upland AccuRoute

AccuRoute® v6.0
Release Notes

upland AccuRoute

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Upland AccuRoute Resources

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NOTE: Technical support requires an active support contract. For more information go to:

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Contents

Section 1: Summary of Features

New Features

The following tables summarize the new Server and Client features specific to AccuRoute® v6.0:

Table 1-1: **AccuRoute v6.0 Server New Features**

Components Affected	Node	New Feature	Description
AccuRoute Server	Components	Content Monitor (DLP)	The **Content Monitor** supports **Data Loss Detection and Prevention** with customizable document searching (using **CM Profiles**) and pre- and post-delivery message review options, including the **Web Apps Security Station** and **Preview** applications.
	Configurations	CM Profiles	**CM Profiles** are used to define custom document search criteria in support of the **Content Monitor**, **Security Station**, and **Preview** features.
	Devices	New Scan Settings for Media Sizes and Crop Modes	AccuRoute v6.0 includes new **Scan Settings** for HP devices, including new media sizes and new crop modes.
		Use of HP Discovery Tree	For devices using OXP 1.7, the device model and firmware information is gathered using the **HP Discovery Tree** services, instead of SNMP.

Table 1-2: **AccuRoute v6.0 Clients Features**

Components Affected	New Features	Description
Web Apps	Security Station and Preview Apps	The **Security Station** and **Preview** applications are used for reviewing messages in conjunction with **Content Monitor** to support **Data Loss Detection and Prevention**. Depending on configuration, users can approve or reject messages (their own or others') before and/or after delivery, as well as preview and download attachments.
	Administration App	The **Administration** applications include **Calendars**, **Routing**, and **Help Desk** features. Users can set up Routing Destinations and define Fax Hold and Release settings. From the administrative **Help Desk**, authorized users can oversee and manage Messages and Distributions for themselves and others.
	AccuRoute Queue App	Formerly known as Image-In Queue, **AccuRoute Queue** is transitioning into Web Apps. With this release, **AccuRoute Queue** includes the following features: • Document preview • Metadata review and editing capabilities • Approval/Release

Table 1-2: **AccuRoute v6.0 Clients Features**

Components Affected	New Features	Description
Web Apps	Mobile Reservations	In AccuRoute v6.0, you can now access a **Create Reservation** button from any Distribution in Web Apps to generate a **Mobile Reservation Code** for the selected Distribution.
	Mobile Printing	You can use the Administration **Routing** application to arrange for users to send documents directly from their mobile device to a convenient printer destination.
	Forms Authentication for Login screen	You can now configure Forms type user authentication for Web Apps Login screens, requiring users to enter a domain, username, and/or password.
	New Message Search button	You can now **Search** the contents of your **Inbox** and **History** messages using the new **Search** button in the tool bar. You can also search the Help Desk's **In Process** and **History** apps.
Device Client	New Supported Devices	The AccuRoute Embedded Device Client adds support for new HP and Xerox MFP devices.
AccuRoute Extensions	New Support for AccuRoute Extensions	AccuRoute v6.0 now supports iManage v.10 (64-bit) and OpenText DM 2016.
	DMS Routing IDs Creator	Extensions for iManage 'Assignable Distributions Creator' is now called the **DMS Routing IDs Creator**.
	Records Print	**Records Print** is a new AccuRoute v6.0 Extensions feature that allows you to select a document in your DMS or iManage client and send it to the AccuRoute print server, where the system applies a pre-configured Document Stamp and prints it to the assigned network printer.
AccuRoute Desktop	New 64-bit Support for AccuRoute Desktop	The AccuRoute v6.0 Desktop client now supports Office and Outlook 2016 (64-bit).

Related AccuRoute v6.0 documentation

For more information about AccuRoute v6.0 and other AccuRoute products, refer to the AccuRoute v6.0 documentation home page to access:

- Readmes and release notes

- DMS Libraries quick start guides

- User guides and online help

- Administrator guides

- Installation and upgrade guides

Section 2: AccuRoute Server Updates

This section describes the new AccuRoute Server v6.0 features.

For more information on using or configuring the new features, refer to the AccuRoute Server Administrator Help and the AccuRoute Web Apps Online Help.

This section includes:

Operating System support

The AccuRoute v6.0 server supports

- Microsoft Windows 2012 x64
- Microsoft Windows 2012 R2 x64
- Microsoft Windows 2016 x64

Upgrading

AccuRoute v6.0 supports upgrading servers and clients from AccuRoute v5.1 environments. Upgrade (or install new) clients after you upgrade the AccuRoute Server to v6.0.

For instructions on upgrading a legacy AccuRoute environment, consult the AccuRoute Server and Clients Upgrade Guide.

Components Node

The **Components** Node has been updated with the following feature:

- [Content Monitor (DLP)](#) (2-2)

Content Monitor (DLP)

AccuRoute v6.0 now includes the **Content Monitor**, a new feature supporting **Data Loss Detection (DLD) and Data Loss Prevention (DLP)** with a message review option.

Successful **DLD/DLP** requires the ability to analyze messages and attachments for key terms and/or patterns while they are being processed by the AccuRoute server.

In the **CM** workflow, the AccuRoute system uses **Content Monitor Profiles (CM Profiles)** to search documents being processed for defined content. Given appropriate configuration, when the system identifies documents matching a **CM Profile**, it routes those messages within the Administrator or to the Web Apps [Security Station and Preview Apps](#) for review.

Before message delivery occurs, authorized users can approve or reject messages sent through the system by themselves or others. Users can also review messages after delivery to determine whether they were correctly processed.

Requirements

Before you begin setting up your system to use **Content Monitor**, make sure you already have

- Installed a primary AccuRoute Server.
- Applied a **Content Monitor** license (and any other licenses needed).

Configuring and working with Content Monitor

System administrators set up [CM Profiles](#) in the **Configuration** node. In **Rule Properties**, they can customize Rule workflows by adding and configuring a Content Monitor action and related Job properties.

Administrators can assign **Content Monitor Profile** access to specific user groups in the **Clients > CM Access** section of **Group Properties**.

For more information on configuring CM Profiles, customizing CM Rule workflows, and authorizing user group access to the **Security Station** and **Preview** apps, see the [AccuRoute Server Administrator Help](#).

For more information on approving or rejecting jobs or working with attachments in Web Apps, refer to the [AccuRoute Web Apps Online Help](#).

AccuRoute Content Monitor Limitations

AccuRoute's Optical Character Recognition (OCR) engine drives **Content Monitoring (CM)** by extrapolating the readable text from a document and performing the necessary analysis for term-searching and pattern-matching. When implementing a CM solution, it is important to recognize that the same limitations associated with traditional OCR will apply to the data being monitored by CM. When setting up the profiles for CM monitoring, the system

proves flexible to user needs by utilizing Regular Expression (RegEx) matches and data cleanup approaches, such as lower-casing all values, removing linefeeds, replacing tabs with spaces, and many other techniques. Although many techniques have been implemented to sanitize the OCR data, there are still limitations that must be considered when designing your CM solution:

- Text contained in pictures and images will not likely be recognized, such as company logos or state emblems, for example.

- Multi-layered text with images behind the text may be read as long as the text is clearly legible and separated from the image.

- Highly-stylized fonts have less likelihood of being recognized by the OCR engine.

- Watermarks crossing the page and text are examples seen by OCR as an image and therefore not recognized.

- Extremely small fonts may challenge the OCR engine.

- Physical Image "stamps" will be recognized as an image, not text.

- Handwritten notes and markings are typically not recognized by OCR.

An alternative method to ensure document recognition by the CM solution is to use header and/or footer markers indicating the term being monitored. As an example, instead of or in conjunction with using a "CONFIDENTIAL" watermark that diagonally spans across the screen, placing a watermark document stamp in the header and/or footer that simply has "CONFIDENTIAL" written out would be more conducive to an OCR extraction and, therefore, recognition. Utilizing standard fonts and sizes, vs. highly-stylized variants will also increase the accuracy of the system.

The AccuRoute CM solution is a key element of an overall Data Loss Prevention (DLP) approach. The entire solution and its relative effectiveness and accuracy is dependent on the associated business processes and procedures, auditing configuration, personnel training, record and email monitoring systems, etc.

Configuration Node

The **Configuration** Node has been updated with the following feature:

- CM Profiles (2-3)

CM Profiles

AccuRoute v6.0 now includes **CM Profiles**. You can create **CM Profiles** to define custom document search criteria. When the system finds documents matching the criteria, those messages can be queued to review before or after delivery.

System administrators set up **CM Profiles** in the **Configuration** node. They can assign **Content Monitor Profile** access to specific user groups in the **Clients > CM Access** section of **Group Properties**. And in **Rule Properties**, they can customize Rule workflows by adding and configuring a Content Monitor action and related Job properties.

For more information on **CM Profiles**, see the AccuRoute Server Administrator Help.

Devices Node

The **Devices** Node has been updated with the following features:

New Scan Settings for Media Sizes and Crop Modes

AccuRoute v6.0 includes new **Scan Settings** for HP devices, including new **Media Sizes** (Mixed A4/A3, A6, and Any) and new **Crop Modes** (DoNotCrop, Crop to Paper, and Crop to Content).

System administrators can define **Scan Settings** values per device button, for specific device groups, in the **Button Properties** for **Device Group Properties**.

Use of HP Discovery Tree

When you add a new HP device (running a minimum of OXP 1.7) through the AccuRoute Server Administrator, the system queries the **HP Discovery Tree** service to determine the device's model number and firmware, instead of using SNMP. By using the **HP Discovery Tree**, the system is less dependent on SNMP communication.

> **Note** If an HP device is sent a reboot command from the AccuRoute Server Administrator, it still uses SNMP to send that instruction. Older MFPs that are running OXP 1.6 also still require SNMP to discover the model and firmware version, restart and enable OXP.

Section 3: AccuRoute Client Updates

This section describes the new AccuRoute v6.0 Client features.

For more information on using or configuring the new features, refer to the AccuRoute client installation and user guides on the AccuRoute v6.0 documentation page.

This section includes:

Client versions in this release

AccuRoute v6.0 includes the following clients:

Table 3-1: **AccuRoute v6.0 Clients**

Client	Version
Mobile Client	5.0
Web Apps	6.0
AccuRoute Desktop	6.0
AccuRoute Embedded Device Client	1.7.2
Embedded AccuRoute for Xerox (EIP) Device Client	6.0
Embedded AccuRoute for Ricoh (ESA) Device Client	6.0
Extension for iManage	6.0
Extension for MS SharePoint	6.0
Extension for DM	6.0
AccuRoute Connect	6.0
AccuRoute Queue	6.0

Table 3-1: **AccuRoute v6.0 Clients**

Client	Version
AccuRoute Direct Capture	6.0
AccuRoute Acquisition	6.0
Cost Recovery	5.0
Print to AccuRoute	5.0
FaxCenter	6.0
Fax Service Receiver	6.0

Note   AccuRoute Direct Capture is only available with installation of the AccuRoute Healthcare Suite.

Operating System support

AccuRoute v6.0 clients support

- Microsoft Windows 8 x32, Windows 8 x64, and Windows 10
- MAC OS X10.8 or newer

Requirements

Review the following requirement before working with the new client features:

- AccuRoute v6.0 installed

  To use the current version, you must uninstall any existing client and then install the new AccuRoute v6.0 Client, or upgrade from v5.1 to v6.0. For more information on upgrading the clients, refer to the AccuRoute Server and Clients Upgrade Guide.

Web Apps

The former AccuRoute Web Apps user interface is now simply called **Web Apps**.

This section describes the following new Web Apps features for AccuRoute v6.0:

- Support (3-3)
- Requirements (3-3)
- Security Station and Preview Apps (3-3)

- [Administration App](#) (3-4)

- [AccuRoute Queue App](#) (3-5)

- [Mobile Reservations](#) (3-5)

- [Mobile Printing](#) (3-5)

- [Forms Authentication for Login screen](#) (3-5)

- [New Message Search button](#) (3-6)

For more information on configuring the following features, refer to the [Web Apps Online Help](#).

Support

Web Apps v6.0 is qualified with:

- Microsoft Windows 8 x32, Windows 8 x64, and Windows 10

- Chrome, Internet Explorer, Edge, Firefox, and Safari browsers

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Note   Internet Explorer 11 support requires the Compatibility View be disabled.

Requirements

Review the following requirement before working with the new Web Apps features:

- To upgrade to the current version, you must uninstall the existing Web Apps client and then install the new AccuRoute v6.0 Web Apps client. For more information on installing Web Apps, refer to the [AccuRoute Server and Clients Upgrade Guide](#).

Security Station and Preview Apps

The new **Security Station** and **Preview** applications are optional Web Apps features for reviewing messages in conjunction with the [Content Monitor (DLP)](#) feature, in support of **Data Loss Detection and Prevention**.

With **Data Loss Detection**, approvals or rejections occur post-delivery. **Data Loss Prevention** allows for approval or rejection of a message before delivery to the original destination.

The system uses the **Content Monitor** feature to search for documents with specific content. When matches to [CM Profiles](#) are identified, depending on configuration, the system can route the messages to the **Security Station** or **Preview** apps.

Using the **Preview** app, users can review – before delivery (DLP) – any of their own messages that match a CM profile. The **Security Station** app helps users monitor other users' messages either for approval/rejection before delivery (DLP) or for review after delivery (DLD).

Requirements

The **Security Station** application, as part of the **Content Monitor** feature, is only available with the **Content Monitor** license.

Configuring Security Station and Preview

Server administrators assign **CM Profile** access to specific user groups in the **Clients > CM Access** section of Server Administrator **Group Properties**. They can set up **Content Monitor profiles** in the **Configuration** node. And in **Rule Properties**, they can customize Rule workflows by adding and configuring a **Content Monitor** action and related Job properties.

Working with the Preview app

Server administrators can configure **Content Monitor profiles** to allow users to review their own documents before delivery when a Content Monitor profile match is identified. In this configuration, a user would receive an email with a link to the **Preview** app. Once in **Preview**, the user can decide to approve or reject their own message before its delivery to the original destination.

For more information on using **Security Station**, see the Web Apps Online Help.

Administration App

The **Administration** application is an optional Web Apps feature that offers three applications: **Routing**, **Calendars** and **Help Desk**.

You can set up **Routing Destinations** for incoming messages. You can configure the locations to which specific destination types are routed and apply other settings. For faxes, you can define whether to enable manual or calendar job holds in each case. You can create **Calendars** to manage the Fax Release times for specific fax destinations or immediately release Manual Holds.

Existing **Calendar** and **Routing Destination** entries are presented in table format. You associate calendars to routing destinations, so calendars must be created first to be available for use in **Routing**.

From the administrative **Help Desk**, authorized users can oversee and manage Messages and Distributions for themselves and others. The **Help Desk** includes the **In Process** and **History** applications. These display tables of message Jobs either still being processed by the system or already distributed. **In Process** contains every job in the system that is on the active queue.

Using the **Help Desk**, you can search messages for specific criteria, view Job properties, cancel queued messages, preview and download attachments, forward and resend messages, and delete processed messages.

Configuring the Administration applications

Your system administrator can individually assign the **Routing**, **Calendars** and **Help Desk** applications or configure them as a set for use by authorized users.

Server administrators can customize **Help Desk** user profile permissions, including access to individual **Help Desk** tasks, such as previewing or downloading attachments.

Specifically, administrators assign **Admin** and **Default** profiles to specific user groups in the **Clients > Web** section of the Server Administrator **Group Properties**. They can customize these profiles in **Web Apps Profile Properties**.

Working with the Administration applications

For more information on using the **Administration applications**, see the Web Apps Online Help.

AccuRoute Queue App

Formerly known as Image-In Queue, **AccuRoute Queue** is transitioning into a Web Apps application.

AccuRoute v6.0 introduces the initial version of the **AccuRoute Queue** app. With this release, **AccuRoute Queue** includes the following features:

- Document preview

- Metadata review and editing capabilities

- Approval/Release

The complete **AccuRoute Queue** functionality is still available in the current desktop version. Both versions of **AccuRoute Queue** operate under the same license, allowing you to choose your preferred method of interaction (via Web Apps or the Desktop).

For information on using the **AccuRoute Queue Desktop**, refer to AccuRoute Queue User Guide Help.

Mobile Reservations

In AccuRoute v6.0, you can now access a **Create Reservation** button from any Distribution in Web Apps.

Previously, Web Apps users could only view pre-existing Mobile Reservation Distributions created on the Mobile Client and/or use the **Save As** feature to modify those Distributions for use on Web Apps.

From any of the Distribution tiles (including **My Distributions**, **Subscribed Distributions** and **Distribution Collections**), you can now click the **Create Reservation** button in the tool bar to generate a **Mobile Reservation Code** for the selected Distribution. Users can then bring this code to a device configured with a **Mobile Reservations** button, scan their document(s) and enter the code to deliver it to the appropriate Distribution.

> **Note** **Mobile Scan Reservation Codes** are single-use codes.

For more information on using the **Mobile Reservations** application or working with the **Mobile Client**, see Web Apps Online Help.

Mobile Printing

AccuRoute v6.0 now provides a **Mobile Printing** solution. You can use the **Administration Routing** application to arrange for users to send documents directly from their mobile device to a printer.

In the Web Apps **Routing** application, you need to create a new **Routing Destination** and select **Printer** as the **Route to** destination. Then you can associate an email address to the printer of interest. With this configuration, users can easily send documents from a mobile device to a convenient printer.

For more information on using the **Routing** application, see Web Apps Online Help.

Forms Authentication for Login screen

In AccuRoute v6.0, you can now configure **Forms** type user authentication for Web Apps Login screens, to require users to enter a domain, username, and/or password.

System administrators configure the **Authentication Type** in the Server Administrator at **Configuration > Web Apps > Properties**. They can customize the field labels, identify whether fields require values, offer drop-down lists, or are read-only, and enter default values.

New Message Search button

In AccuRoute v6.0, you can now **Search** the contents of your **Inbox** and **History** messages from the **Search** button in the tool bar. You can also search the Help Desk's **In Process** and **History** apps.

Search only searches entries available to the user. Web Apps users can conduct searches based on any of the following criteria:

- **Destination Type**
- **Destination**
- **Subject**
- **Pages**
- **Sent** – Select a time frame from Today through the Last 60 days.
- **Completed** – Select a time frame from Today through the Last 60 days.

System administrators can assign the **Search** button to individual Apps in **Web Apps Profile Properties** (**Actions** tabs).

Embedded Device Client

This section describes the following new AccuRoute v6.0 **Embedded Device Client** features:

- Requirements (3-6)
- New Supported Devices (3-7)

Refer to the AccuRoute Embedded Device Client Installation Guide for more information on installation and configuration of these features.

Requirements

Review the following requirement before working with the new Device features:

- Devices must be upgraded to AccuRoute Embedded Device Client v6.0. Install or upgrade the clients from the Clients directory after the AccuRoute Server is upgraded to v6.0.

  To upgrade the Embedded Device Client to the current version, you can uninstall the existing Device Client and then install v6.0, or upgrade it from the existing 5.1 version. For information on upgrading the devices, refer to the AccuRoute Server and Clients Upgrade Guide.

New Supported Devices

This section lists the new HP and Xerox MFPs now supported by the **AccuRoute Embedded Device Client**.

New HP Devices

Table 3-2: **New Supported HP Devices**

HP Device	Group	Supported Firmware	OXPd Version
HP PageWide Color MFP 780, Flow 785, E77650, and E77660 Series	XX	2403782_000143	1.7.3
HP Digital Sender Flow 8500 fn2 Document Capture Workstation	XX	2403732_013004	1.7.3
HP ScanJet Flow N9120 fn2 Document Scan	XX	2403732_013003	1.7.3

New Xerox Devices

Table 3-3: **New Supported Xerox Devices**

Xerox Device	Supported Firmware
Altalink B8045/B8055/B8065/B8075/B8090	Xerox_AltaLink_B8045_B8090_Software_Upgrade_100.008.057.09602
Altalink C8030/C8035/C8045/C8055/C8070	Xerox_AltaLink_C8030_C8035_Software_Upgrade_100.001.057.09609 Xerox_AltaLink_C8045_C8055_Software_Upgrade_100.002.057.09609 Xerox_AltaLink_C8070_Software_Upgrade_100.003.057.09609
Versalink B405/B605/B615/B7025/B7030/B7035	Xerox Versalink B405 General Release 38.21.41 Xerox VersaLink B605/B615 Software Release 33.05. 71 Xerox Versalink B7025/30/35 General Release 58.21.4 1
Versalink C405/C505/C605/C7020/C7025/C7030	Xerox Versalink C405 General Release 68.21. 41 Xerox Versalink C605_C505 Launch Release v62.05. 01 Xerox Versalink C7020/7025/7030 General Release 57.21. 41

Note   Support for the new Xerox MFPs listed above requires the **AccuRoute Embedded Device Client Update** be applied to your Device Client. For information about downloading the update, contact Upland AccuRoute Customer Support.

AccuRoute Extensions

This section describes the following new AccuRoute v6.0 **Extensions** features:

- New Support for AccuRoute Extensions (3-8)
- DMS Routing IDs Creator (3-8)
- Records Print (3-8)

New Support for AccuRoute Extensions

AccuRoute v6.0 Extensions now support iManage v.10 (64-bit) and OpenText DM 2016.

DMS Routing IDs Creator

In AccuRoute v6.0, the Extensions for iManage 'Assignable Distributions Creator' is now called the **DMS Routing IDs Creator**. The **DMS Routing IDs Creator** is automatically installed with Extensions for iManage.

Using the DMS Routing IDs Creator

1 From the Windows **Start** menu, navigate to the **DMS Routing ID Creator** and run it as Administrator.

2 On the **Connect to Server** screen, enter the AccuRoute server name in the **Server** text box. The user **Name** appears by default. Click **Next**.

3 On the **User** screen, enter the **User e-mail** and click **Next**.

4 On the **DMS Routing IDs Details** screen, enter the amount of **Copies**, a **Starting ID**, select a **Properties** file and then click **Next**.

5 A **Summary** screen appears. Click **Finish**.

6 In the Client system, navigate to
`C:\Program Files (x86)\Extensions for iManage\Output`
This is where the output file appears.

7 Launch your DeskSite client.

8 Select and right-click on a document of interest and select **Import Scanned Document with copied profile**.

9 Enter a description and click **Save**. The Routing sheet is created with copied profile information.

Records Print

AccuRoute v6.0 Extensions now offers **Records Print**, a new feature that allows you to select a document in your DMS or iManage client and send it to the AccuRoute print server, where the system applies a pre-configured Document Stamp to the document and prints it to the assigned network printer.

By using **Records Print**, Records Room workers can easily identify printed documents by their document stamps and incorporate documents into appropriate manual work flows. For more information, see:

Using Records Print

1   To access **Records Print** from **AccuRoute Extensions for iManage** or **OpenText DM,** right-click a document and select **Records Print** from the drop-down menu.

2   The **Records Print** pop-up screen appears. Select a **Network Printer** of interest from the drop-down list of those configured on the client machine.

   Alternatively, you can enter an IP or UNC address in the **Network Printer** text box:

   ‣   For an IP address, prefix the number with `IP`. For example, `IP:123.22.333.44`

   ‣   For a UNC address, enter the printer address. For example, `\\MACHINE\Printername`.

3   Select the **Set as Default** check box to identify the current printer as the default printer.

4   Click **Print**. By default, the system applies the following Document Stamp:

   `Record Printed at [Current Date] [Current Time]`

   Document Stamps are set up on the server. Also see Changing the Document Stamp or using multiple Document Stamps (3-10).

5   When you use **Records Print** the first time, a **Connect to Server** popup appears.

   ‣   If you plan to work *with* integrated email identification, enter the **Server Address** in the pop-up and click **OK**. If the email is correct, the popup should not appear again.

Note   Because **Records Print** assumes Outlook is installed and available to the user on the client machine, a **User Email** value appears by default. You cannot edit the email address.

   ‣   To use **Records Print** *without* integrated email identification, cancel the **Connect to Server** popup and navigate to `C:\Users\USERNAME\AppData\Roaming\Omtool\MiniClient\MiniClientConfig.xml`

   Open the .xml file in a text editor and change the value in the `prMailType` from `Outlook` to `None` and save the file.

   In the AccuRoute Server Administrator, go to **Groups > Access** and select the **Allow non-authenticated access to the server** check box. Click **OK**.

   With this setup, when you click **Print** in **Records Print**, you can enter *both* the **Server Address** and the **User Email** in the popup. The user email value can be anything and is unverified.

Modifying the Login Access Configuration file

To make changes to the **Records Print** login configuration, you need to edit the `MiniClientConfig.xml` file in a text editor.

> **Note** If you delete this file, it will be recreated the next time **Records Print** is used, with empty values except for the mail type of Outlook. The **Connect to Server** popup will reappear.

Administrators can pre-configure `MiniClientConfig.xml` files and distribute them to users' folders at `C:\Users\USERNAME\AppData\Roaming\Omtool\MiniClient`. To do so, administrators can customize the blank configuration file found in the folder to which the Extension was installed.

Values that Administrators may use include:

- The `prEmail` node allows Administrators to pre-configure the email address of the user.

- The `prServerAddress` value controls where **Records Print** looks for the AccuRoute server.

- The `prMailType` value specifies whether **Records Print** will try to verify the current user's email address. If you enter `None`, no email verification occurs and the AccuRoute server will allow unauthenticated client access.

- Use any of the following values to indicate that the appropriate email client is installed and working on the client computer: `Outlook`, `Outlook64`, `LotusNotes`, `Groupwise`.

Changing the Document Stamp or using multiple Document Stamps

You can also find a `configuration.xml` file in the folder to which the Extension was installed. Use this file to set which Document Stamp to apply or to have **Records Print** apply multiple Document Stamps.

1   In the `configuration.xml` file, locate the `prDocumentStamp` tag.

2   You can change the Document Stamp value at `<prDocumentStampName>DefaultStamp</prDocumentStampName>` to any Document Stamp name configured on the server.
    You can list multiple stamps with a ";" separated list, for example:
    `<prDocumentStampName>DefaultStamp;DefaultStamp2</prDocumentStampName>`

> **Note** A matching Document Stamp must exist in the AccuRoute Administrator, otherwise the print job will fail.

AccuRoute Desktop

This section describes the following new AccuRoute v6.0 **Desktop** features:

- [New 64-bit Support for AccuRoute Desktop](#) (3-10)

New 64-bit Support for AccuRoute Desktop

The AccuRoute v6.0 **Desktop** client now supports MS Office and Outlook 2016 (64-bit).

> **Note** To integrate AccuRoute Desktop with Outlook 2016 (64-bit), you need to edit the `prMailType` setting in the `AccuRouteClient.xml` file. For more information, see [Limitations](#) (4-3).

Section 4: Issues and Limitations

Resolved issues

The following Server and Client issues were found in the Omtool test laboratory during testing and are resolved in AccuRoute v6.0:

Table 4-1: **Resolved Server Issues**

Issue	Description
AR-12743	When the system fails to properly convert a PCL file to a PDF, it delivers output with errors instead of failing the job.
AR-12703	An email message's body looks correct in Outlook, but is delivered with the content unreadable.
AR-12672	RLOG and BMP files are created in the \Local\Temp\ directory but are not removed.
AR-12608	After changing Notification format to Deliver Original Format, you receive a PNG attachment for the first page and the body of the message has an image with an X that cannot be seen.
AR-12419	A notification for Message Succeeded has a red X with an email attachment instead of an embedded image.
AR-12418	When using a cover page template to extract information into a text file, you cannot rename the template to the JobID value.
AR-12323	The system is not removing canceled jobs from the Compose queue, even after stopping and restarting services, processes, and the server.
AR-12144	Web Apps Properties is not properly saving Attribute Alias changes.

Table 4-2: **Resolved Client Issues**

Client	Issue	Description
Embedded AccuRoute for Ricoh Device Client	AR-12705	This resolves multiple issues, including various problems with installation, uninstallation, and Fax Release from Manual Hold.
	AR-12273	Scanning quality issues (blank pages, squished images) exist when working with large documents.
	AR-12221	When the physical Start key (instead of the soft start key) is used, an error message appears.
ObjectArchive Migration Tool	AR-12701	On an MFP, the Fax Release button allows you to click Next past the Pin when no Manual Override Pin is entered.
	AR-12194	After an upgrade installation in a clustered server environment, the ASP.NET v4.0 WebAPI pool stopped working.
AccuRoute Extensions for iManage	AR-8471	When using the AccuRoute Extensions for iManage with FileSite 9, if you right-click on a file or folder, Import Scan options are available, but there is also a blank space in the drop-down menu.
AccuRoute Extensions for OpenText DM	AR-12332	When attempting to profile to DM using the AccuRoute Desktop, the GUI on the profile window appears blank with no fields to populate.
	AR-9013	Right-click functionality is missing when working with the client extension for Open Text Document Management (DM).

Table 4-2: **Resolved Client Issues**

Client	Issue	Description
Web Apps	AR-12738	When you select a non-PDF format file to be returned to you, the file downloaded from MyFiles to the desktop is a PDF file instead of the correct file format..
	AR-12411	In Web Apps, users cannot delete files from their MyFiles.

Known issues

The following issues are known for AccuRoute v6.0:

Table 4-3: **Known issues**

Issue	Description
AR-12843	For MFP devices using the French, Brazilian Portuguese or Spanish languages, the length of the Address Book button text exceeds the button's size.
AR-12815	When using Print to AccuRoute to send a PDF to Outlook 2016, Outlook does not launch.
AR-12807	In the Web Apps User Interface, when you undock the Message History App, the screen's Tab name shows the browsed file path instead of PDF Viewer.
AR-12803	When you open Help About from the FaxCenter client, the product name that appears is missing the 'AccuRoute' portion.
AR-12802	When you launch the FaxCenter client, its title (Upland FaxCenter) does not match that in the Start menu (AccuRoute FaxCenter).
AR-12796	Messages containing associated email ids that are sent to a user do not appear in the Web Apps message Inbox.
AR-12792	In the Server Administrator, when you try to access context-sensitive Help from the RuleSets node, no browser window opens to display the relevant Help.
AR-12759	When using Extensions for iManage on DeskSite 9.3.2 x64 with Outlook x64, if you click a document in the library and click Records Print, a MS Windows firewall message appears.
AR-12758	When adding a Worldox DMS connector, if you Cancel the connector's configuration, the system creates the connector anyway.
AR-12726	For the Web Apps online help, the browser tab is incorrectly labeled AccuRoute Web Client instead of Web Apps.
AR-12721	For MFP devices localized to French and German, the Scan Settings text for Minimum and Maximum appears in English.
AR-12693	When an MFP device does not support an action, the error message that appears for the failed message should be more specific.
AR-12676	For MFP devices using any language localization (such as French, German or Spanish), the length of the Speed Dial button text exceeds the button's size.
AR-12658	When the Web Apps User Interface is localized to Simplified Chinese, the text for the Security Station App appears in English.
AR-12437	In AccuRoute Queue, if you enter property values and click CTRL-A, the Apply action does not occur.
AR-12396	In AccuRoute Queue, if a user tries to release an incomplete document from the queue when the system is not set to allow incomplete documents to be released, a user warning message should appear immediately.

Limitations

The following limitations are known for AccuRoute v6.0:

Table 4-4: **Limitations**

Limitation	Description
AR-12943	After upgrading from the prior version of Image-In Queue v5.1 to AccuRoute Queue v6.0, the following message appears as the user tries to login: 'Failed to acquire a user license to run AccuRoute Queue. No available licenses for feature.' For AccuRoute Queue, licensing changed from seat-based to user-based licensing. Hence, you need to manually free the existing seat-based license to make it available as a user license.
AR-12922	To properly integrate AccuRoute with Outlook 2016 (64-bit), you need to edit the prMailType setting in the AccuRouteClient.xml file from Outlook to Outlook64. To do so, navigate to ..\Program Files (x86)\Upland AccuRoute\AccuRouteDesktop. Open the AccuRouteClient.xml file in a text editor and change the value in the prMailType setting from Outlook to Outlook64 and save the file.
AR-12849	When you try to add a Fax button to an HP OXPd device group, the 'Enable Enhanced Faxing and address book support' check box does not appear on the Options tab of Button Properties. As a workaround, you can either update the License Package file (Ctrl+ click on Activate in the Licensing UI) or activate any SKU (which implicitly updates the Package File).
AR-12521	When you try to authorize Google Drive from the Web Apps Authorization app, after you provide Google credentials and click Next, an error appears and verification fails. Instead, you can select Advanced > Go to Omtool.com unsafe > Omtool.com wants to view and manage files in your Google Drive. Select Allow and the Google Drive is successfully authorized.

Section 4: Issues and Limitations