AccuRoute® Web Client v3.01 Installation and Configuration Guide

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Section 1: Introduction

This guide contains instructions on installing and configuring AccuRoute Web Client v3.01. It is written for Omtool Server Administrators with detailed knowledge of the Omtool Server and clients.

This section includes:

Introduction to AccuRoute Web Client

AccuRoute Web Client is an intranet-based web application providing network users a convenient method of creating document distributions (Embedded Directives), generating Routing Sheets, and sending messages.

Using AccuRoute Web Client, users can send / distribute documents either electronically as an email or a fax message. They can also scan a hard copy document using a MFP device and distribute it using AccuRoute's routing capabilities.

- To distribute a document electronically, simply create the message and click **SEND** (or select an existing message and click **FORWARD/RESEND**) just as you would send an email message. The AccuRoute Web Client immediately distributes the document as an electronic file attachment using the document distribution information.

- To distribute a hard copy document, generate a Routing Sheet from a document distribution. (A Routing Sheet is a cover sheet for your message containing the document distribution information (Embedded Directive data). Take the Routing Sheet and your hard copy documents to an office machine and scan the document with the Routing Sheet as the first or the last page of the document. Your company's intelligent AccuRoute software detects the Embedded Directive in the Routing Sheet, routes the document to the AccuRoute sever where it is processed and sent to the intended recipient.

- To manage deficiencies. Deficiencies are missing information which an Image-In Queue operator can request the AccuRoute Web Client user to provide. When the Web Client user logs in, he can access all deficiencies assigned to him in the Deficiencies page.

- To search Object Archive database.

In the main menu, AccuRoute Web Client presents the user with several options to create Messages, Distributions, search Object Archive and set preferences as necessary.
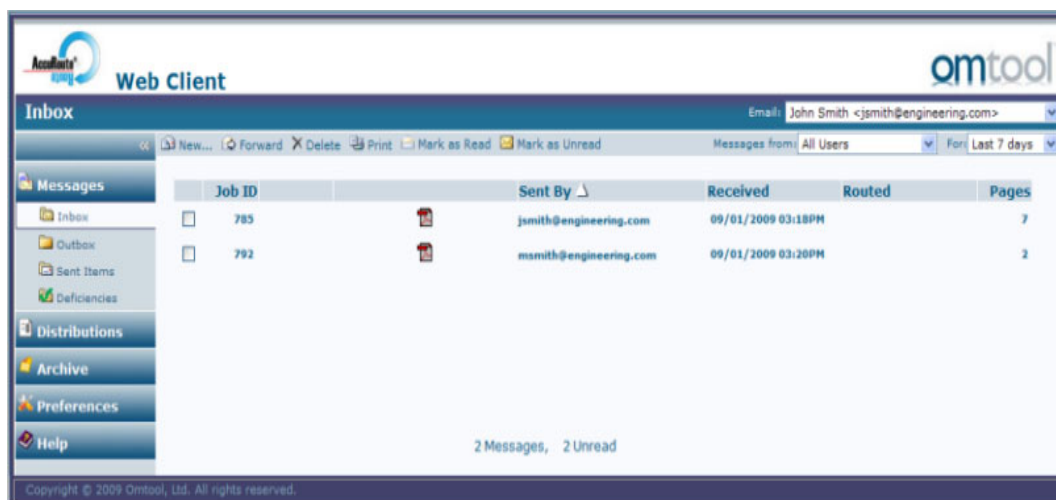
The default view of AccuRoute Web Client presents the user with a series of options.

Note   AccuRoute Web Client is not cluster aware.

Release Notes

Enhancements

AccuRoute Web Client v3.01 has been qualified with AccuRoute v3.01 server and has many exciting new features and enhancements.

- Ability to send a message from Distribution page has been added. For more information, see AccuRoute Web Client online help.

- Ability to show at top of device listing has been added. For more information, see AccuRoute Web Client online help.

- Custom Options - AccuRoute Web Client users can apply any configured Custom Option (for example Image Enhancement) to a message or a Distribution. For more information, see AccuRoute Web Client online help.

- Deficiency management - AccuRoute Web Client users can enter/provide deficiency values in the Web Client. For more information, see AccuRoute Web Client online help.

- My Files folder - A customizable folder which allows the Omtool Server Administrator to map a network folder to the AccuRoute Web Client so that jobs that are delivered to the mapped network share can be viewed from the AccuRoute Web Client. For more information, see AccuRoute Web Client online help.

- Print with Prompts – AccuRoute Web Client users can now use the print with prompt functionality when generating Routing Sheets. They can also enable prompts to enter important metadata information when creating a message. For more information, see [AccuRoute Web Client online help](#).

- Subscription Distributions - AccuRoute Web Client now displays all public distributions of other users that you are subscribed to. For more information, see [AccuRoute Web Client online help](#).

- UI changes - Navigation buttons have been provided to hide the full tree representation to icon representation and vice versa. For more information, see [AccuRoute Web Client online help](#).

- Web Archive viewer capability - Equivalent to the Multi-view control used in Object Archive, the Web Archive viewer provides an user interface with a search pane with dynamic search options, a results pane and a preview pane. For more information, see [AccuRoute Web Client online help](#).

Resolved issues

The release contain issues resolved during laboratory testing.

Limitations

This release has no known limitations.

Related documentation

For instructions on how to use the AccuRoute Web Client, consult the [AccuRoute Web Client online help](#). For all other documentation relevant to AccuRoute v3.01, consult the [AccuRoute v3.01 documentation home page](#).

Section 2: Requirements

This section includes:

Server requirements

AccuRoute server v3.01

Hardware and software requirements

Important	You can install AccuRoute Web Client on the system running the AccuRoute server. If you install the AccuRoute Web Client on a system that is not running the AccuRoute server, you must configure DCOM permissions so that the Web Client server can access the AccuRoute server DCOM objects.

The requirements are as follows:

❑   Pentium®-class processor

❑   Windows 2008, Windows 2003 SP2, XP Professional SP3, Windows Vista

❑   20 MB hard disk space

❑   64 MB RAM (128 recommended)

❑   IIS (Windows component)

               IIS 6.0 or later to allow Active Server Pages. This configuration is located in the Web Service Extensions node in the IIS console tree.

❒ Microsoft .NET Framework v2.0 SP 1 redistributable package (Also see Section 6: Pre-requisite message when installing AccuRoute Web Client.)

To download the package, go to:

http://www.microsoft.com/downloads/details.aspx?familyid=0856eacb-4362-4b0d-8edd-aab15c5e04f5&displaylang=en

❒ World Wide Web Service enabled

❒ Internet Explorer v7.0

❒ Acrobat® Reader® 9.x/8.x/7.x.

Supported e-mail applications

❒ Microsoft® Outlook® 2007(Outlook Express not supported)

The AccuRoute Web Client has a **Browse Address book** option for new messages page. This feature is available for Microsoft Outlook clients only.

Note	The AccuRoute Web Client user can choose an email address from the Microsoft Outlook address book only if the Outlook client is installed and configured on the client system.

❒ Notes 6.5/6.0/5.0 if using Notes authentication.

❒ To login to Accuroute Web Client when using Notes authentication, always use the internet password as defined in the Lotus Domino Administrator. For more information, see When using Notes authentication, Notes users with no administrator privilege cannot login to Accuroute Web Client (6-2)

When AccuRoute Web Client is configured to integrate with an address book for a supported e-mail application, the e-mail application must be selected as the Windows default e-mail application. For more information, consult Windows help.

User requirements

The AccuRoute Web Client users must have an email account created for them using the mail server (either Microsoft Exchange Server or Lotus Notes).

Important	The mail server for any email account created must be installed on the same domain where the AccuRoute server is installed.

This is necessary because the AccuRoute Web Client queries the Active Directory attributes like "mail" and "proxyAddresses". The "proxyAddresses" attribute is added to the Active Directory properties only if an Microsoft Exchange Server or Lotus Notes is installed in the same domain as the Active Directory.

Other requirements

These configurations are necessary only if you plan to use the AccuRoute Web Client to route documents to an ObjectArchive™ database.

❐   Configured Object Archive database - By default, the Object Archive database is created when you install the AccuRoute server. The Omtool Administrator must configure the OA database post installation using the Omtool Server Administrator. You can also configure an external database as the Object Archive database if needed.

❐   Configured Volume Lists

For more information, see AccuRoute v3.01 Release Notes.

Note about installing AccuRoute Web Client on a Windows 2008 system

When installing AccuRoute Web Client on a Windows 2008 system, you must configure your system following the instructions below.

Disabling UAC permissions

Important	This configuration is required for Device Manager and/or AccuRoute Web Client installing on Windows 2008 system where AccuRoute server is also installed.

If you plan to use the Device Manager or use AccuRoute Web Client v3.01 on a Windows 2008 system where the AccuRoute Server is also installed, you must disable UAC before installing AccuRoute Web Client. In addition, you must also enable 32 Bit ASP.NET. For instructions, see Enabling 32-Bit ASP.NET (2-4).

To disable UAC:

1   In the system where AccuRoute server will be installed, open the **Control Panel** and go to **User Accounts**.

2   Select **TURN USER ACCOUNT ON OR OFF** option.

3   In the page that opens, un-check the **USE USER ACCOUNT (UAC) TO HELP PROTECT YOUR COMPUTER** option.

4   Click **OK** to save your changes.

5   Restart your system so that the changes you made take effect.

Enabling 32-Bit ASP.NET

Important   This configuration is required for Device Manager and/or AccuRoute Web Client installing on Windows 2008 system where AccuRoute server is also installed.

To enable 32-Bit ASP.NET

1   Right click **MY COMPUTER** and select **MANAGE**.

2   Navigate to **ROLES>WEB SERVER (IIS)>INTERNET INFORMATION SERVICES (IIS) MANAGER**.

3   In the **CONNECTIONS** pane, select system name and click on **APPLICATION POOLS**.

4   In **ACTIONS** pane click on "**SET APPLICATION POOL DEFAULTS…**".

5   In the **Application Pool Defaults** page, set **ENABLE 32-BIT APPLICATIONS** to True.

Click **OK** to save your changes.

Section 3: Installation

This section includes:

Introduction to the AccuRoute Web Client setup

The AccuRoute Web Client setup does all of the following:

- installs the AccuRoute Web Client program files

- creates a virtual directory in IIS and configures IIS authentication

- configures AccuRoute Web Client with the location of the AccuRoute server and the identity and location of the mail system

Installing AccuRoute Web Client

If you have used Omtool/AccuRoute/Genifax Web Client before, you must keep the deprecated client application and set up files in your system as deleting those files may interfere with the server usage. If you are having redirecting links are upgrading from an older version of AccuRoute Web Client, see Preview and Approval links from AccuRoute Web Client v1.0 become unusable after upgrading to later versions.

Important	If you are planning to install AccuRoute Web Client on a Windows 2008 system, configure your system by following the instructions in Note about installing AccuRoute Web Client on a Windows 2008 system (2-3). Then proceed to installing AccuRoute Web Client.

To install AccuRoute Web Client:

1   Log on to the system where AccuRoute Web Client is being installed using an account that belongs to the local Administrators group.

2   Insert the AccuRoute server installation CD or navigate to a network folder containing the setup files and run **SETUP.EXE**.

Tip   The AccuRoute Web Client setup is installed with a complete AccuRoute server installation in **\Program Files\omtool\OmtoolServer\clients\AccuRouteWeb**. Immediately following the AccuRoute server installation, only the Omtool service account has permissions to access client setup programs on the AccuRoute server, but additional users can granted permissions if necessary.

The InstallShield wizard configures your system and shows the **Welcome** message.
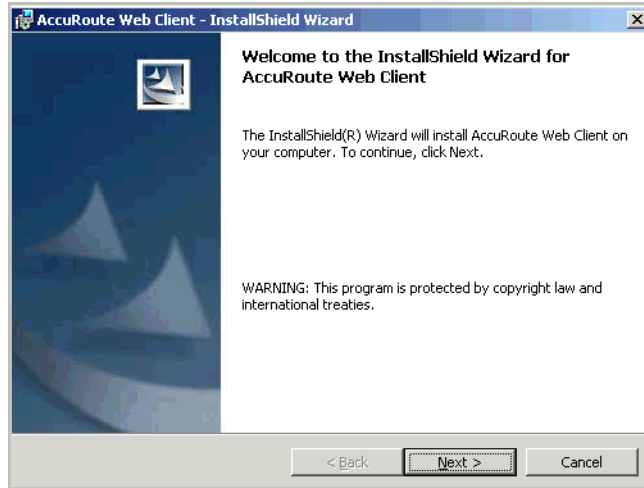
Note   If Microsoft .NET Framework v 2.0 is not installed on your system, the AccuRoute Web Client installation kit will direct you to the location from where you can download the package. After you have installed the package, you can proceed with the AccuRoute Web Client installation.

3   Click **NEXT**. The setup shows the destination folder.
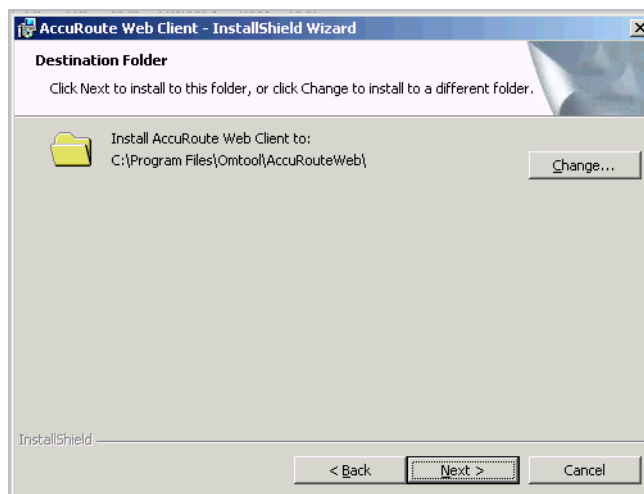
4   Change the destination folder if necessary by clicking **CHANGE** and then following the prompts. Click **NEXT**. The setup shows the IIS Virtual Directory Name for AccuRoute Web Client.
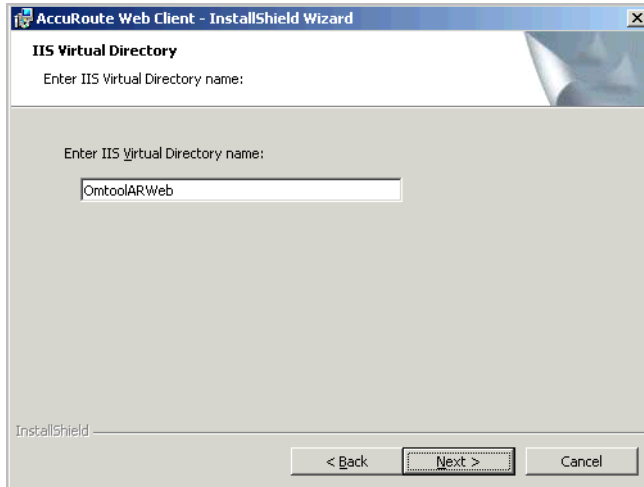
5   Change the virtual directory name if necessary. The default is `OmtoolARWeb`. Click **NEXT**.

Note   The virtual directory name is used to create a virtual directory in IIS under Default Web Site.

The setup prompts you to enter the AccuRoute server name. If you are installing the client in a system which has the AccuRoute server running, the name is filled in by default.
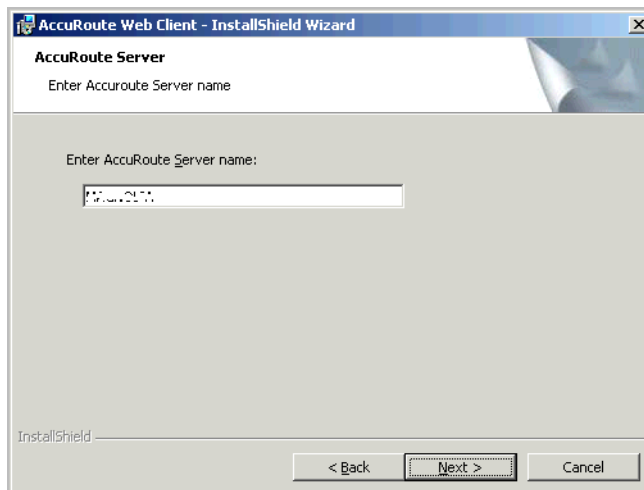
6   Click **NEXT**. The setup prompts you to choose the authentication type and enter the authentication server name.
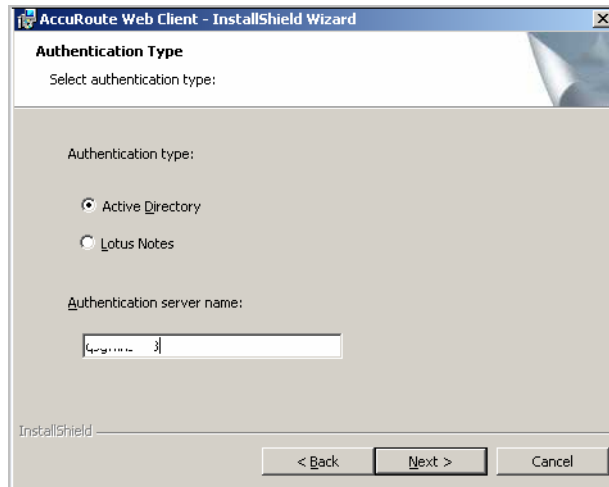
7   Choose from Microsoft Exchange Server or Lotus Notes and enter the authentication server name.

The authentication server name is the name of the Active Directory server name. It is not the name of the system where the Exchange server or the Lotus Notes server is running.

8   Click **NEXT**. The setup shows the **Ready to Install the Program** page.
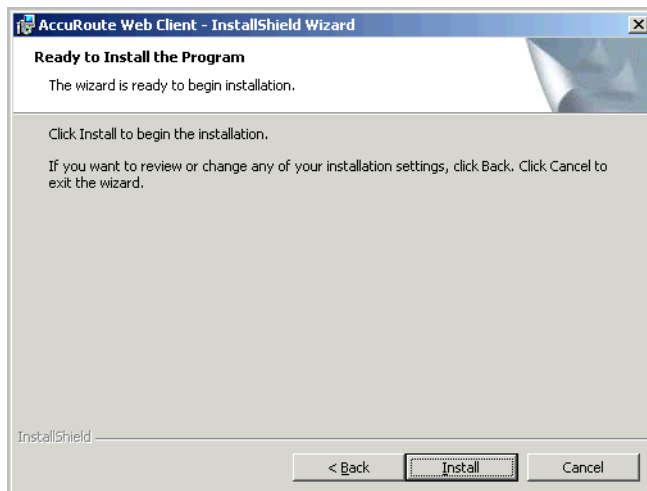
9 Click **NEXT**. The client is installed. When installation is complete, the setup shows the installation complete page.
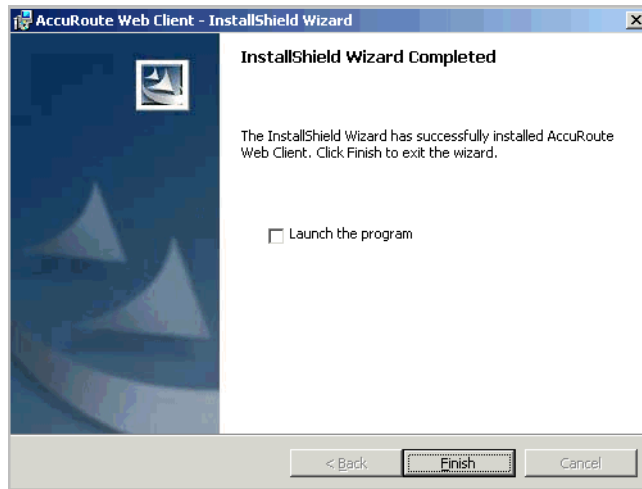
10 To launch the AccuRoute Web Client, check the box beside the **LAUNCH THE PROGRAM** option.

11 Click **FINISH** to close the InstallShield wizard.

When installation is complete, a web browser opens and AccuRoute Web Client is launched with a URL of: http://webservername/omtoolarweb.

Note If you are configured to use SSL connection, manually configure the Web Client URL to be https://webservername/omtoolarweb.

Required DCOM permissions when installing on a remote system

When you install AccuRoute Web Client on a remote system, you must configure the following DCOM permissions on the AccuRoute server. Without this configuration, the AccuRoute server cannot communicate with the remote clients. For DCOM configuration instructions, see Required COM permissions for launching Remote Web Client (4-5).

Uninstalling AccuRoute Web Client

To uninstall AccuRoute Web Client:

1 Go to the **CONTROL PANEL** and start **ADD OR REMOVE PROGRAMS**.

2 Select **ACCUROUTE WEB CLIENT** and click **REMOVE**.

You are prompted to confirm that you want to uninstall the software.
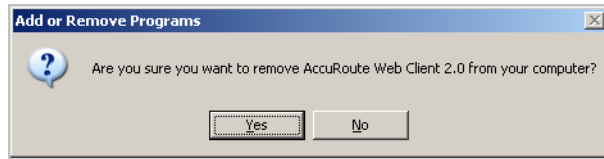
3 Click **YES**.

AccuRoute Web Client is uninstalled from your system. A progress indicator shows the status of the uninstallation.

Section 4: Required configuration

This section includes:

Enabling Integrated Windows Authentication

AccuRoute Web Client authenticates users based on their Windows logon credentials. The logon credentials are either passed transparently from the client to the web server or entered manually by the user at the beginning of each session. The login method depends on how authentication is configured; both methods are described in the configuration instructions.

Note	Windows authentication is required with NTLM authentication. Skip this section for database authentication or Notes authentication.

Configure Windows authentication on the web server and then configure Internet Explorer on clients.

Configuring the web server

To configure Integrated Windows Authentication on the web server:

1   Log on to the web server using an account that belongs to the local Administrators group and start IIS.

2   Expand the server running AccuRoute Web Client and expand **DEFAULT WEB SITE**.

3   Click the virtual directory for AccuRoute Web Client. (The default name is `OmtoolARWeb`.) The AccuRoute Web Client program files appear in the details pane.

4   Right-click **OMTOOLARWEB** in the details pane and select **PROPERTIES**.

5   Go to the **DIRECTORY SECURITY** tab.

6   Go to **AUTHENTICATION AND ACCESS CONTROL** (Windows 2003/2008) and click **EDIT**. The **Authentication Methods** page opens.

7   Clear **ENABLE ANONYMOUS ACCESS** (Windows 2003).

8   Go to **AUTHENTICATED ACCESS** section and select **INTEGRATED WINDOWS AUTHENTICATION** option.

9   Click **OK** to save the changes and close the **Authentication Methods** page.

10   Click **OK** to close the **Properties** page.

Configuring Internet Explorer 7.0/6.0 on clients

You must configure Integrated Windows Authentication on all clients running Internet Explorer 7.0/6.0. (Integrated Windows Authentication is enabled automatically in Internet Explorer 5.5.)

To configure Integrated Windows Authentication on clients running Internet Explorer 7.0/6.0:

1   Log on to the client using an account that belongs to the local Administrators group and start Internet Explorer.

2   Open Internet Explorer and click **TOOLS > INTERNET OPTIONS**.

3   Click the **SECURITY** option.

4   Select **INTERNET** or **LOCAL INTRANET** depending on your default zone and click **CUSTOM LEVEL**.

        The **Security Settings** page opens.

5   Scroll down to the **USER AUTHENTICATION** section and make the following changes:

   ‣   To authenticate the Windows user transparently, select **Automatic logon with current user name and password**.

   ‣   To prompt the Windows user to enter logon credentials at the beginning of each session, select **Prompt for Username and Password**.

6   Click **OK** to close the **Internet Options** page.

7   Close the Internet Explorer page.

8   Close all other open instances of Internet Explorer for the change to take effects.

Adding the AccuRoute Web Client URL to the list of trusted sites

You must add the AccuRoute Web Client URL to the list of trusted sites on all client systems which will browse to the AccuRoute Web Client.

To add the AccuRoute Web Client URL to the list of trusted sites on a client system:

1   Log on to the client system using an account that belongs to the local Administrators group and start Internet Options. (It is accessible from Control Panel or Internet Explorer.)

2   Go to the **SECURITY** tab.

3   Select **Trusted sites** and click **SITES**.

4   Enter the AccuRoute Web Client URL and click **ADD**.

5   Clear **REQUIRE SERVER VERIFICATION (HTTPS:) FOR ALL SITES IN THIS ZONE** if this option is
              selected.

6   Click **CLOSE** to close the **Trusted Sites** dialog.

7   Click **APPLY** to save the changes and click **OK** to close the dialog box.

The AccuRoute Web Client URL is now added to the list of trusted sites. To verify that the system recognizes the
AccuRoute Web Client URL as a trusted site, start Internet Explorer and go to the AccuRoute Web Client URL.
Verify that AccuRoute Web Client loads. (Depending on your Windows Integrated Authentication configuration, you
may need to login.

Installing Active X ocx controls

AccuRoute Web Client uses Active X ocx controls when printing to a network printer or browsing the address
book. You must therefore change the browser settings of Internet Explorer and activate the ActiveX ocx controls
before using the AccuRoute Web Client.

              To change the Active X ocx controls:

1   Open Internet Explorer and click **TOOLS > INTERNET OPTIONS**.

2   Click the **SECURITY** option.

3   In the **Select a zone to view or change security settings** select **TRUSTED SITES** and click
              CUSTOM LEVEL.

              The **Security Settings** page opens.

4   Scroll down to the **ACTIVE X CONTROLS AND PLUG-INS**. and make the following changes:

              ‣   For **Allow previously unused ActiveX controls to run without prompts**, select **ENABLE**
                  option.

              ‣   For **Allow Scriptlets**, select **ENABLE** option.

              ‣   For **Automatic prompting for ActiveX control**, select **ENABLE** option.

              ‣   For **Binary and scripts behavior**, select **ENABLE** option.

              ‣   For **Download signed ActiveX control**, select **PROMPT** option.

              ‣   For **Download unsigned ActiveX control**, select **PROMPT** option.

              ‣   For **Run ActiveX controls and plug-ins** select **ENABLE** option.

              ‣   For **Script ActiveX controls marked safe for scripting**, select **ENABLE** option.

5   Click **OK**. You are prompted to save the settings you made for this zone.

6   Click **OK** to save your changes.

7   Close all other open instances of Internet Explorer for the change to take effects.

Adding network printer

AccuRoute Web Client uses Active X controls to read the list of configured network printers on the client system. Before the network printers are listed in the AccuRoute Web Client, the network printers should be added to the Printer drop down text box under the **Preferences** page.

To add a network printer to your computer system:

1   In the system where you installed AccuRoute Web Client, click **START > PRINTERS AND FAXES** and then click **ADD A PRINTER** to open the **Add Printer Wizard**.

2   Follow the instructions in the Wizard to add your network printers.

To add a network printer to your AccuRoute Web Client:

1   Login to the AccuRoute Web Client application.

2   Click **PREFERENCES**.

          The **User Preferences** page opens listing the user information and options.

3   In the **NETWORK PRINTER** text box choose the network printers from the drop down menu.
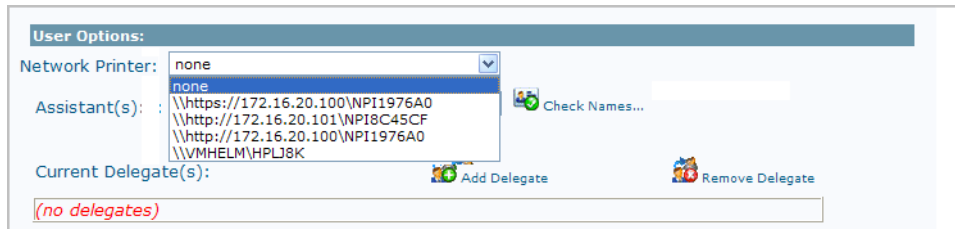
4   Click **SAVE YOUR PREFERENCES**.
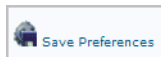
Note   If you do not save your preferences, your configuration is valid for the current session only. AccuRoute Web Client will not remember your choices if you log out or open a new session.

Required COM permissions for launching Remote Web Client

Before you can launch a Remote Web Client, you must configure COM permissions for Anonymous_logon on the AccuRoute Server.

To give Anonymous_Logon COM permissions:

1 Login to the system running the AccuRoute server using an account that belongs to the Administrator.

2 Click **START > CONTROL PANEL > ADMINISTRATIVE TOOLS > COMPONENT SERVICES**.

3 In the console, expand **COMPONENT SERVICES > COMPUTERS**.

4 Right click **MY COMPUTER** and select **Properties** from the drop down menu.

5 Click **COM SECURITY**.

6 In the **Access Permissions** section, click **EDIT LIMITS**. The **ACCESS PERMISSION** page opens.

7 For user **Anonymous_logon**, select **LOCAL ACCESS** and **REMOTE ACCESS** permissions.

8 Click **OK** to close the page.

9 In the **Launch and Activate Permissions** section, click **EDIT LIMITS**. The **Launch Permissions** page opens.

10 For user **Anonymous_logon**, select **LOCAL LAUNCH**, **REMOTE LAUNCH**, **LOCAL ACTIVATION** and **REMOTE ACTIVATION** permissions.

11 Click **OK** and then **OK** to close the Properties page.

Required firewall configurations for launching Remote Web Client

Before you can launch a Remote Web Client, you must configure firewall settings on the AccuRoute Server.

To configure firewall settings:

1 Login to the system running the AccuRoute server using an account that belongs to the Administrator.

1 Click **START > CONTROL PANEL > WINDOWS FIREWALL**.

1 Click **EXCEPTIONS**, then **ADD PROGRAMS**. The **Add a program** page opens.

2 Browse to **C:\PROGRAMFILES\OMTOOL\OMTOOLSERVER\BIN\OMWEBGFLOOKUPU.EXE**.

3 Click **OK**.

This process excludes the executable from the firewall block.

4   Browse to **C:\PROGRAMFILES\OMTOOL\OMTOOLSERVER\BIN\OMGFSERVERU.EXE**.

5   Click **OK**.

This process excludes the executable from the firewall block.

6   Click **ADD PORT**. The **Add a Port** page opens.

7   In the **NAME** text box, enter browser.

8   In the **PORT NUMBER** text box, enter 80.

9   Check if there is an entry called **End Port Mapper(DCOM)**.

If not click **ADD PORT**. In the **NAME** text box, enter End Port Mapper (DCOM). In the **PORT NUMBER** text box, enter 135. Select the TCP option.

10   Click **OK** to save your changes.

Section 5: Optional configuration

This section includes:

Customizing the AccuRoute Web Client

The AccuRoute Web Client displays all email accounts associated with a user. However, if you want, you can configure the AccuRoute Web Client to display only the primary email address for each user. This is useful if users have multiple email addresses associated with their user records in Active Directory.

For example, if ABC company gets purchased by XYZ company, then some users might have two email addresses—one with the ABC domain name, and the other with the XYZ domain name. In this instance, Active Directory defines the primary email address for users as the address with the XYZ domain name. Therefore when you configure the AccuRoute Web Client to display only the primary email address of each user, users see faxes associated with the XYZ address only.

To configure the AccuRoute Web Client to display only the primary email address of each user:

1   Navigate to the **\\OMTOOL\ACCUROUTEWEB\CONFIGURATION** on the system where you installed the client.

2   Open the `view.default.xml` file in Notepad.

3   Locate the `<ShowAllProxies>` node.

4   Set the value to `false`.
     If you set the value to `true`, it will show all primary and secondary email addresses.

5   Save and close the file.

Changing the file format of faxes in the Web Client

The AccuRoute Web Client shows faxes in the PDF format by default. If you want to change the display format of faxes to TIF, complete the following procedure.

> *Note*   If you configure the AccuRoute Web Client to display faxes in the TIF format, the Web Client users must have an image viewer that displays the TIF files.

Setting the file format of faxes:

To set the file format of faxes:

1   Navigate to the **\\OMTOOL\ACCUROUTEWEB\CONFIGURATION** on the system where you installed the client.

2   Open the `AccuRouteWeb.xml` file in Notepad.

3   Locate the `<AttachmentFormat>` node.

4   Set the value to either `PDF` or `G4.TIF`. For example
    : `<AttachmentFormat>PDF</AttachmentFormat>`

5   Continue to perform additional configuration in the Omtool Server Administrator.

To configure the Omtool Server Administrator:

1   Open the Omtool Server Administrator and right click the server name.

2   Select **PROPERTIES** from the drop down menu to open **Server Properties** page.

3   Click **SETTINGS** and in the **ENABLE WEB CLIENT INTEGRATION FOR** section, select the file format that you added in the `AccuRouteWeb.xml` file.

    For example, if you added `PDF` in the xml file, select the **PDF** option (it is also the default). If you added `G4.TIF` file format in the xml file, select the **TIF** format.

4   Click **OK** to save your changes.

5   Restart the AccuRoute server.

> *Important*   After you change the format, you must restart the AccuRoute Server.

For example, if you configured to view TIFF files you must restart the AccuRoute server before you can view the TIFF attachment. If you do not restart the server, an error message is displayed when you try to open the attachment.

`Failed to open attachment final form`

6   Restart the World Wide Web Publishing Service.

> *Important*   Switching from PDF to TIFF or vice-versa, invalidates all history items. Messages that are created and processed after you saved the new configuration will use the new format you configured.

Configuring the Approval folder

The Administrator can configure the profile of a certain users (for example user A) in such a way that his messages need to be approved or reviewed before they can be released for delivery. If the Administrator designates User B as the approval manager of user A, then all messages sent out user A will need to be approved by User B.

User B is able to access these messages by logging into the AccuRoute Web Client and opening the Approval folder where all approval pending and review pending messages are listed.

Note	Note: You will have messages listed in the Approval folder only if your Administrator has given you the permissions to approve messages.

By default, the Approval folder is not visible in the AccuRoute Web Client application. If you need the Approval folder to be visible, enable it in the `view.default.xml` file.

To enable the Approval folder:

1   Navigate to **C:\PROGRAM FILES\OMTOOL\ACCUROUTEWEB\CONFIGURATION** and open `view.default.xml` for editing.

2   Locate the line:

`<Folder type="approval" tooltip="Fax Approval"  label="Fax Approval" visible="false" image="approval.gif"  default="false" items="" sortexpression="Subject" sortdirection="ascending" filter="">`

3   Set the visible attribute to true:

`visible="true"`

4   Save your changes and close the file.

5   Perform an **iisreset** for the changes to take effect.

Configuring row count

By default, the number of documents displayed in a page is 10. To configure the row count, configure the item attribute of the folder. Generally, there are not a lot of files for an user as they will have a tight cleanup schedule.

To configure row count:

1   Navigate to **C:\PROGRAM FILES\OMTOOL\ACCUROUTEWEB\CONFIGURATION** and open `View.default.xml` for editing.

2   Locate the Folder node for which you want to make the changes (for example you may want to change the MyFiles folder). For example,

```
<Folder type="MyFiles" label="My Files" visible="true"
image="Myfiles.gif" default="true"

items="" sortexpression="" sortdirection="" filter="">
```

3   Enter a value for the row count in the item attribute. For example:

```
<Folder type="MyFiles" label="My Files" visible="true"
image="Myfiles.gif" default="true"

items="20" sortexpression="" sortdirection="" filter="">
```

Note   If no value is mentioned for the item attribute, the default value is 10.

4   Save your changes and close the file.

5   Perform an **iisreset** for the changes to take effect.

Section 6: Troubleshooting

This section includes:

Changing the output format in the configuration file - AccuRouteWeb.xml invalidates all history items

Problem:

In the AccuRouteWeb.xml file, I changed the output format (that is the value of the **AttachmentFormat** node) from PDF to TIFF. I also selected this as the output format in the Omtool Server Administrator. However, when I open the AccuRoute Web Client and try to view a message attachment in the Inbox or the Sent Items folder, I get the following error:
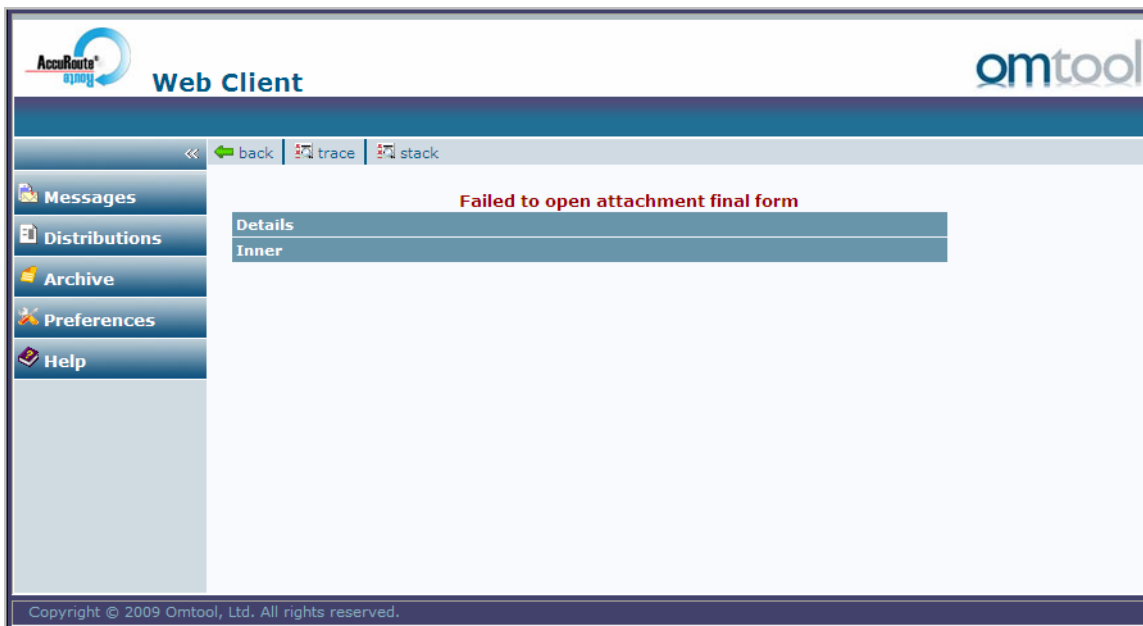
Solution:

The reason this is happening is because switching from PDF to TIFF or vice-versa, invalidates all history items. Messages that are created and processed after you saved the new configuration can use the new format you configured.

When using Notes authentication, Notes users with no administrator privilege cannot login to Accuroute Web Client

Problem:

I am a Notes user with no administrator privilege. I cannot log into the AccuRoute Web Client.

Solution:

Verify that the "**internet password**" of the Notes user is provided in the Domino Server Administrator. If the internet password is not provided, the Notes user who has no administrator privilege will not be able to log into AccuRoute Web Client. Login will fail with the following error message:

```
Failed to authenticate user [username] LDAP query failed. Notes
server interaction error. Permission Denied
```

To provide internet password in the Lotus Domino Administrator:

1   Click Start > All Programs > Lotus Applications > Lotus Domino Administrator. (instructions are based on Release 6, the menu can differ based on the notes version you have)

2   Login by entering the password.

3   Click on the tab which has the domain name for example, **VMNOTESR6 DOMAIN**

4   Click **PEOPLE**.

5   Double click on the username with which AccuRoute Web Client authentication failed.

6   Click Edit Person.

7   Enter the internet password for the user. As soon as you enter the password, the server will decrypt it and save the data.

Now go back to AccuRoute Web Client and log in using the username and internet password.

Pre-requisite message when installing AccuRoute Web Client

Problem:

I have .NET FrameWork 2.0 SP2 installed. However, when installing AccuRoute Web Client, I see the following message:
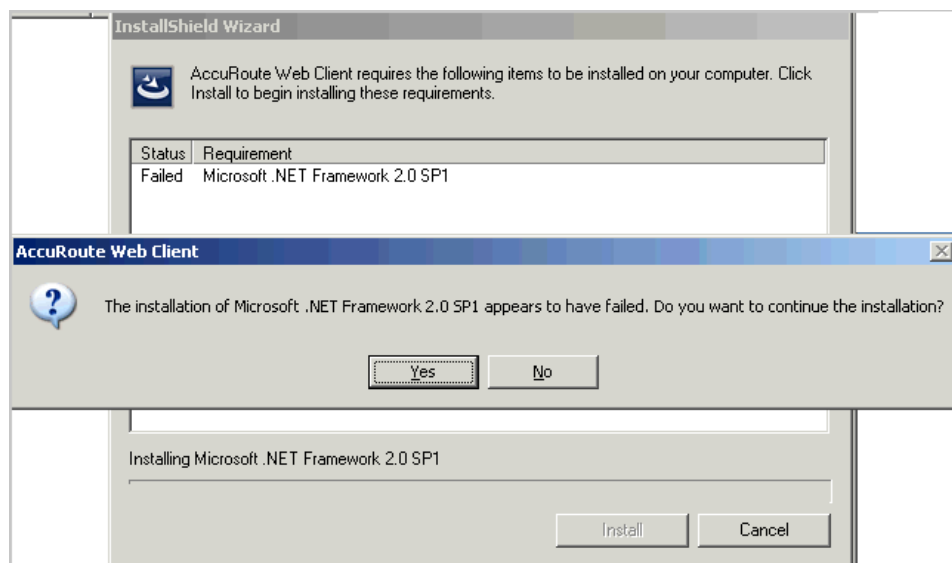
Solution:

You see this message because your system is a 32 bit system.

Since the releases is targeted for 64 bit and you are running the setup files on a 32 bit system, you see this message. Click **YES** to continue with the AccuRoute Web Client installation.

Preview and Approval links from AccuRoute Web Client v1.0 become unusable after upgrading to later versions

Problem:

I upgraded from AccuRoute Web Client v1.0 to v2.0 (or later version). Approval and Preview links from v1.0 are now unusable.

Solution:

After you upgrade from an older Web Client (AccuRoute Web Client v1.0 or Genifax Web Client), the older web client is uninstalled. As a result, there is no control on the process of redirection.

Use the sample ASP file below to redirect the old Web Client requests to new Web Client location.

Note	For this workaround to be effective, verify the job id is the same in the old AccuRoute Server and the upgraded new AccuRoute Server. If the old URL has jobid=40 and new URL has jobid=65 after the upgrade, this workaround will not work.

To redirect links:

1   Create a virtual directory on IIS with old web client name which is **OMTOOL**.

2   If old web client name was **GENIFAXWEB** then create the virtual directory with that name.

3   Place the ASP file inside that virtual directory.

Note	By default the new web client virtual directory name is "OmtoolArWeb", if it is something different then edit the code below to change it (`sDestinationVirtualDirectory`).

This assumes the new and old web client are on same server, if not change the server name. This page will redirect old web client "approval" & "review" requests to new web client.

ASP file

```
<%@ Language=VBScript %>

<%

' What this page does

'

' This page allows the user to redirect the request from Old web client
to New web client

'

' How to install and use it
```

```
'

' 1) Create a virtual directory on IIS with old web client name which is
"omtool"

' 2) If old web client name was "GenifaxWeb" then create the virtual
directory with that name

' 3) Place this file inside that virtual directory

' 4) By default the new web client virtual directory name is "OmtoolArWeb",
if it is something

'    different then edit the code below to change it
(sDestinationVirtualDirectory)

' 5) This assumes the new and old web client are on same server, if not
change the (sServerName)

' 6) This page will redirect old web client "approval" & "review" requests
to new web client.


dim sUrl

dim sDestinationUrl

dim sServerName

dim sDestinationVirtualDirectory


sServerName = Request.ServerVariables("SERVER_NAME")

sDestinationVirtualDirectory = "OmtoolArWeb"

sDestinationUrl = "http://" & sServerName & "/" &
sDestinationVirtualDirectory & "/omreviewfax.aspx"


sUrl = Request.ServerVariables("QUERY_STRING")


Response.Redirect sDestinationUrl & "?" & sUrl


%>
```

Error when adding a large file (greater than 30 MB) as an attachment

Problem:

When creating a message, I try and attach a file of 30 MB. This results in the following error:

The resource you are looking for has been removed, had its name changed or is temporary unavailable

Solution:

This is happening because IIS imposes a 30 MB file size limit. To overcome this limitation and attach large files, modify the ApplicationHost.config file.

To modify the ApplicationHost.config file:

1   Navigate to the following directory:
     C:\WINDOWS\SYSTEM32\INETSRV\CONFIG\APPLICATIONHOST

2   Open the ApplicationHost.config file for editing.

3   Search for the `<requestFiltering>` node.

4   Add the following like just before the closing tag `</requestFiltering>`:

     `<requestLimits maxAllowedContentLength="1000000000" />`

Note   This will allow you to attach files that are less than 100 MB is size.
                If you need to attach files that are 100 MB or greater, modify the maxAllowedContentLength value. This value
                is specified in bytes, for example, 100MB = 104857600 bytes. In order to attach file that is 100MB or larger,
                modify the maxAllowedContentLength value with 104857600 or greater value.

---

5   Save your changes and close the file.

6   Reset the IIS.

Now you should be able to attach files that are 30 MB or greater in file size.

Appendix: Configuring Omtool Server Administrator

The instructions in this section are for the Omtool Server Administrator. All of the configurations listed are optional and are to be used as needed.

This section includes:

Adding the AccuRoute Web Client URL to the Omtool Server Admin

Add the AccuRoute Web Client URL to the Omtool Server Administrator following the instructions below. Once you add the link, email notification messages for deficiency recipients generated by IIQ operators will contain a link to access the deficiency using AccuRoute Web Client.

To add the AccuRoute Web Client URL:

1   Click **START > ALL PROGRAMS > OMTOOL > OMTOOL SERVER ADMINISTRATOR**.

2   In the console tree, expand the AccuRoute Server.

3   Right click Server name and select **PROPERTIES** from the drop down menu.

4   Click **SETTINGS** to open the **Settings** page.

5   In the Web Client section, go to the URL text box and enter the AccuRoute Web Client url: `http://WebServerName/OmtoolARWeb`
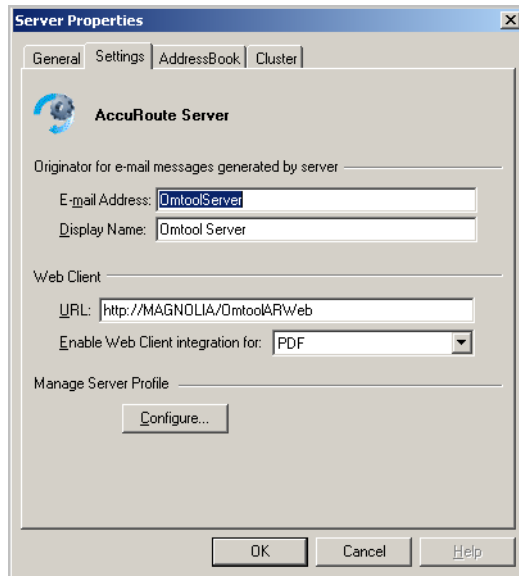
6   Click **OK** to save your changes.

Configuring Prompts

See [AccuRoute v3.01 Release Notes](#).

Configuring Custom Options

See [AccuRoute v3.01 Release Notes](#).

Setting up Object Archive

See [AccuRoute v3.01 Release Notes](#).