AccuRoute® v3.01 Feature Pack 2 Installation and Configuration Guide

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- **Fax**: 978 659 1301
- **E-mail**: Customerservice@omtool.com or Support@omtool.com

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Contents

Section 1: Overview

New in this Release 1-1
Related Documentation 1-2

Section 2: Requirements

AccuRoute Server Requirements 2-1
    Other Installation Requirements 2-1

Section 3: Installation

Downloading the AccuRoute v3.01 Feature Pack 2 Update 3-1
Installing the AccuRoute v3.01 Feature Pack 2 Update 3-2

Section 4: Configuring the AccuRoute Server

AccuRoute Connector for Fax Service Provider for Premiere Global (PGi) 4-1
AccuRoute Connector for Fax Service Provider for Open Text RightFax 4-2
    Installing the Open Text RightFax Client (FaxUtil) 4-3
AccuRoute Connector for Worldox GX2 DMS 4-4
MEDITECH Validator 4-5
New Criteria for Routing Rules: Job Properties Match Expression 4-7
    Creating the Outbound Rule where Job Property Matches an Expression 4-8

Section 5: Additional AccuRoute Server Configurations

Configuring DCOM permissions for the Remote Composer 5-1

Section 6: Configuring the AccuRoute Clients

Configuring AccuRoute Web Client 6-1
    Configuring the AccuRoute Web Client for the MyFiles Feature 6-1
    Configuring MyFiles Label 6-3
Configuring DCOM on the World Software WORLDOX® Client System 6-3

Section 7: Troubleshooting

Error when Uninstalling the Remote Administrator After Applying Feature Pack 2 Update 7-1

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Section 1: Overview

The AccuRoute v3.01 Feature Pack 2 Installation and Configuration Guide contains instructions on installing and configuring the AccuRoute Feature Pack 2. The guide is based off AccuRoute, an enterprise application and it is written for System Administrators with detailed knowledge of Microsoft® Windows operating system and the LAN.

New in this Release

New AccuRoute Server features in this release include:

- **RTF Composer Update** - The AccuRoute v3.01 RTF Composer Update will replace the third party vendor Cimmetry/VCET/AutoView's Compose engine with the new RTF Composer engine.

  Note As of January 2011, Omtool™ no longer supports document conversion using the third party vendor Cimmetry/VCET/AutoView.

- **Enhancement to the Image-In Queue Component -** The Image-In Queue Component has been enhanced to validate all required properties of a queue that have no specific criteria for validation. If a property, therefore has no validation criteria, it will be marked valid.

- **"Expression" for Rules** - You can configure inbound and outbound rules such that when a job matches an expression, it is routed to a defined destination. For configuration instructions, see New Criteria for Routing Rules: Job Properties Match Expression (4-7)

- **MEDITECH Validator** - The MEDITECH Validator assists the AccuRoute Server in validating the existence of Medical Records in MEDITECH. For configuration instructions, see MEDITECH Validator (4-5).

- **Support for Fax Service Providers (Open Text RightFax and Premiere Global (PGi))** - The AccuRoute Server can be configured to route documents to Fax Service Providers:

  - Premiere Global (PGi)
  - Open Text RightFax.

  For configuration instructions, see AccuRoute Connector for Fax Service Provider for Premiere Global (PGi) (4-1) and AccuRoute Connector for Fax Service Provider for Open Text RightFax (4-2).

- **Support for Worldox® GX2** - World Software WORLDOX GX2 has been qualified for use with AccuRoute V3.01 Feature Pack 2. For configuration instructions, see AccuRoute Connector for Worldox GX2 DMS (4-4).

- New and enhanced **Omtool Clients** in this release include -

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- **AccuRoute Desktop Client v3.04** - Allows users to create Embedded Directives and Routing Sheets and use them to streamline their common document routing practices.
- **AccuRoute Web Client v3.04** - An intranet-based Web application, that provides network users a convenient method of creating document distributions (Embedded Directives), generating Routing Sheets, and sending messages. For more information, consult Configuring the AccuRoute Web Client for the MyFiles Feature (6-1).
- **Image-In Queue v3.11** - Provides a viable digital alternative to traditional paper based document management and routing systems. For more information, consult Image-In Queue v3.01 Readme.

Related Documentation

- AccuRoute Server Install Guide - http://www.omtool.com/documentation/AccuRoute/v3.01/Server/AccuRouteV3.01ServerInstallConfigureGuide.pdf
- AccuRoute v3.01 Patch Roll up 1 Readme - http://www.omtool.com/documentation/Readmes/AccuRouteV301RollUp1Readme.htm
- AccuRoute v3.01 Feature Pack 1 documentation -
  - Installation and Configuration Guide - http://www.omtool.com/documentation/AccuRoute/v3.01/FP1/AccuRoute301FP1Guide.pdf
  - Release Notes - http://www.omtool.com/documentation/AccuRoute/v3.01/FP1/ARFeaturePacks_ReleaseNotes.pdf
- Omtool Server Administrator Help - http://www.omtool.com/documentation/omtoolserver/v37/admin/index.htm
- Modems 2.3.1Readme - Modem Server v2.3.1 Service Pack Readme.

Note This is required if you are using modem boards with AccuRoute.

For all documentation related to AccuRoute v3.01, consult the AccuRoute v3.01 documentation page.

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Section 2: Requirements

This section includes:

AccuRoute Server Requirements (2-1)
Other Installation Requirements (2-1)

AccuRoute Server Requirements

The system where you will install AccuRoute v3.01 Feature Pack 2 must have **one** of the following configuration:

- ❒ AccuRoute Server v3.01
- ❒ AccuRoute v3.01 Patch Roll up 1
- ❒ AccuRoute v3.01 Feature Pack 1

Other Installation Requirements

- ❒ Modem Server v2.3.1 Service Pack

Note	This is required only if you are using modem boards with AccuRoute. For installation details, consult the Modem Server v2.3.1 Service Pack Readme.

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Section 3: Installation

This section includes:

Downloading the AccuRoute v3.01 Feature Pack 2 Update (3-1)

Installing the AccuRoute v3.01 Feature Pack 2 Update (3-2)

AccuRoute v3.01 Feature Pack 2 will install updated files for the AccuRoute Server in addition to the setup files for the following Omtool Clients (setup files are located in the **OMTOOL SERVER\CLIENTS** directory):

- AccuRoute Desktop v3.04
- AccuRoute Web Client v3.04
- Image-In Queue v3.11

You must install the AccuRoute v3.01 Feature Pack 2 Update on the AccuRoute Server system and any other system running any of the Remote Components and Remote AccuRoute Connectors listed below.

- Remote Administrator
- Remote ObjectArchive
- Remote Composer
- Remote Modem Server
- Remote Embedded Directive Manager
- Remote AccuRoute Connector for DMS Libraries
- Remote AccuRoute Intelligent Device Client

Downloading the AccuRoute v3.01 Feature Pack 2 Update

Important Before you can download the update, you must contact Omtool Customer Service and request for login access to download the AccuRoute v3.01 Feature Pack 2 module.

To download the AccuRoute v3.01 Feature Pack 2 Update:

1. Open Internet Explorer browser and go to http://www.omtool.com/support.
2. Log in using the customer number you obtained from Omtool Customer Service.
3. Locate the module AccuRoute v3.01 Feature Pack 2 Update in the **Downloads & Docs** section.
4. Download the module and save it to a local drive.

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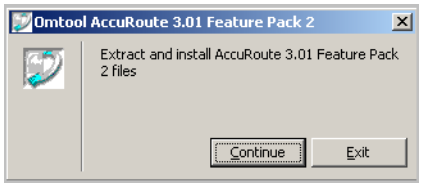
Installing the AccuRoute v3.01 Feature Pack 2 Update

To install the AccuRoute v3.01 Feature Pack 2 update:

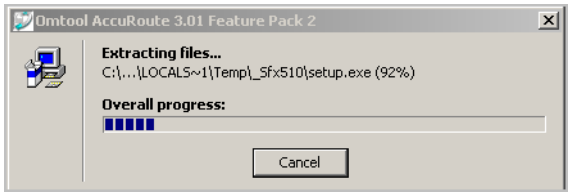
1 Log in to the AccuRoute Server system using the Omtool Service Account.

2 Go to the location where you saved **ARS3.01-FP2.EXE** file.

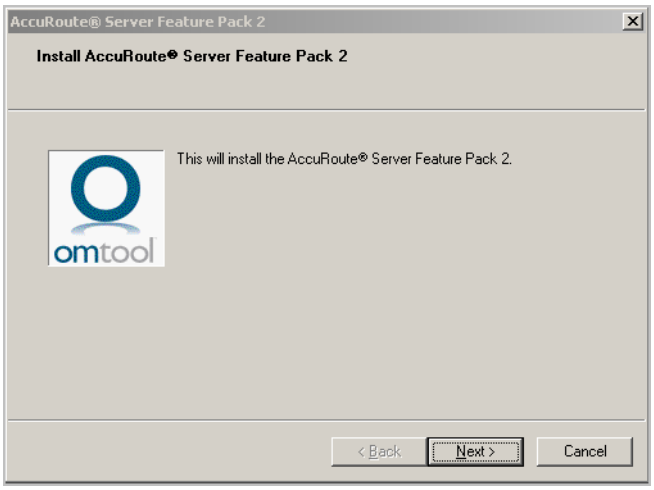
3 Double click the executable. The **Omtool AccuRoute 3.01Feature Pack 2** page opens prompting you to extract and install the update.



4 Click **CONTINUE** to extract the files to a temporary location on your system.



5 When extraction is complete, the **Install AccuRoute Feature Pack 2** page opens.



6 Click **NEXT**. The **License Agreement** page opens.

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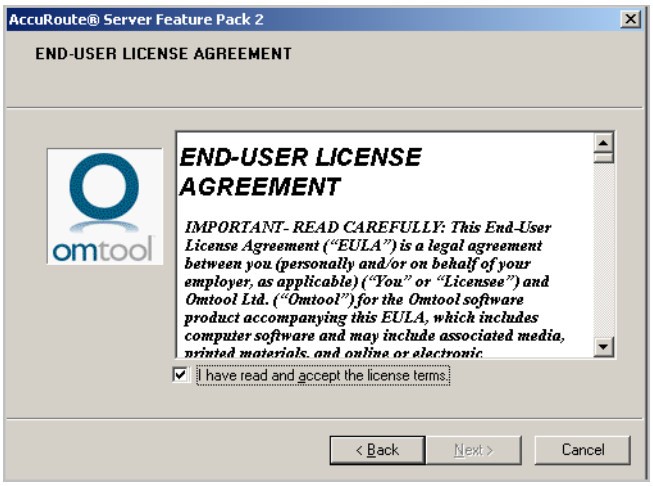
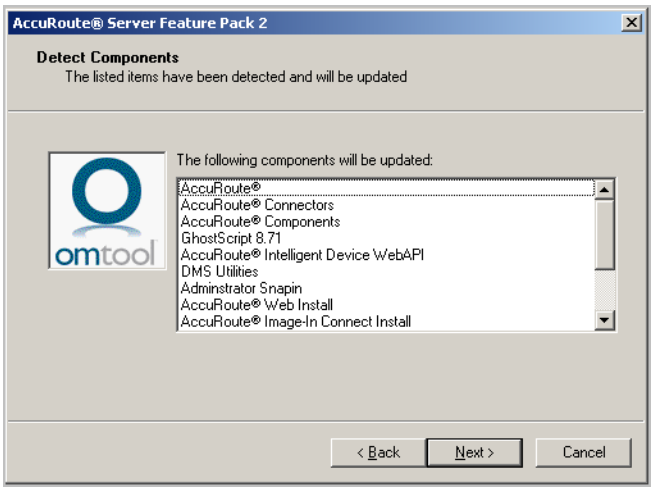
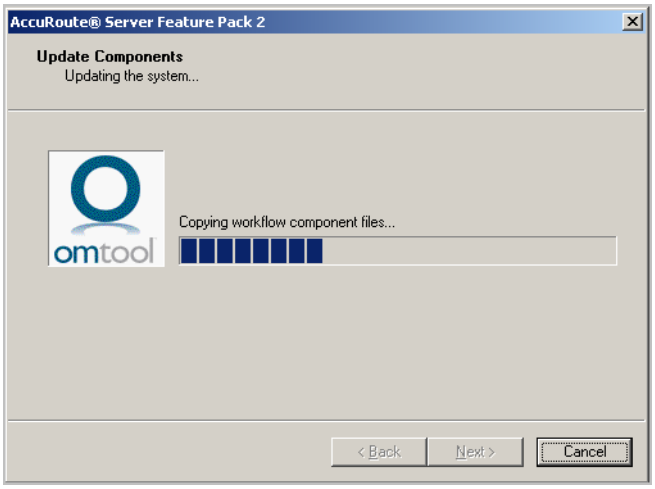
7 Read the license agreement and if you agree, check the box beside the **I HAVE READ AND ACCEPT THE LICENSE TERMS** option.



8 Click **NEXT**. The **Detect Components** page opens listing all the components that will be updated.



9 Click **NEXT** to install the update. A progress bar shows the status of the installation.



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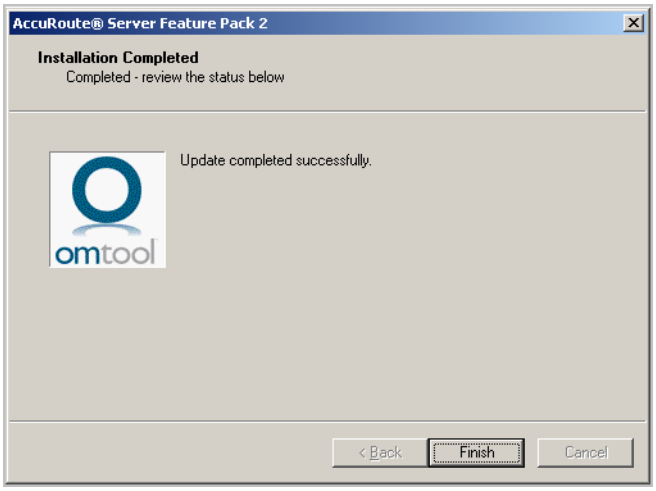
When installation is complete you see the **Installation Completed** page.



10 Click **FINISH** to exit the wizard.

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Section 4: Configuring the AccuRoute Server

This section contains instructions on how to configure the AccuRoute Server for Feature Pack 2 release.

AccuRoute Connector for Fax Service Provider for Premiere Global (PGi) (4-1)
AccuRoute Connector for Fax Service Provider for Open Text RightFax (4-2)
AccuRoute Connector for Worldox GX2 DMS (4-4)
MEDITECH Validator (4-5)
New Criteria for Routing Rules: Job Properties Match Expression (4-7)

AccuRoute Connector for Fax Service Provider for Premiere Global (PGi)

The AccuRoute Server can be configured to route documents to the Fax Service Provider Premiere Global (PGi). The configuration involves adding an AccuRoute Connector for Fax Service Provider Premiere Global (PGi).

Use the following procedure to add the connector.

To add an AccuRoute Connector for Fax Service Provider for Premiere Global (PGi):

1. Click **START >ALL PROGRAMS > OMTOOL > OMTOOL SERVER ADMINISTRATOR**.
2. In the console tree, expand the AccuRoute Server.
3. Right click **CONNECTORS**. Select **NEW ACCUROUTE CONNECTOR FOR > FAX SERVICE PROVIDER**.

   The **License** page opens.
4. In the **LICENSE** text box enter the license key and click **NEXT**.

   The **Server Address** page opens. The **Run on the Omtool Message Server** option is selected by default.
5. Click **NEXT**.

   The system verifies that the product is installed on the system and opens the **Display Name** page.
6. In the **NAME** text box, enter a descriptive name (for example PGI) for the connector.
7. Click **NEXT**. The **Choose the Fax Service Provider type** page opens.

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8 Select **PREMIER GLOBAL** from the drop-down (this is also the default selection) and click the **CONFIGURE** option. The **Premier Global Configuration** page opens.

9 Enter all information needed.

- **a** In the **PRIMARY URL** text box, specify the URL that was provided by PGI. For example: http://xoa.pt.premiereglobal.com/soap/
- **b** In the **USER ID** and **PASSWORD** text boxes, specify the id and password of an Administrator account that was provided by PGI.
- **c** In the **CONFIRM** text box, specify the password again to confirm the password.
- **d** Optionally, in the **BACKUP URL**, specify a backup URL that was provided by PGI that is to be used if the Primary URL is unreachable.
- **e** Select **TEST** to authenticate the account credentials with the Primary URL.
- **f** Select **OK** when you get a successful connection to PGI.

10 Click **NEXT**, then **FINISH** to complete the connector setup.

For more information on the AccuRoute Connectors, see the Omtool Server Administrator Online Help.

AccuRoute Connector for Fax Service Provider for Open Text RightFax

The AccuRoute Server can be configured to route documents to the Fax Service Provider Open Text RightFax. The configuration involves adding an AccuRoute Connector for Fax Service Provider Open Text RightFax.

Use the following procedure to add the connector.

Note See also, Installing the Open Text RightFax Client (FaxUtil) (4-3)

To add an AccuRoute Connector for Fax Service Provider for RightFax:

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

2 In the console tree, expand the AccuRoute Server.

3 Right click **CONNECTORS**. Select **NEW ACCUROUTE CONNECTOR FOR > FAX SERVICE PROVIDER**.

The **License** page opens.

4 In the **LICENSE** text box enter the license key and click **NEXT**.

The **Server Address** page opens. The **Run on the Omtool Message Server** option is selected by default.

5 Click **NEXT**.

The system verifies that the product is installed on the system and opens the **Display Name** page.

6 In the **NAME** text box, enter a descriptive name (for example, RightFax) for the connector.

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7. Click **NEXT**. The **Choose the Fax Service Provider type** page opens.
8. Select **RIGHT FAX** from the drop-down (this is also the default selection) and click **CONFIGURE**.
9. Click **NEW** and enter all information needed.
   a. In the **SERVER NAME** text box, specify the name of RightFax Server.
   b. Specify the **RightFax User ID** for the **RightFax Omtool Administrator** account.
   c. Specify whether integrated Windows NT security is to be used.
   d. In the **PASSWORD** text box, specify the password of an Administrator account. In the **CONFIRM** text box, specify the password again to confirm the password.
   e. In the **PROTOCOL** text box, specify the protocol (for example, you may be using Named Pipes).
   f. Select **TEST** to authenticate the account credentials with the RightFax Server.
   g. Select **OK** when you get a successful connection to RightFax.
   h. Click **OK** to close the page.
10. Select **Failover Server** which is the RightFax Server to use as a backup when PGi services are unavailable. (If using a failover server you will have to configure it with the steps above.)
11. Click **OK**, **NEXT** and then **FINISH** to complete the connector setup.

For more information on AccuRoute Connectors, see the Omtool Server Administrator Online Help.

Installing the Open Text RightFax Client (FaxUtil)

The Open Text RightFax solution requires that a Open Text RightFax client be installed on the AccuRoute Server where the AccuRoute Connector for Fax Service Provider for Open Text RightFax is installed.

Use the instructions in the following procedure to install the Open Text RightFax client (FaxUtil) and supporting client DLL's that the AccuRoute Connector will use to communicate with RightFax Servers.

To install the Open Text RightFax client (FaxUtil):

1. Load RightFax CD or ISO to RightFax Installation
2. Select **AUTORUN.EXE**. Then select **INSTALL RIGHTFAX PRODUCT SUITE** option.
3. Use the GUI to:

- Deselect **RIGHTFAX SERVER**.
- Select **RIGHTFAX CLIENTS**.
  - Select only **FAXUTIL** option.

4. Complete the installation following the instructions.

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AccuRoute Connector for Worldox GX2 DMS

World Software WORLDOX GX2 has been qualified for use with AccuRoute V3.01 Feature Pack 2.

Requirements

- The WORLDOX client software when installed and configured on the AccuRoute Server must not integrate with Microsoft Word

Important	When using a Remote AccuRoute Connector for DMS, the DMS client application must be installed and configured on the remote system.

- Tier 2 AccuRoute Connector for DMS license - for purchase information, contact Omtool Sales.

Configuration

The AccuRoute Connector for DMS routes documents from the AccuRoute Server to the Worldox GX2 document repository.

To add the AccuRoute Connector for DMS Worldox GX2:

1. Click **START >ALL PROGRAMS > OMTOOL > OMTOOL SERVER ADMINISTRATOR**.
2. In the console tree, expand the Omtool server.
3. Right click **CONNECTORS**. Select **NEW ACCUROUTE CONNECTOR FOR DMS**. The **License** page opens.
4. In the **LICENSE** text box, enter the connector license.
5. Click **NEXT**. The **Server Address** page opens.
6. Click **NEXT**. Alternately, if you want the connector to run on a remote server, click **REMOTE SERVER** and enter the server name. Click **NEXT**.

   The Display Name page opens.
7. In the **NAME** text box, enter an appropriate name.
8. Click **NEXT**. The **DMS Type** page opens.
9. Select **T2-WORLDOX** from the drop down list.
10. Click **NEXT**. The **Congratulations** page opens.
11. Click **FINISH**.

    The Worldox configuration dialog opens.
    a. Select **CLIENT FILES** from the drop down list for **PROFILE GROUPS**.
    b. Click **NEXT**. Enter the **USER CODE**.
    c. Click **NEXT**.
    d. Click **FINISH**.

    AccuRoute Connector for DMS Worldox GX2 is listed in the details pane.

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Important When using a Remote AccuRoute Connector for DMS, the DMS client application must be installed and configured on the remote system.

MEDITECH Validator

The MEDITECH Validator allows the AccuRoute Server to validate the existence of a patient record in MEDITECH based on specific property values (Medical Record number and the Account number) provided in the routing information.

Not only does this validation protect data integrity and significantly lower mix-up in data storage, but it also eliminates irregularities and inconsistent billing issues.

Requirements

- Property Dictionary Items (PDI) must be created for all fields that need to be queried for data collection. For information on how to create Property Dictionary Items, see the Configuring Message Property topic in the Omtool Server Help.
- A preconfigured AccuRoute Connector for MEDITECH, defined for the following properties: AccountNo and MedRecNo.

Note Any other option properties can be defined if necessary.

Adding the Omtool Healthcare Suite Connector for MEDITECH:

To add the Omtool Healthcare Suite Connector for MEDITECH:

1. Click **START > ALL PROGRAMS > OMTOOL > OMTOOL SERVER ADMINISTRATOR**.
2. In the console tree, expand the AccuRoute Server.
3. Right click **CONNECTORS** and select **NEW ACCUROUTE® CONNECTOR FOR > MEDITECH**. The Create New connector wizard opens.
4. Click **NEXT**. The **Display Name** page opens.

   To install the connector on a remote system, click the Remote server option and enter the name or IP address of the remote system in the text box beside the Remote server option.
5. In the **NAME** field, enter a descriptive name for the connector, the default being **MEDITECH on the Server**.
6. Click **NEXT** and then **FINISH** to close the wizard.

   The Omtool Healthcare Suite Connector for MEDITECH is created and listed in the Connector details pane.

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Configuring MEDITECH Validator

To configure the MEDITECH Validator:

1. Click **START > ALL PROGRAMS > OMTOOL > OMTOOL SERVER ADMINISTRATOR**.
2. In the console tree, expand the AccuRoute Server.
3. Go to the **Configuration** node and select **NEW > VALIDATOR**. The **Select Validation Type** page opens.
4. From the type drop down, select **MEDITECH VALIDATOR**. The **Validation Properties** page opens.
5. In the **NAME** text box, enter a name for the validator.
6. In the **DESCRIPTION** text box, enter a brief description for the validator.
7. Click on the **MEDITECH** tab.

   The Connector drop down is populated with the name of a configured Omtool Healthcare Suite Connector for MEDITECH.

   Note If there is more than one they will all be listed in the drop down.

8. For the **ENVIRONMENT** drop down, the contents will depend on the connector selection in step 7.

   A typical Meditech connector will be configured with both a **Test** and **Live (Production)** environment. The image below shows a configuration for the **Test** environment.
9. For the **ACCOUNT NUMBER**, select the corresponding property from the drop down list.
10. For the **MEDICAL RECORD NO**, select the corresponding property from the drop down list.

    Note Account Number and Medical Record No must be selected.

11. Optionally, go to the **Additional properties** section and select other relevant patient information properties. The available options include patient name and patient date of birth.

    Note Additional properties are used as return values only and may be omitted

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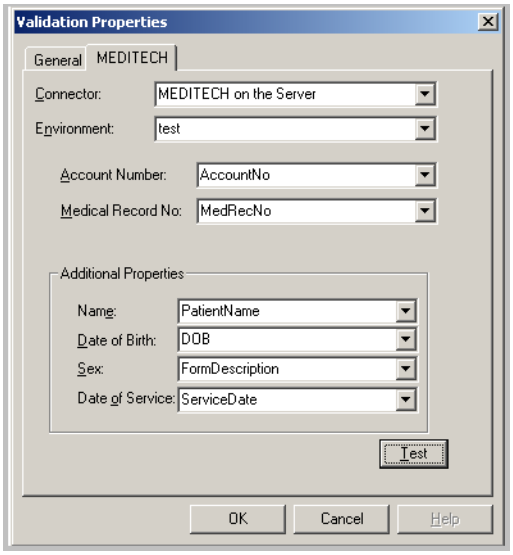
12 If you do not want to map any additional property, place the cursor on the appropriate text box. Then select the property and delete the contents in the box using the delete key.



13 To test the configuration, click **TEST**. The **TEST** button allows you to enter Account and Medical Record values to query. Results displayed will include any configured return values.

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

New Criteria for Routing Rules: Job Properties Match Expression

You can configure inbound and outbound rules so that when a job matches an expression, it is routed to a specified destination.

Previously, you could only configure rules to match a specific criteria, for example if sender email is iiq@yourcompany.com, then route documents to Image-In Queue. The advantage of creating a rule with an expression is that it allows you to specify any job property as the matching expression including custom property dictionary items as well as the template variables for a job. For example, you can specify that all jobs coming from a specific Device IP Address must be routed to repository "xyz" for storage (in this case, the Device IP Address is the matching expression which will trigger the job to be routed to the destination "xyz").

Moreover, when prompts are configured for a job, you can create rules to route to destinations based on the prompt value entered by an user.

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Creating the Outbound Rule where Job Property Matches an Expression

The example below shows how to configure an outbound rule matching an expression where the documents are routed to a destination. (In this example, the destination is the Open Text RightFax Server.)

Note See also, AccuRoute Connector for Fax Service Provider for Open Text RightFax (4-2).

To create the outbound routing rule for FSP - RightFax:

1. Verify that the RightFax connector is in place and make a note of the name of the RightFax Server as specified in the connector. (For instructions on how to create the connector, see AccuRoute Connector for Fax Service Provider for Premiere Global (PGi) (4-1).
2. Now click **START >ALL PROGRAMS > OMTOOL > OMTOOL SERVER ADMINISTRATOR**.
3. In the console tree, expand the AccuRoute Server and select **RULES**.
4. Click **OUTBOUND> NEW > RULE**.

   The **Specify the Criteria for this Rule** page opens.
5. Click **Add** and from the **Add Rule Criteria** page, select **JOB PROPERTIES MATCH EXPRESSION** and click **NEXT**. The **PROPERTY EXPRESSION** page opens.
6. In the **NAME** text box, and enter a descriptive name for the rule - for example, RightFax rule.
7. In the **EXPRESSION** text box area, enter the expression. For example, if the name of the RightFax Server as defined in the connector is RightFax001, enter: \\prServerName='RightFax001'.
8. Click **FINISH**, then **NEXT**. The **Specify the Actions to take for this Rule** page opens.
9. Click **Add** and in the **Add Rule Action** page, select **Route to Connector**. The **Route to Connector** page opens.
10. From the **ROUTE TO CONNECTOR** drop down, select the RightFax connector, for example, RightFax.
11. Click **FINISH** to close the **Route to Connector** page and click **NEXT.**
12. Do not add any failover action and click **NEXT**.
13. Verify the **ENABLE THIS RULE** option is selected.
14. Verify the **STOP PROCESSING OTHER RULES** option is selected.
15. Click **FINISH** to complete configuring the rule.

Note Property Dictionary Items (PDI) must be created for all fields that need to be queried for data collection. For information on how to create Property Dictionary Items, see the Configuring Message Property topic in the Omtool Server Help.

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Section 5: Additional AccuRoute Server Configurations

Depending on your environment, you may require some additional configuration for the AccuRoute Compose Component (Composer) as listed below

This section includes:

Configuring DCOM permissions for the Remote Composer (5-1)

Configuring DCOM permissions for the Remote Composer

After installing Feature Pack 2 on the Remote Composer, verify that the PDF Forms Generator is running with the correct DCOM identity. If necessary, configure the correct DCOM identity by following the instructions below.

To configure DCOM permissions for the Remote Composer:

1. Click **START > RUN**. In the **OPEN** text box, enter `dcomcnfg`.
2. Click **OK** to launch the **Component Services MMC** Snap-in.
3. Expand the **Component Services** node and drill down to **COMPUTERS > MY COMPUTER > DCOM CONFIG**.

   The **DCOM Config** node has the **Compose_PDFForm** entry.

   Note If **Compose_PDFForm** is not listed, reboot the system. Then follow the steps 1, 2 and 3 to drill down to the Compose_PDFForm property.

4. Select the **Compose_PDFForm** property, right click and choose **PROPERTIES** from the drop down menu options to open the **Properties** page.
5. Click on the **IDENTITY** tab.

   Note By default the identity will be set to **THE LAUNCHING USER** option.

6. Change the setting and select **THIS USER** option. Enter the Omtool Services Account.
7. Click **OK** to close the **Properties** page.

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Section 6: Configuring the AccuRoute Clients

This section includes:

Configuring AccuRoute Web Client (6-1)
Configuring DCOM on the World Software WORLDOX® Client System (6-3)

Configuring AccuRoute Web Client

This section contains instructions on how to configure the AccuRoute Web Client for the MyFiles feature.

MyFiles allows AccuRoute users to scan and route documents to themselves. In the AccuRoute Web Client application, the user will access the MyFiles page and create My Routing Sheet. Using this Routing Sheet, all documents scanned at a device will be routed to the MyFiles page. Users can then route the document to a repository for storage or send them to other fax or email recipients for further processing as needed.

This section includes:

Configuring the AccuRoute Web Client for the MyFiles Feature (6-1)
Configuring MyFiles Label (6-3)

Configuring the AccuRoute Web Client for the MyFiles Feature

The My Files folder allows you to see a list of your own files and delete files for maintenance as necessary. This folder is also accessible via an URL, which means that effectively there is a network share where AccuRoute Web Client users have access to their own sub-folder on that share. Each file that is listed has a hyperlink. You can click the hyperlink to download the file to your local system.

To configure the MyFiles folder for AccuRoute Web Client:

1. Navigate to **\PROGRAM FILES (X86)\OMTOOL\ACCUROUTEWEB\CONFIGURATION** and open the `View.Default.xml` file for editing.
2. Locate the `<Tab Type = ...>` node under <`Tabs`> node.
3. Modify the Tab Type section for “files” by setting the visible attribute to true.

```
Tab <Tab type="files" label="Files" tooltip="Files" visible="true"
default="false" image="files.gif">

.....................
```

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4 Modify the Folders section by setting the path of My Files folder:

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

5 Add the path and Filter values for Folder class:

```
<Folder class="DiskFolder" type="MyFiles" tooltip="My Files"
label="My Files" visible="true" image="Myfiles.gif" default="true"
items=""
path="\\{AR_Server_name}\{My_files_share}\%USERNAME:hash(04,Upper)%\%
USERNAME%" filter="prDMSDocFileExtension=&quot;.pdf&quot;">
```

Where {AR_Server_name} and {My_files_share} are replaced with the server and share name, respectively, that are correct for your configuration.

Note The " filter="prDMSDocFileExtension=".pdf""> configuration will only let you view PDF documents from Myfiles folder of AccuRoute Web Client.
To view other document type from Myfiles folder, for example, TIF, change the filter setting to filter="prDMSDocFileExtension=".tif"">.

6 Add the email destination of `myfiles@boa.com` as the Embedded Directive default recipient for MyFiles.

```
<MyFiles>
   <EDRecipient>
      <prDestination>myfiles@boa.com</prDestination>
   </EDRecipient>
```

7 Restart the IIS services.

8 Create a routing rule where jobs matching the email destination in step 5 will be routed to a Filescan folder overriding the destination with a folder name you specified in step 4 of the procedure.

To test that the MyFiles configuration is working correctly,

- Open AccuRoute Web Client and login as an user.
- Create a Routing Sheet from the File folder of the AccuRoute Web Client. To create the Routing Sheet, go to **FILES > MYFILES > MY ROUTING SHEET**. Then select the final form and view the Routing Sheet.
- Print the Routing Sheet and scan a document from a properly configured network scanning device using the "Routing Sheet" button on the device.
- In AccuRoute Web Client, go to the **FILES > MYFILES** tab.
- You will see that the document shows up in the Files table.

Test by creating a Routing Sheet, delete, and send a fax. (My Routing Sheet will generate a new routing sheet, Fax will add a selected file as an attachment to a new message and Delete will delete a scanned document from the MyFiles directory.)

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Configuring MyFiles Label

Use the following instructions to configure the label attribute.

To change the Fax option to New Message.

1. Navigate to **\PROGRAM FILES (X86)\OMTOOL\ACCUROUTEWEB\CONFIGURATION** and open the `View.Default.xml` file for editing.
2. Locate the **Files** tab.
3. Under the **Actions** node, find action where type="forward", the "label" attribute is where you can modify the option's name. For example:

```
<Action type="forward" tooltip="Fax" label="New Message"
image="writenew.gif" visible="true" />
```

4. Save your changes.

Configuring DCOM on the World Software WORLDOX® Client System

To configure DCOM permissions:

1. In the client system, click **START > RUN** and enter `dcomcnfg` to open the Component Services console.
2. Navigate to **COMPONENT SERVICES > DCOM CONFIG**.
3. Right click on **DMS MANAGER** and select the radio button option corresponding to **INTERACTIVE USER** under the **IDENTITY** tab of **Properties** dialog. Click **OK**.
4. Right click on **OMCONDMS** and select radio button option corresponding to **INTERACTIVE USER** under the **IDENTITY** tab of the **Properties** dialog and click on **OK**.
5. Reboot the system.
6. Configure AccuRoute Connector for World Software WORLDOX (See instructions in AccuRoute Connector for Worldox GX2 DMS (4-4)).
7. Reboot the system.

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Section 7: Troubleshooting

This section includes:

Error when Uninstalling the Remote Administrator After Applying Feature Pack 2 Update (7-1)

Error when Uninstalling the Remote Administrator After Applying Feature Pack 2 Update

Problem:

After installing Feature Pack 1 on a Remote Administrator, if you try to uninstall the Remote Administrator, you will see the following error:

```
1905.Module C:\Program Files (x86)\Common
Files\Omtool\omDMSObjectArchiveU.dll failed to unregister .HRESULT-
2147220472. Contact your support personnel.
```

Uninstallation continues after you click **OK** on the error message.

Solution:

You are seeing the error message because the FP2 Update removed the file that is mentioned in the error message. You can ignore the error message.

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