputAccel Server with multi-threaded architecture.
- Centralized database that stores work-in-process data, configuration settings, licenses, reporting and logging data, and web service requests and responses.
- New web-based Administration Console that gives administrators access to InputAccel management functions from anywhere in the world.
- Newly-designed, web-deployable attended modules: ScanPlus, RescanPlus, and IndexPlus.
- Newly-designed unattended modules: Script Engine, Image Divider, Web Services Input, Web Services Output, Documentum Advanced Export, PrimeOCR Plus, and NuanceOCR.
- Tested support for VMware and Citrix virtualization.

The following topics explain new features and enhancements in more detail:

Service Oriented Architecture and Web Services

InputAccel 6.0 includes new XML-based web services framework to support Service Oriented Architectures (SOA). This architecture enables the InputAccel system to either be a consumer or provider of web services. The following modules support web service functionality:

- Web Services Input module: An InputAccel module that serves as a web services provider, processing SOA requests from external web services consumers.
- Web Services Output module: An InputAccel module that serves as a web services consumer, using Internet protocols to access the functionality of external SOA participants (web services providers).

InputAccel web services enable external systems to interact with InputAccel processes and enable InputAccel to interact with the workflows of external systems. Also, external systems can use specific capabilities of individual InputAccel modules without using the entire InputAccel system.

InputAccel Server enhancements

The InputAccel Server has the following enhancements:

Microsoft Cluster Support

InputAccel Servers support Active/Active Cluster technology to provide an additional failover clustering option, as an alternative to the Active/Passive clustering option. This feature enables multiple instances of the InputAccel Server to simultaneously run on the same server hardware. With Active/Active cluster support, existing cluster nodes can be used as a failover option: If the primary InputAccel Server fails, then the Active/Active cluster option moves that server instance to another available cluster node even if that node is already running another instance of the InputAccel Server. The Active/Active cluster option ensures that no server is idle while waiting for failover recovery.

Support for side-by-side installation

InputAccel 6.0 supports side-by-side installation of InputAccel Servers which enables installation of multiple instances of the InputAccel Server on the same system.

Multi-threaded client/server functionality

InputAccel Server is multi-threaded: Multiple input/output threads can run concurrently with multiple processors. Processing (read/write) operations can be distributed across multiple processors to enable parallel processing of multiple tasks. This means that InputAccel takes full advantage of today's multi-processor server hardware — if one thread is busy handling a particularly time-consuming task, other threads can continue to respond to requests from modules. The results are that operators will see fewer "Waiting for Server" messages and both attended and unattended modules will be able to process tasks at their full capacity.

ScaleServer enhancements

InputAccel 6.0 supports the following ScaleServer enhancements:

- Enhanced server licensing and administration ensures that InputAccel Servers configured as a ScaleServer group appear and behave as a single system instead of a series of linked systems.
- Servers in a ScaleServer group can share page counts from each of their licenses. For example, if one InputAccel Server has used all of its licensed page count for the day, other InputAccel Servers within the same ScaleServer group can credit some of their available page count to it so that all servers can continue working. Page count sharing does not apply to servers with unlimited page count licenses or to client modules with page count licenses.
- All new modules, attended and unattended, including the new ScanPlus, RescanPlus, and IndexPlus modules, are ScaleServer compatible.
- Within an established ScaleServer group, ScaleServer compatible modules running in production mode can connect to all or any subset of the InputAccel Servers in the group by specifying only a single server name.
- InputAccel Servers can be dynamically added to or removed from a ScaleServer group without rebooting the servers or interrupting production.
- The number of tasks to prefetch can now be specified for a ScaleServer group, rather than per-server. Previously, if 8 InputAccel Servers were configured as a ScaleServer group, each client module would attempt to prefetch its default number of tasks (usually 3) from each InputAccel Server. The result would be that a module might attempt prefetch as many as 24 tasks, effectively preventing those tasks from being processed by other available modules. The new behavior limits the number of tasks a module can prefetch from the entire ScaleServer group.

Performance enhancements

Performance enhancements to the InputAccel Server provide the following capabilities:

- Improved batch management capabilities, for handling a larger number of batches.
- Improved batch sync functionality. Modified batches are synced in a thread; this ensures that the server is not blocked when modified batches are synced.
- Improved speed and accuracy when modules and IPPs perform IA Value lookups.
- Information about each batch is also maintained in the InputAccel Database to facilitate searching for and listing batches in Administration Console. Previously, a request for batch information from an administrator required the InputAccel Servers to open every batch to find the requested data. This was not only time consuming, but also took away processing power from the core job of delivering tasks to waiting modules, often resulting in slow performance. By maintaining some of the batch data in a database, the Administration Console can fulfill information requests by performing database queries. Specific batches are opened only after they have been identified as the ones that contain the requested data, and only if that data is not already present in the database.
- Virtual address space available for loading batches is increased to a maximum of 4 GB when the InputAccel Server is installed on a 64-bit operating system, compared to a maximum of 1.5 GB when installed on a 32-bit operating system.

  Note: To take advantage of this increased batch memory, the `BatchMaxAddressSpaceK` server parameter must be set to 3.5 GB in Administration Console.

Batch naming changes

InputAccel Server names batches differently. Previously, each batch was created in a single folder that had the name assigned by the module that created the batch. For example, if a batch "MyBatch" was created in the Scan module, the batch itself would reside in the `\IAS\batches` folder along with all other batches, and the InputAccel Server would create a folder called `C:\IAS\batches\MyBatch` and all stage files for this batch would be located in this folder.

InputAccel Server 6.0 names batches differently to ensure unique names in a multiple-server installation. InputAccel Server now names the batch by using a portion of the 32-bit (10 decimal digit) batch ID. The most significant four digits are used to create a top-level folder name, digits 5-7 are used to create a second-level subfolder name, and digits 8-10 are used to create a third-level subfolder name which is also used as part of the batch ID. Using the previous example, the InputAccel Server might create a folder called `C:\IAS\batches\0000\000\035` and the IAB file and all stage files are now stored together in this folder. The batch ID is the last three digits with two additional digits, for example, 03501 in this reference. These additional digits indicate which InputAccel Server created the batch and ensures that the batch ID is unique.

New batch states

Two new batch states are added: **Batch Hold** and **Batch Error**. Suspending a batch no longer requires changing the batch priority to 0.

Updated sample processes

The sample processes installed with InputAccel are updated to include two new steps, IADONE and DeleteBatch.

- IADONE: A virtual module that runs automatically and indicates to the reporting system that the batch has finished processing.
- DeleteBatch: Uses the Multi module to delete a batch when it finishes processing.

Both these steps, used together, automatically delete a batch.

Support for dynamic departments

Each process step now has an IA Value `IADepartments` which is a set of departments that the step belongs to. This IA Value is dynamic and can be changed at runtime.

Flexible and enhanced reporting

Accurate and timely information is important to any enterprise datacenter. InputAccel records information from key operational areas to the new InputAccel database and makes it available for use in reports. The information recorded includes:

- Detailed processing information, including information about interactions between modules and individual pages.
- Module performance metrics, such as page recognition times, module processing times, and times associated with automated processes.
- Operator metrics, including operator performance information such as characters typed, fields indexed, and pages processed.
- Events logged to the centralized database.
- Custom data designated by the customer.

In addition to gathering data for reports, InputAccel reporting provides the ability to display a number of preconfigured reports and to define custom reports. Because reports are based on data that was captured and saved in real time, reports can be generated and displayed without loading the batches from which the data is derived.

The following preconfigured reports are included with InputAccel:

- **Unattended Module Reports** show information about the performance of each unattended InputAccel client module. This report can be viewed at a variety of summary levels: Daily, Weekly, Monthly, and the granularity of the detail rows vary accordingly. For example, an Unattended Module Report may show each task processed by the module over a selected time period, how many pages were processed, and the average time per page.
- **Page Level OCR Processing Reports** show information about the performance of each InputAccel OCR module. This report can be viewed at a variety of summary levels: Daily, Weekly, Monthly, and the granularity of the detail rows vary accordingly. This report can be viewed at a variety of summary levels: Daily, Weekly, Monthly, and the granularity of the detail rows vary accordingly. For example, an OCR Processing Report might show each page processed by the OCR module over a selected time period and the processing statistics for the page.
- **Index Operator Reports** show information about the performance of the index operators and the indexing steps in the process. For example, an Index Operator Report may show each task processed by an index operator over the selected time period and the processing statistics for the task. The report also provides administrators with some insight between an operator who is indexing the batch and one that is simply verifying the first operator's work.
- **Scan Reports** show information about the performance of the scan workstations and operators. This report can be viewed at a variety of summary levels: Daily, Weekly, Monthly, and the granularity of the detail rows vary accordingly. For example, a Scan Report may show each batch scanned or rescanned over the selected time period.

- **File Audit Trail Detail Reports** provide an audit of every page entered into the InputAccel system and the disposition of that page. For example, a File Audit Trail Detail Report may show information about each page that was created in an InputAccel process during the selected time period, who viewed it, which modules acted on it, and whether it completed the process. This report is intended to track each page through the process. This report is especially useful for security-related purposes. It is expected that this report would be run often, perhaps daily, and the results archived for later use.
- **Batch Reconciliation Reports** can be considered a summary version of the File Audit Trail Detail Report. It shows the number of pages created, deleted, and done over a period of time. This report can be viewed at a variety of summary levels: Daily, Weekly, Monthly, and the granularity of the detail rows vary accordingly. For example, a Batch Reconciliation Report shows each batch processed on a given day for each process, the number of pages created, deleted, and done.
- **Deleted Batches Reports** show information about each batch that has been deleted. The data can be organized by batch creation date or by batch deletion date.

Preconfigured reports provide information that helps administrators make certain judgments about the InputAccel system and its performance. These reports provide administrators with the following information:

- Performance metrics to measure the current performance and accuracy of InputAccel against its performance in the past.
- Audit trails including when each module created, accessed, processed, modified, or deleted an image or batch.
- Batch performance that lets administrators know how many batches were entered into the system for a given day, how many of those batches are currently in the final tasks of the process, and any batches that have not been completed for that day.
- Information regarding viewing and modifying of pages within the InputAccel system.

Usability and user interface enhancements

InputAccel provides a modern user interface and improved usability for the new attended modules: ScanPlus, RescanPlus, IndexPlus, and Administration Console. Some key features include:

- A universal login window for all modules.
- Enhanced conformance to generally accepted user interface standards.
- A color-coded scanning status window in the ScanPlus module.
- A customizable workspace layout in the IndexPlus module that lets users resize, move, add, and delete panels.

Database support

InputAccel introduces a new Microsoft SQL database into the InputAccel system. The InputAccel Database stores configuration settings, statistical data for reporting, and the server's work in progress information in a central location, where it can be accessed by InputAccel Servers, client workstations, the Web Services subsystem, Administration Console instances, and any other components that have a need for such information. The type of configuration data stored by the database includes:

- License codes for all InputAccel Servers.
- Logging rules that are used to capture errors, audit data, and other values for use in various displays and reports.
- Data on work-in-progress, enabling requests for batch information to be fulfilled without requiring the InputAccel Servers to open every batch. This dramatically improves InputAccel Server performance in situations where administrators need to view batch data.
- Settings for ScaleServer groups.
- Module settings that are not associated with a particular IPP.
- Settings for batches and tasks, as well as batch IA Values.
- User settings such as window sizes, position, and layout, enabling these settings to be applied to any workstation an operator uses.
- Web Services subsystem configuration.

Centralized licensing

Licenses regulate how the software is used in an InputAccel installation. InputAccel licensing is based on date ranges, page counts per day, and other factors, and is customized for the needs of each customer. InputAccel provides different types of licensing, depending on processing needs. License types include daily, group, periodic, service bureau, and attended client licenses. Licensing works by installing a set of license codes on the InputAccel Server. License codes are stored centrally in the InputAccel Database. An individual license code specifies a single client module and regulates how many copies of the client module can connect to the InputAccel Server at a time, how many pages the module is allowed to process, how long the license is allowed to work, and what extra features are enabled.

InputAccel Activation Website portal

InputAccel Activation Website portal (http://activation.captivasoftware.com) offers customers self service licensing assistance. This portal enables customers to immediately activate new licenses and re-activate existing licenses, request the move or migration of their Server ID to a different server, and extend the dates for new activations. The new enhancements include:

- **Activation code generation for software installation**: Customers with new InputAccel keyless installations requiring activation can request their activation key that will be automatically generated and displayed for immediate use.
- **Re-activation requests**: Customers required to re-activate their license due to hardware, software, or configuration changes have the ability to do so immediately.
- **Request an extension of Enter By Dates for new activations**: Customers with new InputAccel keyless installations requiring activation have the ability to request an extension to their Enter By Date. The activation key is automatically generated and displayed for immediate use.
- **Initiate a license move from one hardware environment to another**: Customers who are in the process, or who have moved their installation to a different server have the ability to request to move or migrate their Server ID.

Licensing for replaced attended modules

InputAccel 6.0 introduces three attended client modules that replace specific 5.x client modules (ScanPlus replaces Scan, RescanPlus replaces Rescan, and IndexPlus replaces Index). After an upgrade, both versions of the client module reside on the customer's computer.

EMC Licensing will provide a time-bound license that provides the 5.x client module connections as well as matching 6.0 connections. This license provides customers with the opportunity and flexibility to continue using the 5.x client modules while evaluating the new client modules in a production environment for a 6-month grace period.

The customers evaluation could result in the following options:

- Continue using the 5.x client modules and disable the upgraded client modules
- Replace the 5.x client modules with the new client modules and disable the 5.x client modules (no action required if this option is chosen)
- Share the number of connections between both 5.x and 6.0 client modules

After the 6-month grace period is reached, the license expires, and the 5.x (Scan, Index, Rescan) client modules are disabled. If customers require options 1 or option 3, they must request a revised license through http://activation.captivasoftware.com.

Compliance

InputAccel conforms to the following:

- **Section 508 compliance**: Section 508 of the Disabilities Act requires that software be accessible to people with disabilities. All new InputAccel modules are section 508 compliant. Most features are keyboard accessible, support standard accessibility features supported by Microsoft Windows, support assistive technology, do not rely on color codes as the only means to convey information, and do not include flashing elements less than 2 Hz or greater than 55 Hz.
- **4.8.2 FDA 21 CFR Part 11 Compliance**: To meet this requirement, which requires the pharmaceutical industry to utilize electronic documents that are similar to paper documents, InputAccel has improved audit trail capabilities. These improvements include the capability to record the date and timestamp for each client module that creates, accesses, processes, modifies, or deletes an image or a batch. InputAccel also provides a preconfigured File Audit Trail report that provides an audit trail for a specific document or page and lists when the image was created, modified, viewed, or deleted.
- **HIPAA compliance**: All new and updated InputAccel modules (Administration Console, ScanPlus, RescanPlus, IndexPlus, Documentum Advanced Export, Image Divider, NuanceOCR, PrimeOCR Plus, Web Services Input, and Web Services Output) are designed to meet the requirements of the Health Insurance Portability and Accountability Act (HIPPA) of 1996, which requires that patient data remain secure throughout its lifecycle.

Robust security and access control

InputAccel features a robust security system with multiple levels of access control. Each user must have an assigned role with appropriate permissions to access the InputAccel system. Once identity is verified, users are given access only to those system features they need to use. Access control is provided by user roles defined in the InputAccel Administration Console module by a user who has permission to define user roles.

In addition to user roles, the following features ensure that data within the InputAccel system remains secure:

- The InputAccel system uses the security providers of Microsoft Windows Server 2003, Microsoft SQL Server 2005, and Microsoft Internet Information Services 6.0. InputAccel Server also has been designed to run on a hardened server.
- InputAccel data stored in files on InputAccel Servers or client workstations, as well as data communicated over a network (including the Internet), can be encrypted to prevent unauthorized access. Encryption is accomplished using the encryption capabilities of the underlying platform (for example, Encrypting File Systems, Secure Sockets Layer, IPSec, and other encryption standards).
- The InputAccel 6.0 system supports Kerberos authentication.

Centralized logging

InputAccel features a comprehensive logging and instrumentation subsystem that provides critical information. Some logging events are preconfigured so that critical system data is always captured. Other logging events can be customer-configured using logging rules.

Logs can be viewed directly from the Administration Console, and log data can be included in reports. Because logs can contain a lot of data, log filters can be defined to limit the amount of information displayed to areas of interest. In addition, logs can be written to various locations by creating logging sink definitions. For example, log data can be written to a file, to a database, or to the Windows Event Log.

Compatibility with Dispatcher for InputAccel

InputAccel 6.0 is compatible with the latest version of Dispatcher for InputAccel. When Dispatcher for InputAccel is installed with InputAccel 6.0, all Dispatcher for InputAccel functionality is available within InputAccel 6.0 including document classification and extraction.

New and updated modules

The following modules are new or updated in InputAccel 6.0:

- Administration Console (replaces Administrator)
- ScanPlus (replaces Scan)
- RescanPlus (replaces Rescan)
- IndexPlus (replaces Index)
- Script Engine
- Image Divider
- Web Services Input
- Web Services Output
- Documentum Advanced Export (replaces Documentum Server Export)
- PrimeOCR Plus (replaces PrimeOCR for InputAccel)
- NuanceOCR (replaces ScanSoft OCR)
- Multi-Directory Watch (former EMC Consulting module)
- Email Import (former EMC Consulting module)

New Administration Console module

The new Administration Console module (replaces the Administrator module.) It is a browser-based module that is accessed over the Internet. It interacts with the InputAccel system on several levels enabling it to perform necessary administrative tasks. Many of the components work behind the scenes, resulting in the high availability of up-to-date, useful information.

Administration Console:

- Performs all InputAccel Server administrative access. Features include activating InputAccel Servers and installing and managing licenses, adding and removing individual InputAccel Servers, creating, modifying, and removing ScaleServer groups, listing InputAccel Servers per ScaleServer group, and managing InputAccel Server settings.
- Performs all process and batch administration and control. Features include installing and managing processes on selected InputAccel Servers, creating new batches, configuring process and batch step settings, and monitoring batch status and batch traffic.
- Includes **Batch Finder** functionality where users can find batches using simple and advanced batch searching filters.
- Includes **Admin Review** functionality that enables administrators to review and monitor batches that are in error or on hold.
- Performs administrative tasks related to InputAccel client modules. Features include listing batches and processes to which the module is assigned, including new modules so they can be recognized by the system, displaying module task processing status, and opening connections to the module.
- Interacts with the Security subsystem to implement the level of security required by the organization, and includes controlling access to various parts of the Administration Console. Features include managing server and module license codes, facilitating InputAccel Server activation, defining user roles and permissions, and defining access control for departments, batches, processes, and client modules.
- Configures the logging subsystem to capture meaningful, real-time data. Features include defining log view filters, creating custom log rules, creating data definitions that define additional data to pass with the log, defining filter definitions to limit the type of data that is logged, and creating sink definitions to specify the log file destination.
- Configures and generates meaningful, customizable reports. The reporting features include creating report definitions that specify a stored procedure for gathering report data, selecting and generating reports, configuring automatic purging of old reports, viewing and managing purge definitions, and integrating with Crystal Reports to design, display, and print custom reports.
- Provides preconfigured reports for key auditing activities.
- Configures the Web Services subsystem for InputAccel, an activity required when using the Web Services Input module.

New attended modules

InputAccel provides the ability to perform document capture across a distributed enterprise using several new web-deployable client modules. These modules are developed using ClickOnce technology that enables simplified installation of Windows-based applications by installing them from Web server or network file share. InputAccel also includes a ClickOnce deployment utility that provides administrators with an alternate (and optional) method to install these modules. The utility copies the necessary programs and application files to the customer's web server based on the customer's specific environment. Depending on the parameters set by the administrator, prerequisite software is installed on the client workstation during deployment, and updates are automatically downloaded and installed as necessary. This enables the administrators to install and maintain software for users in distributed locations. These modules are typically run from a desktop shortcut that points to a URL or network location where the application resides. This URL or network location is provided by the InputAccel administrator.

The new web-deployable attended client modules include the following:

- ScanPlus (replaces the Scan module)
- RescanPlus (replaces the Rescan module)
- IndexPlus (replaces the Index module)

ScanPlus

The ScanPlus module is a web-deployable client module that enables users to scan hardcopy documents and import multiple file formats into InputAccel. ScanPlus serves as an entry point for images to be processed by InputAccel.

ScanPlus:

- Accepts and scans images from scanners and delivers images to the InputAccel Server in various color depths and compression modes.
- Enables operators to manually create batches during production, allowing trained operators to create new batches without having to access the Administration Console module.
- Facilitates load balancing across multiple servers in a ScaleServer group.
- Shares scanning configurations across multiple processes.
- Supports individual scanner settings, including multi-stream options, duplex scanning, image rotation, batch or bar code and blank page detection, image enhancement, and imprint options.
- Supports client-side scripts to validate the format or content of the index fields captured during the scanning process.
- Enables operators to manipulate and view nodes within the batch.
- Monitors the number of pages scanned to a batch.
- Exports scanned images to a local directory, if preferred, in addition to queuing them for the next module step in the batch.
- Supports multiple scanner configurations.

RescanPlus

The RescanPlus module is a web-deployable client module that enables users to scan hardcopy documents and import multiple file formats into InputAccel. Page images can be captured by using a scanner or by importing images from a local network or drive. Page images can also be previewed one page at time, before scanning an entire set of documents. In addition to scanning, RescanPlus also allows users open, edit, and process tasks.

RescanPlus:

- Includes all of the ScanPlus module's functionality, excluding the functionality of creating new batches and automatic batch creation.
- Identifies pages in a batch that need to be rescanned.
- Receives and displays pages from other modules for reprocessing.
- Processes tasks in production mode at the page or batch level.

IndexPlus

The IndexPlus module is a web-deployable client module that transforms data from paper or electronic sources into indexed digital content and exports it to back-end systems for fast, efficient data and image storage and retrieval. Administrators can create index families, index fields, image zones, keyboard layouts, keyboard shortcuts, client-side scripts, and set default configuration settings for optimum efficiency and productivity. During production, operators can structure batches by organizing pages and assembling documents. Once a batch is correctly structured, operators can index and validate data from structured and unstructured documents. The IndexPlus module minimizes processing errors, improves data accuracy, and boosts productivity by reducing manual data entry.

IndexPlus:

- Provides the ability to view images, index fields, and a tree view of images within the batch being processed.
- Identifies scanned documents so users can prioritize, configure data capture processes, and route documents based on user-defined rules.
- Creates index families. An index family represents a group of index fields and zones to capture data from a specific form or document. A single IndexPlus module step can use multiple index families, avoiding the need to maintain separate processes for different index field layouts.
- Defines custom keyboard mappings.
- Connects to multiple servers within a ScaleServer group.
- Performs interactive image and non-image indexing.
- Rotates or rejects images as part of a quality assurance process.
- Annotates images for highlighting, obscuring, and adding information.
- Performs "rubberband" indexing from OCR results.
- Sets user-defined business rules by using client-side scripts to populate index fields and compare index entries against other data sources.
- Populates and validates data automatically with field properties.
- Supports client-side scripts to validate the format or content of the index fields.
- Provides document assembly tools, enabling operators to classify pages and group them into document types.

New unattended client modules

InputAccel 6.0 includes the following new unattended client modules:

- Script Engine
- Image Divider
- Web Services Input
- Web Services Output
- Documentum Advanced Export (replaces Documentum Server Export)
- PrimeOCR Plus (replaces PrimeOCR for InputAccel)
- NuanceOCR (replaces ScanSoft OCR)

Script Engine

The Script Engine runs module-independent client-side scripts in an InputAccel process. A client-side script is a program that runs automatically as part of the process. Some key functions include:

- Running client-side scripts. The Script Engine module is used when a script needs to be run outside the context of an individual module, or when a module does not have its own scripting capability.
- Pre- or post- processing for other modules.
- Running in an unattended mode and automatically processing any tasks it receives, eliminating the need for an operator to manually start it each time a script must be run.

Image Divider

The Image Divider module can acquire, identify, and process multi-page image files. Once Image Divider identifies an incoming file as a multi-page image file, it can split this file into single-page files while preserving the attributes of the original image file. Some key functions include:

- Determining whether the imported file is an image file and of acceptable image file format.
- Splitting multi-page images into single-page image files.
- Identifying corrupt image files received from an import module.
- Collecting statistical information such as the number of files processed, file types processed, and file size processed.

Web Services Input

The Web Services Input module enables InputAccel to receive and process documents over the Internet. The module consists of three components:

- Web Services Input: Receives data for processing, which includes documents or the URLs of documents, and creates batches. Any document type that is compatible with InputAccel can be processed. When the module receives the document, it sends a stage file containing the document to the InputAccel Server. During setup, parameters are mapped to IA Values, which are also passed to the InputAccel Server.
- Web Services Hosting: Acts as a dedicated web server server and receives requests for a specific web service. In addition, this component extracts input parameters in XML format for subsequent processing by the Web Services Input module, transmits web request parameters to the Web Services Coordinator component, and waits for output parameters to send a response to the caller.
- Web Services Coordinator: Manages the Web Services Hosting component, maintains request and response data in an SQL database, and provides routing between Web Services Hosting and the Web Services Input module. In addition, Web Services Coordinator maintains task queues and synchronizes their processing.

Web Services Output

The Web Services Output module is an export module that enables InputAccel to use third-party services and participate in an SOA environment. It can also be used to provide a response to a web service call initiated by Web Services Input. Using the mapping information defined during setup, the module converts data represented in IA Values to a format compatible with the external Web Service.

Documentum Advanced Export

The Documentum Advanced Export module enables users to specify an unlimited number of objects for export, define properties for each one, and export documents to new or existing objects in the Documentum system. Documentum Advanced Export:

- Processes tasks unattended in production mode.
- Specifies objects and corresponding object properties.
- Designates the owners of newly-created documents and each object.
- Creates a flexible export list containing objects and renditions. All definitions can be exported to one or more folders and cabinets.
- Implements an object search to find and export documents.
- Supports major, minor, and branch versioning. Exporting a branch version is useful when the current version of the document is locked.
- Specifies the state within a document lifecycle to apply to a document, and specifies an alias set to determine the document permissions.
- Links one or more available document(s) to several folders during the export.
- Exports multiple renditions of a document.

PrimeOCR Plus

The PrimeOCR Plus module is a high-accuracy, high-reliability Optical Character Recognition (OCR) module.

PrimeOCR Plus:

- Performs high-quality OCR using multiple recognition engines.
- Processes tasks unattended in production mode.
- Recognizes binary, gray scale, and color images.
- Recognizes and outputs a variety of formats.
- Recognizes a variety of page layouts and page sizes.
- Recognizes complex page layouts automatically.
- Recognizes a wide variety of fonts and font sizes.
- Recognizes full page, single column text.
- Recognizes multiple languages simultaneously.
- Identifies supported languages automatically.
- Converts recognized text to the selected format.
- Creates multipage output files, if triggered as Level 1 or higher.
- Outputs in several popular text formats.
- Improves accuracy by performing a lexical check.
- Outputs documents to the InputAccel Server or directly to disk.
- Connects to multiple InputAccel Servers in a ScaleServer group.

NuanceOCR

The NuanceOCR module performs Optical Character Recognition of scanned or imported images and exports the image and index data to more than 25 different word processing and text formats.

NuanceOCR:

- Performs high-quality OCR using multiple recognition engines.
- Handles multiple recognition languages simultaneously.
- Checks and corrects the spelling of recognized pages.
- Adds characters to the current set of recognition languages.
- Selects filter combinations to limit recognized text to a restricted range of characters.
- Enables users to select from many popular output formats.
- Exports multiple formats in a single pass.
- Outputs documents to the InputAccel Server or directly to disk.
- Connects to multiple InputAccel Servers in a ScaleServer group.

Former EMC Consulting modules

InputAccel 6.0 includes the Multi-Directory Watch and Email Import modules that previously were available only through EMC Consulting. Although these modules are now officially supported, their functionality remains the same as it was in previous releases.

Multi-Directory Watch

The Multi- Directory Watch module monitors multiple directories for new files. When new files are detected in a specified directory, the module creates a new InputAccel batch based on the InputAccel processes (IPP) defined for that directory.

Multi-Directory Watch:

- Runs at intervals as needed. Each time it runs, the module imports files found in a watched directory into one or more batches until all files are imported.
- Locates images in subdirectories within a watched directory.
- Determines the level at which an image is inserted with each processed file.
- Deletes a file after it is successfully imported into the InputAccel system, unless an alternate success path directory is specified.
- Moves files with import errors to a selected error path directory, and logs errors to an error log file in the same directory.
- Displays errors that occur while importing files in the application window.
- Reads a delimited text file and parses the text into separate InputAccel attributes.
- Runs in unattended mode as a service.
- Parses the text of a specified XML file into separate InputAccel attributes.

Email Import module

The Email Import module receives documents in the form of email and attachments from a mail server. The module parses the incoming email, enabling the various parts of the email (message body and attachments) to be imported as separate items into InputAccel.

Client module enhancements for new and updated modules

The following features summarize the enhancements to the new and updated client modules available with InputAccel 6.0.

Run unattended modules as Windows services

All new unattended client modules can run as Windows services. Unattended modules do not require an operator to respond to error conditions, change module settings, or perform other administrative functions during the operation of the module. Instead, error conditions are logged and most errors do not prevent additional tasks from being processed by the module.

Custom client side scripting

- All new and updated client modules include the ability to run client-side scripts. Scripts are written as Microsoft .NET 2.0 assemblies, typically using either Visual Basic .NET or C# as the programming language. You can create an assembly externally using a development environment such as Microsoft Visual Studio 2005 and then import the resulting DLL file into a process or a batch, or you can use InputAccel's built-in script editor and compiler to create your assemblies directly within a client module in setup mode. Scripts can direct routing and error handling within a capture flow as well as perform database lookups and modify the behavior of the current task. In the IndexPlus module, client-side scripts can perform field-level validation and population functions. In the ScanPlus module, client-side scripts can perform custom functions within the scanning loop, taking the place of the Scan Callback API that was used in previous versions of InputAccel.
- InputAccel 6.0 includes a new standalone Script Engine module. This module runs client-side scripts between other module steps in a process.

Requirements for custom modules

Custom modules from a previous release should be reviewed to ensure that they always use `IAValueGetBinary( )` and `IAValueSetBinary( )` to read and write binary values and always use `IAValueGetAscii( )` and `IAValueSetAscii( )` to read and write string values.

Support for modules from previous releases

This section lists modules that are no longer installed but are backward compatible with InputAccel 6.0 and modules that are neither installed nor supported.

Modules no longer installed with InputAccel 6.0

InputAccel 6.0 does not install but provides backward compatibility for the following client modules:

- Administrator
- Documentum® e-Content Server™ Compatible Export
- IBM® Content Manager Compatible Export
- iManage® WorkSite™ Server Compatible Export
- Index
- Module
- Rescan
- Scan
- Supervisor
- Watch

Modules no longer installed nor supported

InputAccel 6.0 does not install or support the following client modules:

- Automatic Quality Assurance
- Excel Graphing
- Forms modules (based on the Mitek platform)
- InputAccel Capture for Documentum
- InputAccel Express
- OCR
- OCREdit
- SharePoint 2001 Export
- Text Export

Third-party compatibility

InputAccel version 6.0 is compatible with the following:

- VMware support: InputAccel can be run within the following VMware products:
  - VMware Workstation version 6.0.4 or 6.0.5 (when running a 32-bit operating system)
  - VMware Workstation version 6.0.5 (when running a 64-bit operating system)
  - VMware Server 1.0
  - VMware ESX Server 3.5
  - VMware VMotion (enabling VMotion is transparent to InputAccel components)
- Citrix support: InputAccel client module IndexPlus is compatible with the following Citrix products:
  - Citrix MetaFrame Presentation Server 4.0
  - Citrix MetaFrame Presentation Server (XenApp) 4.5

  Typically customers use Citrix to host IndexPlus for a large group of index operators.
- IPv6: InputAccel supports Internet Protocol version 6 (IPv6).
  - InputAccel Servers: IPv6 is supported on Windows Server 2003. (IPv6 protocol must be installed for Windows Server 2003.)
  - InputAccel client modules: IPv6 is natively supported under Windows Vista. IPv6 is supported on Windows Server 2003 and Windows XP with SP2. (IPv6 protocol must be installed for Windows Server 2003 and Windows XP Professional.)

  Additional information for installing the IPv6 protocol for Windows Server 2003 and Windows XP can be found at Microsoft's TechNet website.

Additional features

InputAccel has the following additional features:

- Automatic Color Detection (ACD) during scanning and better multi-stream support.
- Support for postnet barcode (using PixTools for .NET).
- Completely rewritten and redesigned Help system.

Recognition engine name changes

Recognition Engine names in the product and documentation may not match the EMC Sales and Marketing materials.

Recognition Engine name in sales and marketing materials	**Recognition Engine name in product**
InputAccel Handprint / OMR Recognition	• Handprint Numerals (HNR) • Recognition Handprint (RER) • OMR Optical Mark (OMR)
Prime Recognition	PrimeOCR Plus for InputAccel

Key terminology changes

The following table lists the key terminology change in InputAccel 6.0.

Current terminology	**Previous terminology**	**Description**
Step	Instance	Indicates a specific configuration of an InputAccel module within a process or batch that is associated with an IPP.
Process	• CaptureFlow • ProcessFlow • Process • InputAccel Server processes	A compiled IPP that the InputAccel Server uses as a template to create batches.

Features no longer supported

The following features are no longer supported in InputAccel 6.0.

- **FAT support**: FAT32 disk partition is no longer supported for the InputAccel Server. The InputAccel Server fully supports locating its main directory structure on an NTFS file system, and uses the built-in NTFS security system (access control lists) to implement its own security.
- **Audit Extensions**: The InputAccel Database replaces Audit Extensions from previous versions of InputAccel. Audit Extensions are not included with InputAccel 6.0, but can be upgraded to work with InputAccel 6.0. Audit Extensions will not be supported in subsequent releases of InputAccel.
- **Alerts management**: Administration Console will not support alert conditions for Administrator module alerts or InputAccel Server alerts. Audit, warnings, and errors are now handled by Administration Console using the logging and reporting functionality.

  Workaround:
  - Use the Administrator module from previous versions. This is applicable to existing customers only.
  - Use the Input Management Console to manage alerts.
- **Automatic rollback**: Unlike previous versions, installation of InputAccel 6.0 cannot be rolled back automatically. After InputAccel 6.0 is installed, the previous version is replaced. Refer to the Installation Guide for instructions to roll back to a previous version of InputAccel.

Chapter 3

Environment and system requirements

Different InputAccel components have different hardware and software requirements. All installations require an InputAccel Database hosted by Microsoft SQL Server, as well as an Administration Console web application installed on a server running Microsoft Internet Information Services (IIS). Refer to the Installation Guide, Chapter 2, System requirements and recommendations for detailed requirements of each InputAccel component.

Chapter 4

Known problems and limitations

This section identifies problems and limitations that may affect your use of the product.

Known problems

This section describes known defects in InputAccel 6.0 that may affect your use of the product. Problems are listed for each component and feature of InputAccel 6.0.

InputAccel Server problems

Bug number	Description
IA-17569	The `iacopy1.ipp` sample process does not work as intended. Do not use this sample IPP. **Workaround**: Contact Support for an upgraded version of the `iacopy1.ipp` sample process.
IA-17164	In some cases, a notebook computer that does not have a parallel port encounters a `STOP` error (displays a blue screen with an error message and shuts down) after being undocked from a docking station that has a parallel port (when the notebook computer is running the InputAccel Server). **Workaround**: The Sentinel driver that is installed for use with a parallel port hardware security key is causing the issue, even though you may not be using a parallel port security key. To prevent this problem, use Windows Device Manager to disable the Sentinel driver in all hardware profiles. The Sentinel driver can be found under "Non-Plug And Play Drivers."
IA-16145	Client modules new in InputAccel 6.0 are not compatible with previous versions of the InputAccel Server. An error message, however, does not display when attempting to connect a new InputAccel 6.0 client module to a previous version of the InputAccel Server.

Bug number	Description
IA-15171	The InputAccel Server closes unexpectedly if the InputAccel Server is running with Microsoft Data Execution Prevention (DEP) feature enabled.
IA-12656	InputAccel Server 6.0 does not support using the Administrator module for ScaleServer configuration. The Administrator module may be used and is supported by the InputAccel Server 6.0 for all other previously supported functionality. **Workaround**: Use the Administration Console module to configure ScaleServer groups.

InputAccel Database problems

Bug number	Description
IA-15286	If Audit Extensions are upgraded, creating batches results in errors logged by the InputAccel Server to the tbl_AuditErrorlog table in the InputAccel Database. These errors occur because a stored procedure, `up_InsertAuditLogging.sql`, is not upgraded. **Workaround**: 1. On the computer where the InputAccel Database and Microsoft SQL Server Management Studio is installed, open the stored procedure, `up_InsertAuditLogging.sql`, from Windows Explorer. (Default installation location: `InputAccel\Databases\DBScripts\ReportsDB\Procedures`) 2. Ensure that the **Connect to Database Engine** window lists the correct InputAccel Server and click **Connect**. 3. Select **Legacy Audit Database** from the **Available Databases** list and then execute the stored procedure.

Client module problems

Component/Module	Bug number	Description
Administration Console	IA-17597	If auto refresh occurs while performing administrative tasks on any of the panes related to **Logs**, **Batch Traffic**, **Servers**, **Processes**, or **Modules**, any work being performed can be disrupted. When performing administrative tasks on these panes, use the **Auto Refresh** link on the particular pane to turn off the auto refresh feature. When administrative tasks are finished, click the link again to switch the auto refresh feature back on. **Note:** When taking actions such as deleting a batch, the **Batch Traffic** pane must be refreshed first or an "`Unknown error`" message may display.
	IA-17374	Original process settings are retained after the process is deleted and then copied with new settings from another server. For example, if a process exists on different servers and you change the process settings on one server (IAServer1), delete the process from the other server (IAServer2), and copy the changed process from IAServer1 to IAServer2, then the copied process on IAServer2 retains the settings from the deleted process. **Workaround**: Do not delete a process if you want to copy changed process settings from a different server. Instead, copy the process settings from one process over to the other.
	IA-15623	Adding a hosting or changing the Hosting configuration while processing a web request, results in the Web Services Hosting component rejecting the connection with the web client and aborting all connections affected by these changes.
ScanPlus and RescanPlus	IA-17193	ScanPlus and RescanPlus do not support the Kodak 9500 Digital Science Series scanner. **Workaround**: Use the Scan module to continue using the Kodak 9500 Digital Science Series scanner.

Component/Module	Bug number	Description
ScanPlus and Web Services Input	IA-17141	Using `@(Index)` in an autobatch naming schema creates misnumbered batches and stops batch creation when a third server is dynamically added to, or removed from, a ScaleServer group. The error message: "`A batch with this name already exists`" displays when batch creation stops. **Workaround**: Use the `@(IndexString)` key instead of the `@(Index)` key in the batch naming schema. In addition, use the `@(Time)` key with the `@(Index)` key to further reduce the risk of duplicate batch names. For example: `@(Name)@(Server)@(Time)@(Index)`
RescanPlus	IA-17604	Do not set the `NeedsRescan`=4 or `NeedsRescan`=6 values in RescanPlus. `NeedsRescan` values are interpreted incorrectly by RescanPlus. If the node has `NeedsRescan`=4 or `NeedsRescan`=6, RescanPlus should replace the old image for this node with the new image, but this does not occur. Instead, the old image is maintained. **Workaround**: If you need to set `NeedsRescan`=4 or `NeedsRescan`=6 for your existing IPP, you must use the Rescan module from previous versions.
	IA-16837	The File Audit Trail report displays an additional entry for the first task in a batch that is processed by the RescanPlus module.
IndexPlus	IA-17583	When IndexPlus is running in a ScaleServer environment and one of the servers from the ScaleServer group is disconnected, IndexPlus may stop processing tasks or shut down unexpectedly. **Workaround**: Restart the module to continue processing tasks from the other servers in the ScaleServer group.
	IA-17561	Using the mouse during indexing can cause undesirable behavior and is not recommended. If using the mouse during indexing is required, contact support for a workaround.

Component/Module	Bug number	Description
IndexPlus	IA-17424	There are two errors that occur in the IndexPlus module that result from dynamically adding or removing InputAccel Servers to a ScaleServer group while IndexPlus is running in Run Single mode: • An error "`Value provider was unable to get the value from the server`" occurs if an InputAccel Server is dynamically added to a ScaleServer group while IndexPlus is running in Run Single mode. • An error "`General processing error: Exception of type System. FormatException with message: Input string was not in a correct format.`" occurs if an InputAccel Server is dynamically removed from a ScaleServer group while IndexPlus is running in Run Single mode. **Workaround**: Restart the IndexPlus module. **Note:** No tasks are lost when these errors occur.
Web Services Input	IA-17159	Multiple instances of the Web Services Input module installed on the same computer do not receive tasks as intended. If using multiple Web Services Input instances on the same computer, then only the first instance receives and processes tasks. **Workaround**: Install and start multiple Web Services Input service instances on different computers.
Multi-Directory Watch	IA-17157	Multi-Directory Watch module does not start as a service under the Network Service account or a local user account. **Workaround**: When installing the Multi-Directory Watch module as a service, specify a domain user account or a local user account with administrative rights as the account the Multi-Directory Watch service will run under.

Component/Module	Bug number	Description
Documentum Advanced Export	IA-17589	Documentum Advanced Export logs inaccurate information and there is a potential for data loss when batches are copied from InputAccel 5.3 to InputAccel 6.0. These errors occur if the Documentum Advanced Export module is run in the following situations: • The error settings "`Continue current task and keep accepting tasks`" or "`Continue current task, then stop accepting tasks`" are applied before batches are upgraded to InputAccel 6.0 • Batches are copied from InputAccel 5.3 to InputAccel 6.0 before Documentum Advanced Export is run in production mode. • Documentum Advanced Export is running without the appropriate **`-loginex`** parameters. **Workaround**: Login to Documentum Advanced Export using the **`-loginex`** parameter.
	IA-17423	The module step settings of Documentum Advanced Export are not saved when the settings are copied and then pasted to the Documentum Advanced Export step in a different process.
	IA-15215	When exporting to a Documentum Docbase in Documentum Content Server version 5.3, an error occurs if the Documentum Advanced Export module specifies a user who is not the document owner or a superuser. The error is similar to "`Must be a superuser/owner or anyone with change_owner permission to change the owner_name to 'username'`". This error occurs even though the user has the extended permissions "Change Ownership". **Note:** This error does not occur when exporting to a Docbase in Documentum Content Server version 6.0. **Workaround**: When running Documentum Advanced Export in setup mode, make sure the user specified in the **Permission** tab is either the object owner or a user who has superuser status.

Component/Module	Bug number	Description
Documentum Advanced Export	IA-13129	When setting up the Documentum Advanced Export module, changes to Documentum objects may not take effect immediately due to caching in the Documentum Foundation Classes (DFC) that are used by the module. If the module is run in production mode and batches are exported immediately after making changes, the settings just configured may not be used. **Workaround**: After changing Documentum object properties (such as ACL settings), either wait for the cache to expire (approximately 10 minutes), or restart the Documentum Advanced Export module in production mode to clear the DFC cache immediately.
	IA-12863	When a Documentum Docbase is hosted by an MS SQL Server 2005 database, testing a DQL query to search for an existing `dm_cabinet`, `dm_folder`, or `dm_document` object during Documentum Advanced Export setup results in the Documentum Server timing out, which in turn causes the Documentum Advanced Export module to become unresponsive. If an item is not retrieved within a reasonable amount of time when a query is tested in setup mode by using the **Search for the object using DQL** field, then the query is not valid. Clicking **Stop** to end the test will leave the export module unresponsive. The status becomes "Aborting network operation", and clicking **Close** does not close the module. This issue does not occur when the Documentum Docbase is hosted by an Oracle database. **Workaround**: Use Windows Task Manager to end the `QuickModuleHost.exe` process related to running Documentum Advanced Export in setup mode and then restart the module in setup mode to complete the export definition.

Component/Module	Bug number	Description
Documentum Advanced Export	IA-9776	With Documentum Server version 5.3.0.413 SP4, when the user account specified in Documentum Advanced Export does not have superuser privileges and is not the default owner of an object, an error generates when exporting new objects such as documents and folders. The error message states: "`An error occurred while saving Documentum object <Object_name> due to: Must be a superuser/owner or anyone with change_owner permit to change the owner_name to...`". **Workaround**: Upgrade to Documentum Server version 6.0.0.106.
	IA-9433	Documentum Advanced Export fails when the Document definition is set to the `dm_docset` object type in setup mode. Refer to the Documentum Advanced Export Guide for more information on setting the Document definition. Also refer to the Documentum support database for more information regarding the `dm_docset` object type.
PrimeOCR Plus	IA-17325	When running PrimeOCR Plus as a service, the Network Service account must have read/write permissions to the path `C:\Program Files\InputAccel\client\binnt\`. If the Network Service account permissions are not set, the module will not process tasks and will generate an error that the client has disconnected abnormally.
NuanceOCR	IA-17073	The following error occurs in the NuanceOCR module when **Third-Party AmpLib Barcode** is set as the **Recognition Engine**: "`No selected recognition module. OCR_NO_MODULE_WARN`" **Workaround**: Append **`\Client\binnt\Nuance_engine\`** to the PATH environment system variable.
	IA-16619	A memory leak occurs in the NuanceOCR module when full page recognition is used with output PDF generation after processing 4000 or more pages. **Workaround**: 1. In setup mode, select **Engine** from the navigation pane. 2. In the Unload Engine area, select **Pages** and type 500. This setting enables automatic reinitialization of the OCR engines every 500 pages.

Component/Module	Bug number	Description
Process Developer	IA-17533	There is a mismatch with some installed sample IPPs (`Capture3.ipp`, `DCTMRescn.ipp`, `Export5.ipp`, and `Scan_OCR_ImgExp_WSO.ipp`) and the associated project MDFs because the sample IPPs were created with older MDFs than those that are installed with InputAccel 6.0. For these IPPs to work as intended, users must open these sample IPPs in Process Developer, select the latest installed MDF, and then recompile the IAP. **Steps**: 1. Open an IPP (`Capture3.ipp`, `DCTMRescn.ipp`, `Export5.ipp`, or `Scan_OCR_ImgExp_WSO.ipp`) in Process Developer. The **Process Developer** window displays. 2. Click **Select MDF** and in the **Select MDF** window, select the MDF that points to the current installed location of the MDF (`C:\Program Files\InputAccel\Client\src\ipp` by default). 3. Recompile the IAP.
Scan (only available when the client module is upgraded with the Backward Compatibility Pack)	IA-17568	The list of scanners added using the AddScan functionality in previous versions of the Scan module is not available in the Scan module after upgrading to InputAccel 6.0. **Workaround**: Before an upgrade, back up the `pixezia*.chn` file (default location: `c:\program files\inputaccel\client\binnt\`) and copy the file back to `c:\program files\inputaccel\client\binnt\` after a successful upgrade.
	IA-17211	An automation error occurs if the Kofax VirtualReScan (VRS) version 4.2 is selected when running the Scan module in setup mode. The error results in the **Auto-rotate** and **Delete blank page** settings not getting saved. **Workaround**: When running the Scan module in setup mode, select the Kofax VirtualReScan (VRS) version 4.1 SP1 scanner driver.

Component/Module	Bug number	Description

FileNet Panagon IS/CS Export	IA-17537	If FileNet Panagon IS/CS Export is installed on a Windows Vista system, the following changes are required:
		• Install Capture Professional 5.2.
		• Modify the `HOSTS` file for the FileNet Image Desktop Manager (IDM) to log in and connect to a FileNet Image Services (IS) server.
		To modify the HOSTS file:
		In the `Windows\System32\Drivers\Etc\HOSTS` file, add entries in the following format for each FileNet library to connect to:
		`<IP address of domain:organization> <domain-organization>-nch-server`
		Where:
		• <IP address of domain:organization> is the IP address of the FileNet domain and organization identifying the target FileNet library system.
		• <domain-organization> is the domain and organization name.
		Follow these rules when specifying the domain-organization name:
		• Use only ASCII alphanumeric characters and hyphens.
		• Convert all upper case characters to lower case.
		• Insert a hyphen between the domain and organization names.
		• Append “nch-server” as a literal.
		For example, for a FileNet library that has a domain name “ace_1”, organization name “FileNet”, and IP address “123.45.6.78”, the HOSTS file entry is:
		`123.45.6.78 ace1-filenet-nch-server`

Component/Module	Bug number	Description
Image Enhancement	IA-16019	Diagonal barcodes are not detected when the **Diagonal** orientation filter is specified for the **Bar Code Detection** filter when the Image Enhancement module is run in setup mode.
	IA-16018	CODABAR and Code 39 barcodes are not detected when specified in the **Extended Bar Code Detection** filter when the Image Enhancement module is run in setup mode.
ODBC Export	IA-16869	An error occurs when the ODBC Export module is used with IBM DB2 version 9.5. The error message states "`Invalid Connection String attribute`". **Workaround**: Run ODBC Export in setup mode and edit the connection string in the DSN file. An example of a valid connection string: `[ODBC] ODBC DRIVER=IBM DB2 ODBC DRIVER - DB2COPY1 UID=Administrator DBALIAS=QADB1 MODE=SHARE` **Note:** DBALIAS should also be defined in the IBM DB2 client settings.
PDF Export	IA-4750	Clearing the **Insert bookmarks** checkbox when running PDF Export in setup mode does not function correctly when exporting files at the Document level (level 0) in production mode. The exported PDF files retain the bookmarks.
MS Sharepoint	IA-12752	Batches created using a process that included MS Sharepoint Export are not compatible with and cannot be exported to Sharepoint 2007.
Image Export	IA-16465	Image Export closes unexpectedly if the **Schema name** specified in setup mode results in a file name longer than 255 characters.

Related product family problems

Product family	Bug number	Description
eInput	IA-16953	An eInput sample process generates an error message when eInput 2.0 is installed on an InputAccel 6.0 system. When you add the `_eInput3 – eScan + PrimeOCR + eIndex + Values to XML` sample process in Administration Console and select the PrimeOCR module step to run in setup mode, the following error message displays: "`Cannot start setup module. Error: BeginSetup failed because of exception: Object reference not set to an instance of an object`". This error is a result of the IPP calling the PrimeOCR module instead of the PrimeOCR Plus module. **Workaround**: Open the sample IPP in Process Developer and replace the PrimeOCR step with the PrimeOCR Plus step, recompile the sample IPP, and reinstall the sample IPP in Administration Console.
	IA-16564	When eInput 2.0 is installed on an InputAccel 6.0 system, the eIndex module displays character strings instead of index fields when run in production mode. This problem occurs when you install processes that include the eIndex step in Administration Console, run eScan and then eIndex in setup mode, create a batch in eScan in production mode, and then run eIndex in production mode. **Workaround**: Install the eInput 2.0 patch (version 2.0.0.153 or later) on the InputAccel 6.0 system.
InputAccel Express and InputAccel Capture	IA-17442	After upgrading InputAccel 5.3 SP 3 to InputAccel 6.0, the shortcuts for InputAccel Express and InputAccel Capture (modules that are no longer installed) continue to be available from the **Start > Programs > InputAccel** menu. The shortcuts, however, are not functional.

Product family	Bug number	Description
FormWare	IA-16937	If FormWare is used with an InputAccel 6.0 system, an error occurs in the CompletionNew step. The error message states: "`Unable to continue, failed to convert FormWare file system state to an InputAccel tree.`" **Workaround**: Installing the `FWIACmpt53148.zip` patch addresses this problem. Contact Support for issues related to FormWare compatibility with InputAccel 6.0.
	IA-4408	If FormWare for InputAccel is used with an InputAccel 6.0 system, the **Access Images Directly** mode cannot be used. This feature has been discontinued in InputAccel 6.0 because modules cannot access stage files directly from a network share on the InputAccel Server. **Workaround**: Use the **Copy Images** mode.

Limitations

This section describes limits on the usability of current functionality in InputAccel 6.0. The limitations may be part of the product design or may result from issues with associated third-party products.

InputAccel client components installer limitation

Bug number	Description
IA-17581	If you want to do a custom install of the three InputAccel ClickOnce packages on a single computer, make sure that all the three ClickOnce packages (ScanPlus ClickOnce Package, RescanPlus ClickOnce Package, and IndexPlus ClickOnce Package) are selected and installed at the same time. Not doing so will result in some files being deleted from the ScanPlus ClickOnce Package.

InputAccel general limitations

Bug number	Description
IA-15752	InputAccel 6.0 is an English (US)-only release. Special language or culture settings in third-party applications, such as a web browser and databases, will not work because only English (US) is supported by the InputAccel system. **Workaround**: Any language or culture codes for supporting applications, such as a web browser, should be set to English (US) to avoid unpredictable results.
IA-13508	InputAccel 6.0 is an English (US)-only release. All client computers and InputAccel Server computers must use the same English locale with the same English date/time formatting. The locale must be set to English on both the server and client computers.

InputAccel Server limitations

Bug number	Description
IA-17540	The `KeepTrackOfCriticalSections` server parameter has a default value of “1”. This hidden server setting helps diagnose server problems, but can impair server performance under heavy server load conditions. Changing it to “0” can increase server performance under heavy load. Contact Support for details on changing the `KeepTrackOfCriticalSections` value.

Client module limitations

Component/Module	Bug number	Description
All InputAccel client modules	IA-15785	Warnings are not displayed when the annual page limit is nearly reached in the second year of a renewed annual license.
New unattended client modules: • Documentum Advanced Export • PrimceOCR Plus • NuanceOCR • Script Engine • Image Divider	IA-17538	Running any of the new unattended modules as an application in a ScaleServer environment results in the following errors: • The following error message is logged to the error log. This error is logged every two minutes that the module is running as an application. "`Internal error occurred during processing. 'Emc.InputAccel.Workflow.Client.Providers.Default.IAListException: Operation cannot work in a ScaleServer group. Emc.InputAccel.Workflow.Client.Providers.Default.IACLNT32Exception: Operation cannot work in a ScaleServer group`". • The user interface for the module does not display the number of remaining tasks on the InputAccel Server. **Workaround**: Run the modules as a Windows service.
New client modules and Administration Console	IA-16550	Administration Console and the client modules that are new in InputAccel 6.0 do not display a warning when the connected InputAccel Server has an activation state of "Grace" or "Expired". **Workaround**: View warning messages about the activation state of the connected InputAccel Server in the Windows Event Log.
Administration Console	IA-17206	Selecting the last process in the **Processes** pane results in the vertical scroll bar for the **Processes** table to move upwards and lose focus.
ScanPlus	IA-14405	When working in ScanPlus, maximize the **ScanPlus** pane to ensure that all options remain available.

Component/Module	Bug number	Description
IndexPlus	IA-13674	When running IndexPlus in setup mode, the size of options on the navigation panel may change if the user selects different navigation options or resizes the InputAccel IndexPlus Setup window.
	IA-11333	IndexPlus scripting implementation does not support reading and writing of IA Values that are structures.
Documentum Advanced Export	IA-9648	Documentum Advanced Export can have problems exporting specific subtypes of `dm_document` object types such as `dmc_notepage` when using some versions of DFC 5.3. **Workaround**: Upgrade to DFC 6.0.
Modules from previous releases	IA-17361	In InputAccel 6.0, the functionality of client modules connecting to ScaleServer group remains unchanged if all servers in the ScaleServer group are specified during login (for example: **`iaipi.exe -login:*@iaserver1;iaserver2;iaserver3`**.) However, an issue can occur when connecting to a ScaleServer group with the new approach of supplying only one server name terminated by a semicolon (for example: **`aipi.exe -login:*@iaserver1;`**). When using this **`-login`** syntax, the specified server is queried for the name of other servers in the group so that the module can attempt to connect to all the servers. If the specified server is down, the client module does not connect to the entire ScaleServer group. Instead, when the specified server becomes available, the client module connects to that server but does not connect to the rest of the group. **Workaround**: • Restart all services if client runs before the InputAccel Servers are available. • Use the previous approach of typing the names of all InputAccel Servers in the ScaleServer group in the **`-login`** syntax used by modules running as services.

Component/Module	Bug number	Description
Modules from previous releases	IA-15706	Modules from previous InputAccel versions running under Windows Vista cannot access parameters in the `Win.ini` file unless the user has administrator rights.

Chapter 5

Documentation

This section describes the documentation related to this product.

InputAccel 6.0 documentation set

These documents comprise the InputAccel documentation set for this version of the product:

- *InputAccel Release Notes*, version 6.0 (this document)
- *InputAccel Installation Guide*, version 6.0 (P/N 300-007-693)
- *InputAccel System Overview Guide*, version 6.0 (P/N 300-007-692)
- *InputAccel Main Help*, version 6.0 (P/N 300-007-691)

Obtaining the correct documentation

The Powerlink website (http://powerlink.EMC.com) contains the downloadable packages for specific product versions along with the release notes, installation guide, and other relevant documentation associated with the product version. To locate product documentation, navigate to Support > Technical Documentation and Advisories > Software ~ C ~ Documentation > Captiva Family, then select the product name and version number.

Documentation corrections and clarifications

This section lists corrections to the product documentation.

Guide	Bug number	Description
Administration Guide	IA-17401	The Administration Guide describes the **Scope workstation** field as being prepopulated with all workstation names in the Tbl_Computer table in the InputAccel Database. This is incorrect. The **Scope Workstation** field, used when adding a log rule, viewing, and changing log rule settings, is prepopulated with all workstation names in the Tbl_AuditErrorLog table.
	IA-17338	The Administration Guide does not detail the InputAccel Server parameters. For a list and description of the server parameters, refer to Appendix A, InputAccel Server parameters.
IndexPlus Guide	IA-17272	The IndexPlus Guide lists predefined Documentum functions used to populate and validate index fields with data contained within the Documentum Docbase. `-docbaselookupresult` is listed incorrectly as a Documentum function. `-docbaselookupresult` is an index field identifier that is specified in **Field Id** on the **Fields** tab when running IndexPlus in setup mode. `-docbaselookupresult` is not used to customize parameters implemented by the scripting functionality.
Documentum Advanced Export Guide	IA-17523	The "Setting up error handling" topic in the Documentum Advanced Export Guide describes two additional options for the **Automatically abort entire task** feature. These options include: **Abort entire task** and **Skip node that produced the error and continue with remaining nodes**. Both these options do not apply to Documentum Advanced Export and are not available during Documentum Advanced Export setup.

Chapter 6

Software media, organization, and files

This section describes the media in which the software is available, the organization of the product components in the available media, and the file names for all available product components which can be downloaded.

Software media

This product is available as an FTP download from the Powerlink website (http://powerlink.EMC.com). You should have received instructions through email regarding how to download products.

Organization

The Powerlink website (http://powerlink.EMC.com) provides access to https://EMC.subscribenet.com/control/dctm/index, which provides a complete listing of the products available for download.

Chapter 7

Troubleshooting and getting help

Captiva's technical support services are designed to make your deployment and management of Captiva products as effective as possible. The *Customer Guide to EMC Software Support Services* provides a thorough explanation of Captiva's support services and policies. You can download this document from the Powerlink website (http://powerlink.EMC.com) by navigating to Support > Request Support > Customer Support Guide.

Appendix A

InputAccel Server parameters

This table describes InputAccel Server parameters.

Server parameter name	Description	Read/ Write (R/W)	Default value	Min. value	Max. value
BatchInitThreads	Number of batches that the InputAccel Server will load at the same time during startup.	RW	4	1	50
BatchMaxAddressSpaceK	Maximum amount of virtual address space that the InputAccel Server allows batches to use. If the server requires address space beyond this limit, then the InputAccel Server unloads other batches to create the additional space. Possible "BatchMaxAddressSpaceK" values are: • For a 32-bit OS (2 GB memory): 1572864 (0x180000) • For a 32-bit OS (3 GB memory): 2621440 (0x280000) • For a 64-bit OS (4 GB memory): 3670016 (0x380000)	RW	1572864 KB (1.5GB)	32768 KB	3670016 KB

Server parameter name	Description	Read/ Write (R/W)	Default value	Min. value	Max. value
BatchMaxLoaded	Maximum number of batches that can be loaded at a time. At a minimum, set this value equal to the number of active batches or connected modules, whichever is less. **Note:** The limit specified by "BatchMaxAddressSpaceK" takes precedence over the limit specified by "BatchMaxLoaded". For example, if "BatchMaxLoaded" is set to 65, and 20 batches are loaded that reach the limit specified by "BatchMaxAddressSpaceK", then the InputAccel Server will not load a 21st batch (even though "BatchMaxLoaded" is set to allow the loading of up to 65 batches). Instead, the Server will unload one of the 20 batches, then load another batch, keeping the total at 20.	RW	100,000,000	1	Max. integer
BatchMaxVBProjectsLoaded	Maximum number of Visual Basic (VB) projects loaded at any given time. The InputAccel Server loads up the projects until this limit is reached, at which time it will free the last used VB project.	RW	100	1	1000
BatchShrink	Shrinks batch and process files when closing. This requires slightly less disk space at the cost of slowing the server down.	RW	0 (False)	0	1

Server parameter name	Description	Read/ Write (R/W)	Default value	Min. value	Max. value
BatchSync	Maximum number of seconds that the InputAccel Server waits before saving batch and process files to its disk. If the InputAccel Server must be restarted due to a power failure, critical software failure, or other abnormal termination, then the state of the batch is restored using information committed to disk during the last commit.	RW	300 seconds	1 second	Max. integer
BatchSyncMaxTime	Maximum amount of time spent syncing a set of batches. If set to 0 (the default) the server spends as much time as necessary to sync batches. Setting to a non-zero value may result in the batches not being synced as frequently as specified in the “BatchSync” parameter.	RW	0 msecs	0	Max. integer
CanPauseWhileDebugging	Determines whether or not the InputAccel Server can be paused while a batch is being debugged in Process Developer. If set to 1 (default), then the server can pause during debugging and will disconnect any instances of Process Developer. If set to zero, the InputAccel Server cannot be paused during debugging.	RW	1 (True)	0	1
ClientPing	Number of seconds a client module must be idle before the InputAccel Server pings it.	RW	60 seconds	1	Max. integer
ClientTimeout	Number of seconds a client module must be idle before the InputAccel Server forcefully disconnects it.	RW	300 seconds	1 second	Max. integer

Server parameter name	Description	Read/ Write (R/W)	Default value	Min. value	Max. value
ClusterReconnectTime	Number of milliseconds this InputAccel Server will wait until it attempts to reconnect to a server to which it does not have a connection. If it fails, then it will try again in "ClusterReconnectTime".	RW	60000 msecs	5000 msecs	Max. integer
ClusterTimeout	The period that the InputAccel Server will wait for a response when communicating with another server in a ScaleServer group.	RW	10000 msecs	100 msecs	Max. integer
DebugLevel	Error checking level for basic InputAccel Server operations. We recommend using the default value of 1, although setting this value to zero may slightly increase the performance of the InputAccel Server. The InputAccel Server checks for errors after basic functions occur, including locking, unlocking, allocating, and reallocating memory and freeing disk space.	RW	1	0	1
DisableCryto	The server disables the encrypting that protects IA Values across the network.	RW	0 (False)	0	1
DisableIPV4	Disables listening for connections on IPv4 network. If both "DisableIPv4" and "DisableIPv6" are enabled, then the InputAccel Server will not be able to receive any client connections.	R	0 (False)	0	1

Server parameter name	Description	Read/ Write (R/W)	Default value	Min. value	Max. value
DisableIPV6	Disables listening for connections on IPv6 network. If both "DisableIPv4" and "DisableIPv6" are enabled, then the InputAccel Server will not be able to receive any client connections.	R	0 (False)	0	1
DiskReserveK	Specifies the amount of extra disk space (in KB) to reserve on the volume pointed to by "RootDir". The InputAccel Server will stop processing and send a notification to the client modules after the available disk space on this volume falls below the amount determined by "BatchMaxAddressSpaceK" or "DiskReserveK".	RW	1536000 KB (1.5GB)	256 KB	Max. integer
EventLogLevel	Determines the events that are recorded to the Windows Event Log. To determine which events are logged, use the following values. These values and the sum of these values are the only valid logging combinations: • 1/0x01: Errors • 2/0x02: Warnings • 4/0x04: Information • 8/0x08: Audit successes • 16/0x10: Audit failures • 128/0x80: Successes The default value is: 128 Successes + 16 Audit failures + 2 Warnings + 1 Errors = 147.	RW	147 (0x93)	0	N/A

Server parameter name	Description	Read/ Write (R/W)	Default value	Min. value	Max. value
FileTraceBackupFileCount	Number of copies of the InputAccel Server log file, `debug.out`, to save.	RW	10	1	100
FileTraceLevel	Controls the logging that goes to the InputAccel Server log file, `debug.out`. The following values can be added together to attain different logging levels. These, and their sums, are the only valid trace combinations: • 1: Miscellaneous • 2: Net • 4: Console • 8: Information • 16: Warning • 32: Error • 64: Fatal The default is: 64 Fatal + 32 Error + 16 Warning + 4 Console = 116	RW	116 (0x74)	0	N/A
HideUserIdentity	If enabled, this parameter hides the user identity in logs or reports that are generated. This parameter cannot be turned off if the InputAccel Server license includes a feature code “Q” .	RW	0 (False)	0	1

Server parameter name	Description	Read/ Write (R/W)	Default value	Min. value	Max. value
IOThreadCount	The number of "IO Completion Port threads", which indicate the number of main processing threads on the server. If it is set to 0 then the server will choose a value of 5x the number of physical processors. The maximum value of this parameter is 64.	R	#CPU cores x 5	0	64
MaxDebugOutSizeK	Maximum allowed size in KB, of the InputAccel Server log file, `debug.out` file. After the file reaches the maximum size, debug messages begin overwriting the oldest debug messages in the file. A value of 0 indicates unlimited size for the file.	RW	100000 KB (100MB)	0	Max. integer
PagesToBorrow	The number of pages that an InputAccel Server can borrow from another server in a ScaleServer group when the InputAccel Server runs out of its own pages. The server borrows pages in multiples of this value rather than a single page at a time.	RW	1000 pages	100	100000
ProhibitNewerClients	Prevents client modules versions newer than the current server version from connecting. **Note:** This feature is relevant for future releases of client modules.	RW	0 (False)	0	1

Server parameter name	Description	Read/ Write (R/W)	Default value	Min. value	Max. value
RequireLatestClient	Ensures that the client module version matches the version of InputAccel Server that is running. Setting this value to 1 disallows any client modules to connect that use a client DLL prior to the release of the InputAccel Server. Typically this only allows compatibility enforcement of major product revisions, for example, requiring InputAccel 6.0 client modules with InputAccel Server 6.0. Setting this value to 0 enables an older or current client module version to connect to the InputAccel Server. **Note:** This feature is relevant for future releases of InputAccel.	RW	0 (False)	0	1
RootDir	Root directory in which to place all the InputAccel Server and InputAccel related files, such as batches and processes. By default, this folder is set to: `c:\IAS`. **Note:** Turn off any virus checking of this folder since it results in performance degradation of InputAccel.	R	c:\ias	N/A	N/A
SecurityPackage	Determines the security package to be used. By default, this is set to "Negotiate". Other acceptable values include: • NTLM • Kerberos	R	Negotiate	N/A	N/A

Server parameter name	Description	Read/ Write (R/W)	Default value	Min. value	Max. value
StringTraceLevel	Level at which string tracing occurs when running the InputAccel Server as an application. This parameter controls the level of logging displayed at the InputAccel Server command prompt. The following values can be added together to attain different logging levels. These, and their sums, are the only valid logging levels: • 1: Miscellaneous • 2: Net • 4: Console • 8: Information • 16: Warning • 32: Error • 64: Fatal The default is: 64 Fatal + 32 Error + 16 Warning + 4 Console = 116	RW	116 (0x74)	0	N/A
TcpIpPort	The TCP/IP port name or port number of the InputAccel Server.	R	10099	N/A	N/A
TriggerIfEmpty	When this is set to the default, tasks that have no children nodes are considered triggered.	RW	1 (True)	0	1
ValuesBackupTime	The frequency at which the `value.idx` file is automatically backed up as `values.bak`. When the server next restarts, if it detects a problem with the current `values.idx`, it copies `values.bak` as `values.idx`, and attempts to start again.	RW	3600 seconds	0	Max. integer