



Ricochet™ Coversheet

Version 1.0

Release Notes

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Introduction

These release notes are intended for central site system administrators who are installing Ricochet Coversheet for use with Ascent Capture, and managing remote operators. They include information about:

- Documentation provided with Ricochet Coversheet
- Installation notes
- Miscellaneous issues
- Technical support options

Product Documentation

These release notes are a supplement to the following documentation:

- *Ricochet Coversheet System Administrator's Guide*
- Online help provided for the Ricochet Coversheet Image Importer and Web pages

For more information about Ascent Capture, refer to your Ascent Capture documentation.

Tip Ascent and Ricochet documentation is available in PDF format from the Kofax Technical Support Web pages. To access the documentation, visit the Kofax Web site at www.kofax.com and go the Technical Support page. Click the link for your product version, and select Online Manuals. Updates to Ascent Capture and Ricochet documentation (if any) are posted to this site. The information provided in the PDF files may supercede the documentation that came in your software package.

Installing Ricochet Coversheet

Ricochet Coversheet must be installed on an IIS Web server at your central site, along with Ascent Capture. Once the server-side components are installed, your remote operators can access the Ricochet Coversheet Web pages via their Web browsers. No Ricochet Coversheet software is installed on the remote stations.

To install Ricochet Coversheet, review the following important installation notes. Then, refer to Chapter 2 of the *Ricochet Coversheet System Administrator's Guide* for step-by-step installation procedures.

Administrator Rights Required

To install Ricochet Coversheet on your IIS Web server, the logged in user must have Windows Administrator privileges. The Ricochet Coversheet installation program will stop and force you to exit unless the user has Administrator privileges.

Microsoft Internet Information Server/Services (IIS) Required

IIS must be installed on your Web Server before you install Ricochet Coversheet. The Ricochet Coversheet installation program will stop and force you to exit unless IIS is installed.

Note Refer to the *Ricochet Coversheet System Administrator's Guide* for a complete list of operating requirements.

Ascent Capture 5.0 Required

Ascent Capture 5.0 (or higher) must be installed on your IIS Web server before you install Ricochet Coversheet. Ascent Capture can be installed as a client or standalone station. The Ricochet Coversheet installation program will stop and force you to exit unless Ascent Capture is installed. Refer to your Ascent Capture documentation for more information about installing Ascent Capture.

Hardware Key

The maximum number of pages that you can process each month via Ricochet Coversheet is dependent on the Ascent Capture Scan hardware key attached to your IIS Web server station. Packages imported into Ascent Capture decrement the counter by one for each document page, minus the cover sheet. At the beginning of each month, the counter will automatically reset to your maximum monthly allowance of document pages.

Note If you have other hardware keys attached to your IIS Web server, the Ascent Capture Scan hardware key must be the first one attached. (SPR 24919)

Web Address for Remote Operators

During installation, the Ricochet Coversheet server files will automatically be installed to C:\Inetpub\wwwroot\RicochetCoversheet on your IIS Web server. This path will become part of the Web address that your remote operators use to access the Ricochet Coversheet Web pages. For example:

```
http://Path to your server/RicochetCoversheet
```

When you are ready to provide access to the Ricochet Coversheet Web pages, you must inform your remote operators of the appropriate Web address.

Miscellaneous Issues

Batch Class/Document Class/Index Field Considerations

Batch classes are made available to remote operators as *package types*, which are a unique combination of batch class, document class, and form type settings. Only published batch classes are made available, but some limitations apply.

Note The following is a partial list of limitations. Refer to the section *Batch Class/Document Class Considerations* in Chapter 3 of the *Ricochet Coversheet System Administrator's Guide* for details about creating batch classes for use with Ricochet Coversheet.

- **Required batch fields:** Batch classes that contain required batch fields cannot be used for Ricochet Coversheet processing. Such batch classes will not be made available as package types for remote operators.
- **Batch separation:** Each package received from your remote sites contains one batch. Therefore, Ascent Capture batch separation based on patch codes does not apply to Ricochet Coversheet packages.
- **Batch totaling:** Batch class/document classes that contain index fields for which batch totaling is enabled will not be made available as package types for remote operators.
- **Automatic index fields:** Manual index fields display in a Web form to allow remote operators to enter values. However, index fields for which automatic recognition is enabled (for example, OCR, ICR, etc.) will not display for remote operators. Values for these fields are read with the Recognition Server module at your central site.

Fixed-Page Document Separation

Ricochet Coversheet is designed for creating packages that contain a single document. However, if your processing requirements dictate that your packages contain multiple documents, fixed-page document separation can be used. Refer to the section *Document Separation* in Chapter 3 of the *Ricochet Coversheet System Administrator's Guide* for more information about fixed-page separation. Note the following known problems:

- If more pages are scanned than specified for the form type, the package will be correctly imported into Ascent Capture. However, the message logged by the Image Importer will indicate an incorrect number of pages imported. (SPR 24917)
- If fewer pages are scanned than specified for the form type, a "Subscript out of range" error will occur and the package will be moved to the Error Files folder. (SPR 24916)

SmartGroups

If a SmartGroup is defined for index fields, a SmartGroup field will display for remote operators. (SPR 24921)

Note Values entered by the remote operator for the SmartGroup are ignored.

Troubleshooting Tips

The *Ricochet Coversheet System Administrator's Guide* provides some troubleshooting tips for common problems and questions. Refer to Appendix A of that guide for details.

In addition, a complete list of error codes for Ricochet Coversheet is available from the Kofax Web site. Use the following Web address to access the Ricochet Coversheet Technical Support page:

http://www.kofax.com/Support/Ascent/ricochet_coversheet

Then, select the version of your software from the list of versions, and click the Error Codes link from the left side of the page.

Kofax Technical Support

Kofax provides a variety of support options to help you get the most from your Ricochet products. This section describes these options.

First Line Support

If you need assistance, you should first contact your Ascent Certified Reseller. Your reseller has been trained to install and support your Ricochet products.

Internet Support

For up-to-date support information, visit the Kofax Web site at www.kofax.com and go to the Support page. Select your product from the list to access technical information specific to your product, such as current revision levels, the latest drivers and software patches, Frequently Asked Questions (FAQs), and technical tips.

E-Mail Support

You can send your support questions to the Kofax Ascent Support group via e-mail and receive a response within one business day. The address is:

ascent@kofax.com

Pay-As-You-Go Support

You can purchase support credits from the Kofax Technical Support page or from your Ascent Certified Reseller. These credits allow you telephone access to the Kofax Ascent Support group. To find out more, visit the following Web page:

<http://www.kofax.com/support/ascent/capture/credits.asp>

Contact Numbers

Resellers and users who have purchased Ascent support credits can contact the Ascent support group at the numbers below. Otherwise, contact your Ascent Certified Reseller for support. Please have the following information available, as necessary:

- Ascent Capture software version
- Ricochet Coversheet software version
- IIS software version
- Operating systems and service packs (if any) used for the stations on which the following are installed:
 - ✓ Ascent Capture server and clients
 - ✓ Ricochet Coversheet on your IIS Web server
- Browser(s) used at the remote stations
- Scanning devices (such as MFPs) used to deliver packages to your watched folders
- Network configuration
- Copies of your error log files
- Reproduction scenarios for problems or questions

Headquarters



Kofax Image Products
16245 Laguna Canyon Road
Irvine, CA 92618-3603



(949) 727-1733 (voice)
(949) 727-3923 (fax)



www.kofax.com (home page)
ascent@kofax.com (e-mail)

European Headquarters

Kofax Image Products
Heide 17
B-1780 Wemmel, Brussels, Belgium

+32-2-456-1720 (voice)
+32-2-456-1721 (fax)

