# product**info**

## DocuWare 5

# Integrated Document Management

The new DocuWare 5 document management system is state-of-the-art soft-ware for integrated document management. It can automatically process any type of document regardless of its source; with internal control procedures that help you meet audit requirements. DocuWare 5 imports them, classifies them, adds a fulltext index and makes them available for onward processing.

Additional Records Management functions ensure that all access is secure, controlled, and logged. Enhanced with workflow functionalities, Web Content Management and universal integration functions, DocuWare 5 provides power-ful Enterprise Content Management (ECM) functionality for enabling expansion throughout an organization.

DocuWare 5 offers comfort and security. Even the most exacting users will be impressed not only by the comprehensive features, but also by its user-friendliness and simple administration—all of which, together with the extensive integration capability and optimum security, combines to make DocuWare 5 a product that can grow with your requirements, well into the future.

## Contents

## 1. Import documents

The performance and acceptability of a document management system depends largely on how quickly and easily documents of many different types, from a wide range of sources, can be imported into the system. The basic principle of DocuWare is geared towards the normal office environment: documents arrive first in electronic in-trays or baskets, where they are clipped together and sorted.

From here they are stored in filing cabinets. The filing cabinets represent the document pool that contains all the information needed for acces-sing and controlling the workflow over

the network. DocuWare has powerful import features, which can be automated with a variety of options, thereby ensuring that all document types are filed away in the right place.

**Paper documents**

Letters, business documents, logs, drawings, notes and other printed documents are imported using mostly any type of scanner. DocuWare integrates numerous convenience features, from controls for simple workstation devices through to high-performance scanners. Similarly, network scanners and multi-function devices (digital copiers) can be integrated directly in the DocuWare system without the need for additional software. Once scanned, documents are held in the DocuWare baskets for further processing or ready for storing in the file cabinets. One option extracts data from documents using OCR or bar-code recognition during the scanning process, and then uses this data to automatically categorize, index and store the document in a file cabinet. In addition, DocuWare supports all the main import and evaluation programs via universal interfaces.

**DocuWare benefits**
- Only one document pool for all documents
- Information available from any location
- Simple search, fast retrieval
- Integrates any workflow
- Optimum security

**MS Office, CAD, and other PC files**
DocuWare offers several methods of importing files. Drag them into DocuWare baskets with a mouse or use the Import menu. DocuWare is able to monitor any folder in the file system and can import any files recently saved there, either into baskets or directly into file cabinets. All the file information can be used to categorize and index the files. This information can be entered automatically or manually and stored with the files. DocuWare has a special add-in for Microsoft Office applications which transfers documents directly from Word, Excel or PowerPoint into DocuWare baskets or file cabinets. Similar functions are offered by third-party providers for other application programs. The DocuWare TOOLKIT also makes it easy to integrate your own storage functions.

All files are imported unchanged in their original format. DocuWare allows you to specify which program is used to display and which to edit each file type. By default DocuWare displays documents in its own viewer and uses the operating system settings for editing.

As an alternative, documents can be filed by printing them with the TIFFMAKER function. This add-on generates a true and unalterable TIFF or PNG image from the print data stream and stores it in the DocuWare file cabinet. With documents of the same type, such as quotations or logs, the categorization and index data is read directly from the document and used to store the documents completely automatically.

**Enterprise Report Management**
DocuWare can be integrated in any business solutions by means of universal functions and interfaces. In-house documents such as outgoing invoices, journals, reports, and other lists are archived by DocuWare fully automatically. It imports them either using the Windows operating system's print data stream and TIFFMAKER, or by importing printer spool files from mainframe environments, using the optional COLD/READ module. Optionally, DocuWare can also overlay forms and letterheads.

Legacy data, or data that must be retained for access in the future for legal reasons, is imported by DocuWare automatically. If the data is needed at a later date by the original system or an analysis tool, DocuWare exports in its original format and with the original file name. DocuWare also offers special modules for seamlessly integrating the SAP R/3 product family and accessing R/3 docu-

ments—even without SAP systems. It also provides certified interfaces to Navision and many other ERP systems.

**E-mail**
The ever rising tide of e-mail can also be easily stored. DocuWare does this either in a separate e-mail repository or stored together with other thematically related documents on the basis of common criteria. DocuWare can import e-mail from Microsoft Outlook and Exchange, and also optionally from Lotus Notes/Domino. Sender, recipient, date, subject and other mail information is used for automatic indexing. Names of persons and companies are supplemented with information from address books and other databases. Archiving can be done either fully automatically or with confirmation and/or correction by the user.

# 2. Storage is organized and secure

DocuWare lists all documents, regardless of origin, together in the same document pool—"file cabinets"—according to standard criteria. This applies to business documents (whether scanned or created in your own data processing system), correspondence, drawings, images and all kinds of documentation as well as e-mail and Office files.

## Open standards for documents and index data

Document files are saved to the file cabinets either in their original format or as TIFF or PNG images using the TIFFMAKER printer driver. A metafile in XML format is saved for each document file. It records markups, electronic stamps, signatures and a duplicate of the index data for each document. The main storage location for index data is a relational database linked to the document files. This ensures that all documents can be retrieved easily and enriched with a fulltext index if required.

## Automatic filing

DocuWare offers various methods of automatically integrating index data from external sources such as text files, databases, and address books, which facilitates correct indexing. Some of these options are standard features while others require add-on modules.

## Demand-led storage systems

DocuWare file cabinets store documents through their life cycle: from the moment they are imported or created; through editing and processing; to record retention requirements.  It supports all the main storage technologies: simple hard-disk and RAID systems, CD, DVD and WORM in manual or jukebox operation, plus content addressed storage (CAS) and storage area network (SAN) solutions. The Integrated Hierarchical Storage Management (HSM) ensures that documents are automatically transferred to the most suitable storage medium according to their current status; e.g. how often they are accessed or on the basis of legal requirements.
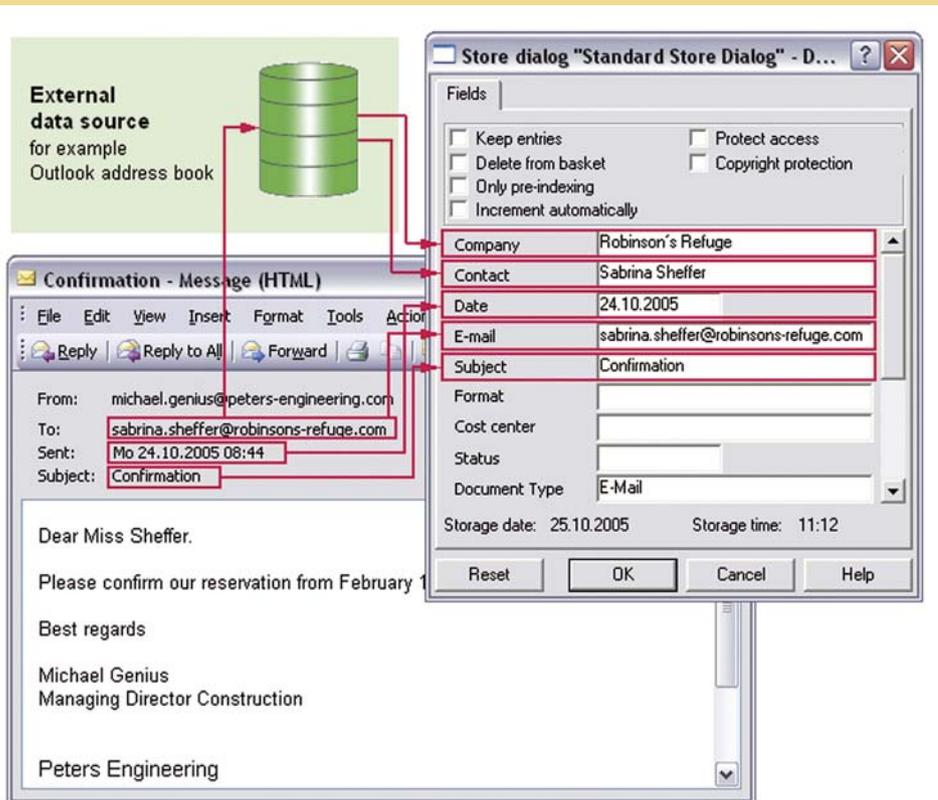
*DocuWare automatically imports e-mail information including sender, recipient, date and subject for document indexing*

## 3. Records Management: controlled storage and access

DocuWare has security mechanisms for internal control and meeting audit requirements protecting documents from importation through long-term archiving on read-only media and storage systems. DocuWare helps you meet your legal and regulatory standards including: AO, GDP-dU, Basel II and Sarbanes-Oxley. Retention and deletion periods are monitored automatically. The DocuWare database is capable of tracking storage locations and retention periods of physical paper files.

**Legally compliant document and data access**
DocuWare ensures that data which may be needed for legal reasons can be accessed throughout the entire statutory retention period by means of export functions. You can also create form templates in DocuWare to ensure that spool data—which is imported automatically from business solutions using either Computer Output on Laser Disk (COLD) or the TIFFMAKER Windows printer driver—can be reproduced in its original format at any time period.

**Tailor-made access rights**
Access to documents is reliably controlled through a detailed authorization concept consisting of groups, roles and profiles. This concept ensures that employees, auditors, customers, suppliers, etc. will only see the documents they are allowed to by their level of authorization. Direct access to document files via the file system is not permitted. And log functions make it possible to prove who accessed and modified a document and when, even years later.

**Electronic signature**
DocuWare accommodates all forms of electronic signature: simple, advanced, and qualified signatures, as well as time stamps and handwritten signatures. They are all seamlessly integrated in the DocuWare system and thus available to all users. They provide an additional way of guaranteeing the integrity of documents and the authenticity of users. Through its comprehensive security features DocuWare supports compliance within the company.
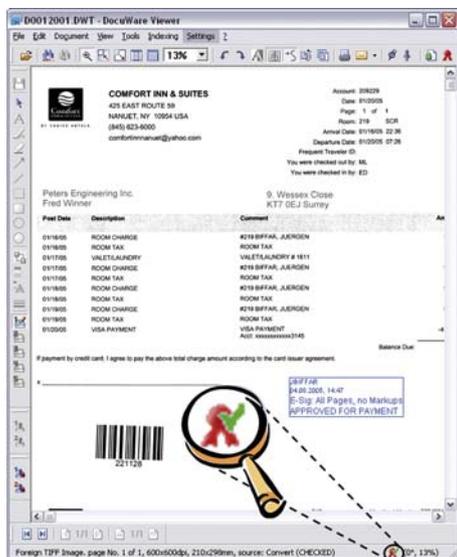
*The status line of the DocuWare Viewer shows whether a document has a qualified electronic signature and (after running a check) whether the signature is valid*

## 4. Find documents

The acceptability of a document management system depends mainly on how quickly it finds the information you are looking for. DocuWare makes this both simple and convenient: search terms can be entered in full, in part, in combination or selected from lists. Categorized and fulltext searches can be combined. Whichever method you use, the results are returned in a matter of seconds in a list that you can sort as you wish. File cabinets can also be displayed in a hierarchical tree structure.

**Fulltext searches**
DocuWare's powerful fulltext retrieval feature can be combined with all supported database systems. In addition this feature extracts text from any scanned document. The fulltext search also allows truncation before and after text, for example "*storage". Occurrences of the text are highlighted in color in the DocuWare viewer.

**Task-specific search and storage profiles**
Administrators can centrally define different search and store menu dialogs as well as result lists to a file cabinet or to multi-file cabinets. These dialogs specify which fields are available for input and which can be initialized with default values. The various dialogs can be assigned to individual users or roles. Users work either with a dialog that they need for their own specific tasks, or they choose the dialog they need for a particular file cabinet from a list in the main window. This is convenient for documents that need to be accessed regularly and for document types such as contracts or logs that must be filed in a particular way.

**Integration in other programs**
Documents in DocuWare can be accessed and displayed directly from other applications. DocuWare provides a number of options for this, including a LINK module that can be configured using menus, a TOOLKIT with C-DLLs and COM objects, browser integration, and a SAP interface. Other specific interfaces to ERP solutions, etc. are supplied by partner companies.

## 5. Edit documents

DocuWare provides extensive editing features for working with "live" documents.

**Version management**
Documents stored in DocuWare can always be edited with the program that created them if stored in their original format. Depending on your profile settings, this happens either directly in the file cabinet or after the document has been checked out. When documents are checked out, the version in the file cabinet is locked for editing by others and a new version is created when the document is checked back into the file cabinet. The previous versions are retained for inspection and tracking purposes.

**Markup, commenting and stamping**
The DocuWare Viewer has powerful tools with which to edit documents. You can add text notes, comments, freehand markings, text marker highlights, and stamps to almost any document format. The documents themselves remain unchanged. All the elements are printed as an overlay and stored separately. Stamps can be set to lock and release documents and also integrate electronic signatures. And if you have a Tablet PC you can easily enter handwritten notes and signatures.
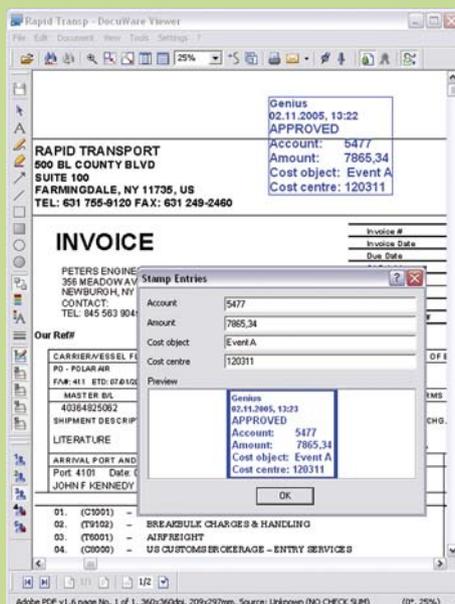
## 6. Workflow

DocuWare helps you to automate your document-based business processes. It ensures that documents always reach the right person, and by using the integrated stamps and job lists in the CONTENT-FOLDER module, configuring processes couldn't be easier.

### Controlling the process

Workflows are controlled by means of simple acceptance and rejection stamps or using text within a stamp. Setting a particular stamp or entering values in a stamp can determine the next step of the workflow. It defines who the document should be sent to next. The use of stamps for process-control is based on paper processing and makes the applications easier for users to understand. Document statuses can be set either automatically using the DocuWare AUTOINDEX module or via the programming TOOLKIT. This allows external programs to influence individual workflow steps.

### Flexible job lists

Job lists are defined with CONTENT-FOLDER. As processing lists, they contain all the documents currently awaiting processing by a particular person. As monitoring lists, they offer an overview, for example, documents awaiting approval.



*When a stamp is applied to a document in the DocuWare Viewer, information is stamped on the document that can simultaneously be used to define the document's workflow*

### Maximum transparency

Besides its user-friendliness, the main characteristic of a DocuWare workflow is the transparency. Each process step, controlled using a stamp, is automatically initiated by a stamp placed on the document with the date and user name. The entire process is visible on the document itself (as with paper-based processes), and can be understood even by someone unfamiliar with the workflow process. Depending on your internal guidelines, you can choose to either force or suppress the display of stamps and other notes on screen and on the printout.

## 7. Remote locations and mobile users

One of the important benefits of electronic document management is being able to access documents online regardless of location. The DocuWare 5 Client program can access file cabinets and documents in the central document pool over the Internet from anywhere in the world and with full functionality. All you need is the right IP address configured on the client PC.

### Synchronize file cabinets

File cabinets at different locations can also be synchronized with one another. A finely granulated system of rules determines which documents in a file cabinet in the central document pool are to be synchronized with the file cabinet at a branch location in the next synchronization run, and vice versa. This ensures that the head office and the branch can conveniently work with the same documents with minimum response times and without overloading landlines. This is an optimum way of integrating both domestic and foreign branches and subsidiaries in your document management system.
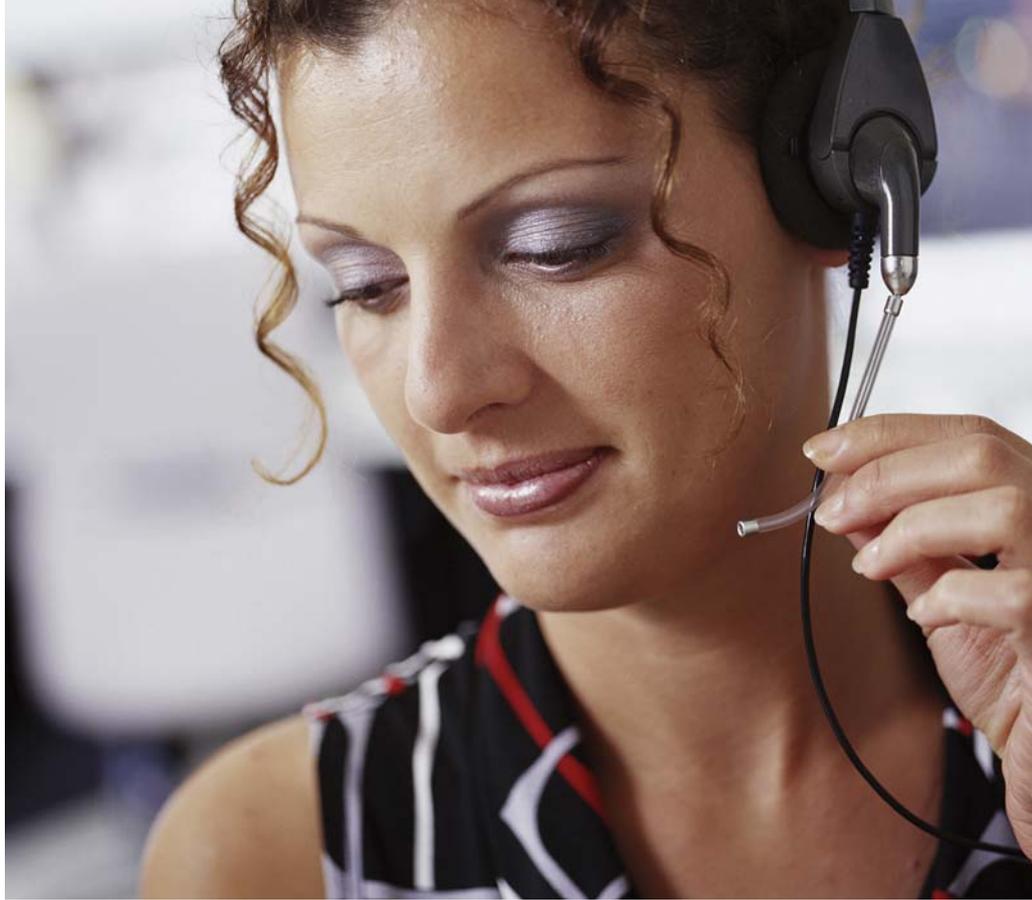
### Work offline on a laptop

DocuWare uses the same synchronization technology to integrate mobile users on laptop PCs. Sales forces need all the information they have about their customers to be up to date at all times. E-mail and other documents they create themselves are filed in the laptop file cabinet. Then at the next synchroni-

zation these are automatically transferred to the office where they become available to the in-house staff. The fact that both in-house staff and the field sales staff have access to the same complete information, improves not only your customer service, but employee satisfaction as well. And it means you can extend your workflow processes to include mobile users.

**Remote location
workflow processes**
The DocuWare architecture makes it easy to extend document-based processes to home offices and other remote workstations. Mobile users can be integrated: quotes and invoices can now be approved offline on the laptop, the workflow step is then transferred to the office during the next synchroniza-

tion, where DocuWare continues the workflow. Including remote workstations and mobile users in the electro-

nic process control adds even more to the efficiency of this system compared to paper-based workflows.
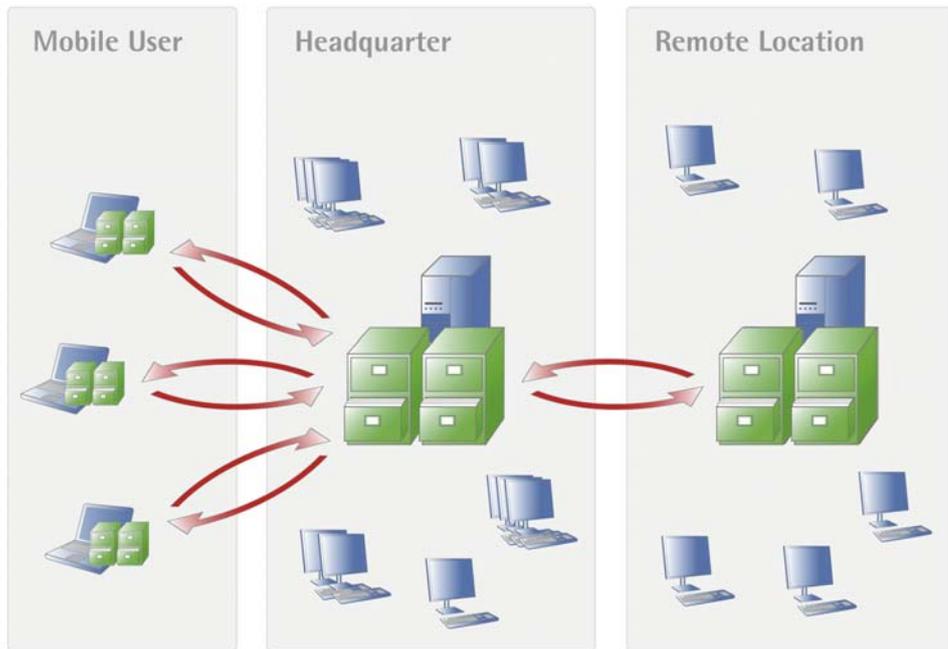


*Synchronizing DocuWare file cabinets with file cabinets at other locations or on laptops*

# 8. Web content management

The DocuWare INTERNET-SERVER module guarantees access to documents from any web browser from anywhere in the world at any time.

**Flexible integration**
The DocuWare web architecture is extremely user-friendly. The user functions for accessing documents are laid out as a Thin Client, which runs on any browser and any operating system. The dialogs can be adapted to any website using style sheets and simple HTML programming and integrated in portals. The server component runs on a variety of web server systems and its functions can be customized individually.

**Portals for employees, vendors and customers**
The flexibility and integration capability of the DocuWare web architecture make it extremely easy to provide user-specific information over the Internet. DocuWare provides important features for building a customer or employee portal or for integration in existing portals. Customers can access the documents relevant to them online, including invoices and delivery advice notes. Employees can access their own documents when traveling or from home. And prospects always have access to the latest product information; all of which enhances service and reduces inquires.

Sophisticated security mechanisms protect against unauthorized access even on the Internet. With the standard DocuWare tools for capturing and editing documents, the whole document pool to be made accessible, or to be published, is easily maintained. Your employees need no special knowledge in order to present information on the web. They just need authorization for the DocuWare system.

*The INTERNET-SERVER add-on module allows you to view documents stored in DocuWare from any normal web browser. Storing documents can also be done using INTERNET-SERVER*

# 9. Administration

DocuWare is well known for the simplicity of its installation and system administration. Although the number of functions have multiplied compared to earlier versions, this aspect still holds true for version 5. Simplicity is the only way to ensure that people actually use the many features of document management.

## Architecture for the future

DocuWare 5 has a multi-tier architecture that distinguishes between the client, server and infrastructure components. Both the user client and the administration client use TCP/IP to access the Authentication, Content and Workflow Servers via a communication channel. For their part, these DocuWare server modules communicate directly with the storage systems, databases and user directories. This creates the conditions for a system that has maximum security while being easily scalable.

## Central administration suite

The entire administration, from server availability to user administration, file cabinet administration to setting up workflows, is done from the central DocuWare Administration. Even server modules and users at remote locations are managed from here. With the ENTERPRISE Server version you can also set up and manage several organizations within the same system—especially useful for running multiple clients in a computer center.
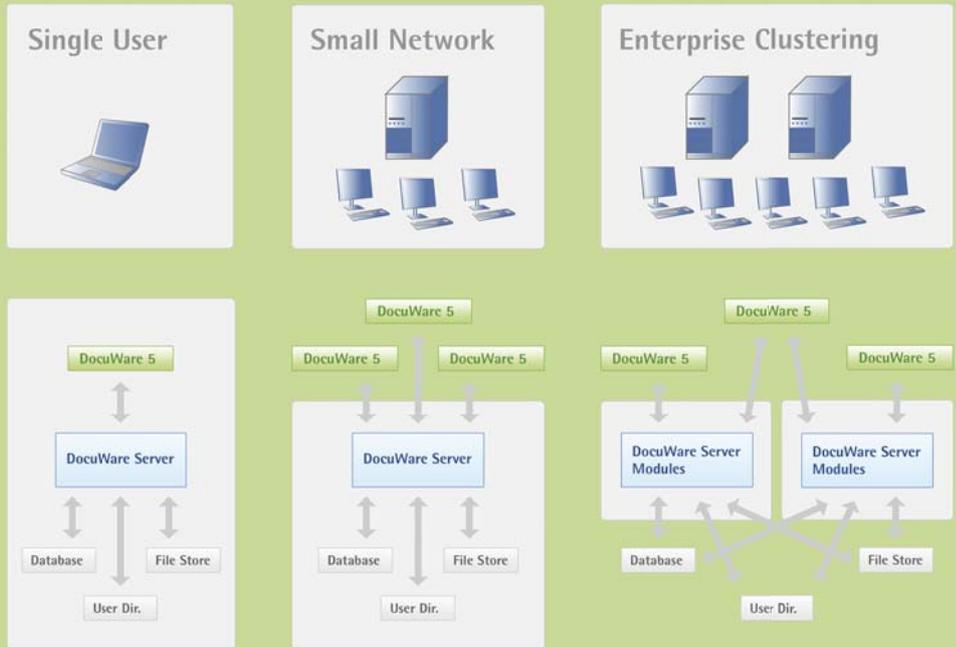


*DocuWare adapts easily to growing user numbers*

## Scalability

If you have a large number of users, you can distribute the DocuWare server modules over several computers. Spreading the load in this way ensures that you get the best performance on all workstations. DocuWare does this by always using the same components and functions, whether on single workstations or for distributed group solutions. As a result the administration remains simple and transparent, even when the system is extended to include new departments and locations.

## Security

DocuWare's basic architecture alone offers a high degree of security against unauthorized data access. DocuWare uses the "Ticket-Granting-Ticket" authentication procedure. The identification of single users, via both the DocuWare login and at single sign-on, with automatic Windows authentication, is absolutely secure. And if you are using the ENTERPRISE Server version you have additional security functions available to you that protect highly sensitive documents from being accessed even by system administrators. Extra protection against manipulation is provided by logging all system changes in detail. DocuWare also effectively protects you against data loss: all index data is stored in duplicate, once in the database and once in the documents' XML metafiles. This makes it easy to restore corrupt databases. Depending on the implementation scenario, document files are backed up using normal backup tools or duplicated with DocuWare's own tools.

# Add-on modules

A document management system, such as DocuWare, must be capable of being integrated into an existing IT environment. With DocuWare you get optimum data and document exchange with third-party systems, side by side, with minimum administration. The basis for this optimum integration in specific user environments are the numerous optional expansion modules over and above the many standard features and interfaces that DocuWare provides. These modules make it possible to customize the system to any individual requirements. A brief summary of these add-on modules is provided below. Detailed data sheets about each module are now available from the DocuWare website at http://www.docuware.com.
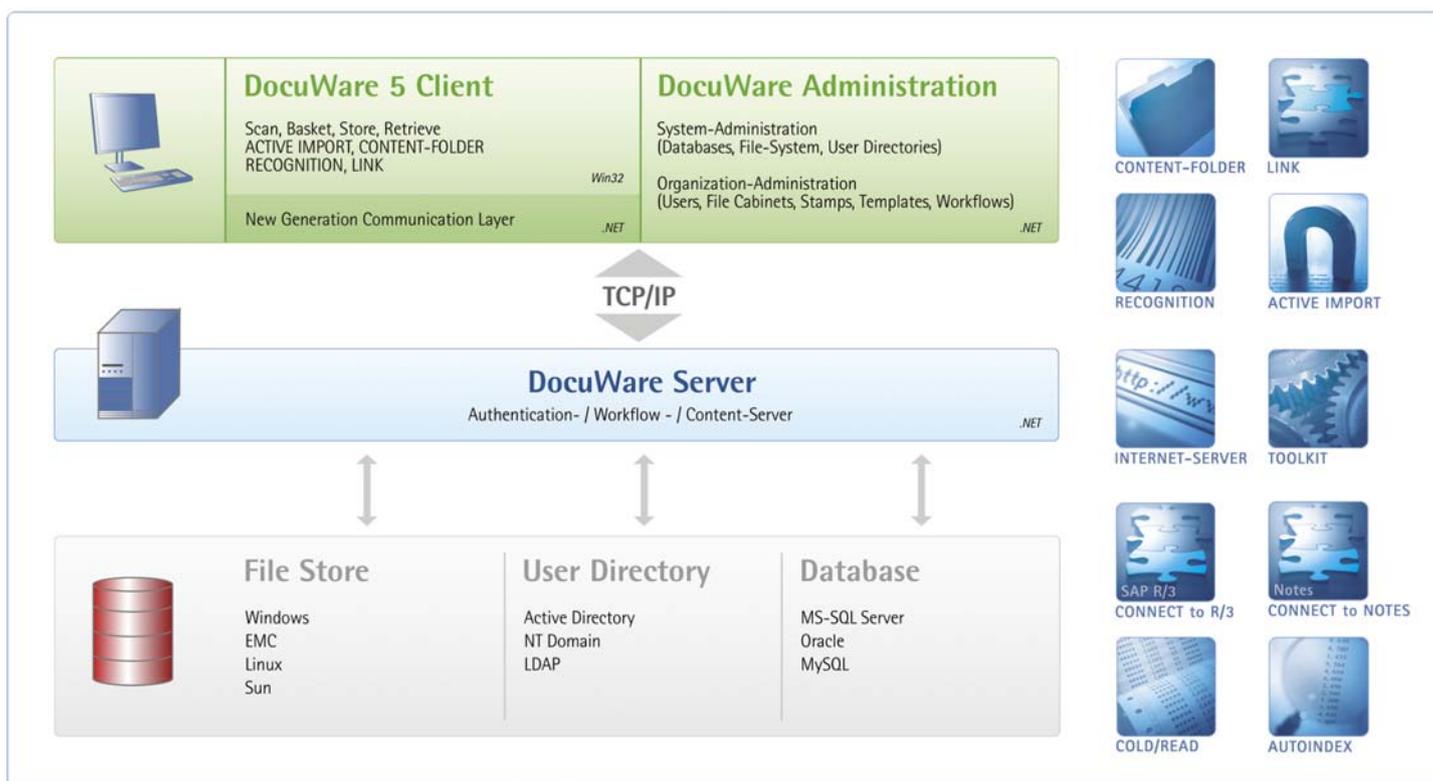


*Add-on modules allow DocuWare to integrate perfectly in the customer's IT landscape*

### CONTENT–FOLDER

CONTENT-FOLDER manages document-based business processes electronically by combining and distributing stored documents in virtual work folders. Task lists can be defined and assigned to employees; deadlines are easily and reliably monitored.

### LINK

LINK allows the full integration of archived documents in existing programs. In Windows applications LINK displays linked archived documents at the touch of a button or copies search terms to DocuWare—all without any extra programming.

### RECOGNITION

RECOGNITION reads barcodes and text from scanned documents using OCR. This information is imported into predefined database fields for automatic indexing of documents.

### ACTIVE IMPORT

ACTIVE IMPORT monitors folders in a file or e-mail system and imports the files stored there into DocuWare baskets and file cabinets. Documents are automatically indexed. ACTIVE IMPORT allows multi-function devices (digital copiers) to be integrated in DocuWare; and supports Microsoft Outlook and Exchange as well as other MAPI mail systems.

### INTERNET–SERVER

INTERNET-SERVER enables access to documents stored in DocuWare from a web browser on the Internet or Intranet from anywhere in the world. The user functions for accessing documents are laid out as a Thin Client, which runs on any browser and any operating system.

### TOOLKIT

Powerful API interfaces and OLE automation allow the main DocuWare functions to be controlled from other applications.

### CONNECT to R/3

With the SAP-certified interface CONNECT to R/3, DocuWare has enhanced SAP R/3 with functions for archiving documents and data. Even without R/3, DocuWare can provide access to documents and easily integrate external scanning service providers.

### CONNECT to NOTES

DocuWare imports e-mail and documents from Lotus Notes and archives them using the CONNECT to NOTES add-on module. These are categorized and indexed automatically using information in the e-mail such as sender and recipient. And vice versa, DocuWare sends scanned and archived documents for further processing in Lotus Notes.

### COLD/READ

COLD/READ reads and archives the spool files of invoices, delivery notes, account statements and journals generated for printing by data processing systems. The data is reproduced in its original form using stored forms or letterhead overlays.

### AUTOINDEX

AUTOINDEX imports information from other applications, such as financial accounting programs, and sends it to the file cabinet as indexing and search terms for documents.

# Features

## Documents

### ■ Capturing Documents
- Scans paper documents from business card size to E-size drawings in b&tw or color
- Standard format of image files: TIFF, JPEG
- Memory requirement per scanned letter format: approx. 50 KB (b&tw)
- Add-in for MS Office for the direct storage of Word, Excel and PowerPoint documents
- Import documents from file system by drag&drop or via menu command in DocuWare
- Import any PC files with automatic or manual assignment of viewing and application program
- Monitor file folders for automatic import of files stored there
- Automatic filing of e-mail

### ■ TIFFMAKER
- Windows printer driver for converting documents out of Windows applications into unchangeable graphic format files
- Can be used in conjunction with existing printer drivers, enabling automatic filing during normal printing or faxing
- Optional layering of scanned letterhead, invoice forms, etc.
- Direct storage in DocuWare file cabinets
- Automatic extraction of index criteria from the document

### ■ Editing Documents
- Mark and annotate documents with overlays
- Text passages can be highlighted using a rectangle or circle containing any color selected, in either transparent or opaque mode
- Freehand writing and drawing for mouse and Tablet PC digitizer pen with adjustable line colors and thickness
- Textmarker function at the click of a button for mouse and Tablet PC digitizer pen
- Notes and text can be positioned anywhere; font, font size and color can be customized
- Five overlay levels can be defined (each may be activated and deactivated separately)
- Printing overlays is optional
- Scanned documents always remain „genuine" i.e., unaltered, tamper-free
- Annotations can be merged with the document
- Option: automatic merge of overlays with document during export (graphic formats)
- Voice annotations can be attached
- Version management: check-out button with document lock-out in file cabinet
- Direct editing of documents in a file cabinet
- Text read by OCR in graphic documents; copied into clipboard or entered into store window
- Barcodes: read directly from document; copied into clipboard or entered into store window

### ■ Stamping Documents
- Customization of personal and public stamps in DocuWare Administration, e.g. with scanned-in signature as well as stamp date, time and user ID of person signing
- Assignment of stamps to users and profiles
- Stamps with handwritten signatures for Tablet PCs; maximum security by storing biometric information

- Automatic updating of up to five selectable index entries in a document
- Form fields can be inserted in stamp: a variable text can be entered when a stamp is added
- Electronic signatures as well as Qualified Electronic Signatures to initial, authorize or release a document
- Speed up workflow: optional: automatic closing of viewer after stamp procedure

### ■ Electronic Signatures
- Simple, Advanced and Qualified Electronic Signatures
- Electronic Time Stamp
- Support of mass signatures: automatic placement of signature stamps for all documents in basket, e.g. for scanned documents; quality control by displaying every X document optional
- Signature is added by placing stamp; no other user interaction necessary on DocuWare Client
- Simple integration of external Time Stamp Services for creating signatures
- Custom definition of signature content (e.g. current page, current page with overlays, document, document and overlays etc.)
- Signature Types: setting up requirements for using stamps; filter for certification authorities
- Support of standard protocols: PKCS#10 (Certification Requirements), PKCS#7/S/MIME, X.509 V3 (Certificate delivery), PKCS#7/S/MIME, X.509 V2 (Lock List Administration)
- Signature check/verification takes place within system

### ■ Organizing Documents in Baskets
- Electronic in-baskets temporarily hold scanned or imported documents
- Pre-sort documents by moving and copying with drag & drop
- Staple to create multi-page documents/destapling
- Display documents as lists or thumbnails
- Choice of basket color
- Auto-Rotate: correct alignment of upside-down/skewed documents
- Export of documents out of a basket

### ■ Displaying Documents
- Display computer-generated files with either DocuWare Viewer or the original program or viewer of choice
- DocuWare Viewer supports all widely used file formats
- Three simultaneous display windows for document comparison
- Printing right from the display, of selected sections as well
- Copy marked segments into the Windows clipboard as an image or text (with integrated OCR) and paste into other applications
- Convert scanned documents into other image formats, e.g. BMP
- Page directly within viewer to next or previous document in result list or basket Zoom: in steps 10%, 25%, ...500% or as defined by the user

### ■ Storing Documents
- Index words can be entered via customizable storage window
- Over 4 billion documents per file cabinet
- Import documents with more than three characters as file extension
- Optional: storage of files, storage of references instead of file copies
- Handling paper documents: creation of database entries without a document
- Fast indexing by pre-indexing documents in a basket
- Automatic triggering of index words from previously filed documents (manual AUTOINDEX)
- Select lists of previously entered terms for each database field
- Fixed Select Lists for certain fields to ensure single classification structure
- External Select Lists with classification terms provided from external files or databases
- Automatic storage of pre-indexed documents in batch-mode
- Administration of scanned documents, COLD data, PC files and e-mail in joint file cabinets (one central document pool)
- Letter size pages per
  CD: approx. 12,000
  DVD: approx. 88,000

### ■ Retrieving Stored Documents
- Search using index words and with wildcards
- Hierarchical search with Explorer display AND/OR searches within one field or between fields
- Select lists for each database field
- Search in one or multiple file cabinets
- Display retrieved documents along with the corresponding index words in a result list
- Export located documents into another file cabinet, basket, file directory or e-mail message
- Export retrieved database entries to dBASE or *.txt file
- Printing, faxing and sending of located documents
- Sort result lists with a mouse click

### ■ Fulltext Indexing and Searches
- Automatic fulltext indexing of a file cabinet regardless of which database used
- Powerful OCR reads text from scanned documents, while an integrated text filter sorts through text and other common PC files
- Locating documents by using words out of document text, memo fields, COLD files
- Search with wildcards before and after a word
- Highlighting of located hits when displaying documents in viewer for scanned, COLD and other CI documents
- Optional hit display after fulltext search with the page of a document containing the hit shown in viewer

### ■ E-Mail/Fax
- Send any document or individual pages via e-mail directly from DocuWare out of basket, file cabinet or viewer
- Use of MAPI-compatible mail systems (MS-Mail, Internet, etc.)
- Automatic storage of incoming and outgoing e-mail from MS Outlook using basic integrated version of ACTIVE IMPORT

- Extracting mail attributes such as sender, recipient, data, subject as index criteria or index words in file cabinet
- Automatic assignment of index criteria of filed e-mail by using a Matchcode, e.g. an e-mail address
- Faxes sent directly out of DocuWare through common Windows fax programs

## Usability

- Size and position of main DocuWare window, icon bars, viewer, baskets, result lists and search/store menu can be customized and adjusted for different monitor resolutions
  Column width, icon bar and buttons in result list can be customized
- Search/store menu and result list can be customized for individual users or groups
- Rapid paging using keyboard or mouse: 4 pages/sec (b&w)
- Maximum reading clarity due to new interpolation procedure for optimizing display
- Comprehensive context-sensitive help in both client as well as DocuWare Administration

## System and File Cabinet Administration

- Access to DocuWare system optional via Intranet or Internet, communication using standard protocols (TCP/IP)
- User authorization via login name and password of user or Single Sign-On
- DocuWare Administration: clearly organized with directory tree showing all administrative processes within a program
- System, organizations and file cabinet administration all handled with DocuWare Administration
- Managing of accessible features for a user extending beyond his/her rights: settings options which the user does not have access to are not displayed in DocuWare Administration
- Test of all connections to databases and document storage paths all within DocuWare Administration

### ■ DocuWare Server Modules
- Authentication Server: administrates licenses and users, granting of user access to features and documents, management of all settings
- Content Server: administration of documents, handling of access to files and index data
- Workflow Server: administration and management of batch processes and workflows

### ■ System Administration
- System Administration: management of the entire DocuWare system and its integration in the IT environment and connection to external service providers
- Storage Paths: central administration independent of physical medium
- Database Connections and Authorizations: administered centrally on system level, all may be integrated through databases tested by DocuWare (MS-SQL, Oracle, MySQL)

- Administration of DocuWare server modules: Authentication Server, Content Server, Workflow Server
- Performance and Scalability: use of multiple Content Servers on different physical machines (volume), use of multiple databases: file cabinets can be distributed on multiple databases running on different physical machines (volume), no limitation regarding the database program (various databases within a system is possible)

### ■ Organization Administration
- Organization Administration: management of user organization, licenses, feature rights, users, stamps and external select lists
- External Select Lists: administration, setting up and editing within an organization
- Static External Select Lists: one-time read of data from external system (database, text file) or one-time entry of data
- Dynamic External Select Lists: dynamic queries of external system generate select lists (e.g. ERP systems, databases)
- Assignment of select lists to index fields and menus in file cabinet administration
- Management of display, editing programs, including setting parameters for opening, etc.

### ■ Rights Administration
- Central administration of users and rights in DocuWare Administration
- Function Rights: access to individual menu features (scanning, printing, etc.), stamps, select lists, configurations (templates); definition of function rights on organization level
- File Cabinet Rights: access rights to documents in file cabinets; definition of file cabinet rights on file cabinet level
- Profile: grouping of functional rights into function profiles and from file cabinet rights to file cabinet profiles
- Roles: task-specific grouping of function profiles and file cabinet profiles; roles can be assigned to individual users or user groups
- Pre-Defined Roles: System Administrator, Organization Administrator and File Cabinet Owner
- System Administrator: administers overall DocuWare system and its integration in system-technical environment, database connection, storage paths for documents
- Organization Administrator: administers organization-typical settings, e.g. user and access right administration
- File Cabinet Owner: administers structure of rights within „his/her" file cabinet

### ■ User Administration
- Optional structuring of users into groups
- Direct assignment of individual rights, profiles and roles to different users
- Assignment of roles to groups
- Easy user and group administration: integration and running synchronization of users, groups and roles in external Directory Service with those of DocuWare system, support of LDAP and Active Directory Services

### ■ File Cabinet Structure Administration
- File Cabinet Administration: structure of file cabinets and controlling access rights to a file cabinet
- File cabinet identification through unique ID used worldwide
- File cabinet name: up to 64 characters in length
- File cabinets on hard disk, CD, DVD, WORM in manual or jukebox system, in use, Content Addressed Storage (CAS) and Storage Area Network (SAN) solutions; support of RAID systems; hierarchical storage management
- Organization of storage on logical disks, user-defined capacity limitations such as CD/DVD size; up to 999,999 logical DocuWare disks per file cabinet
- Document administration via integrated or external databases
- Database type may be selected individually for each file cabinet and combined in any manner with in a DocuWare system
- Automatic generation of log fields for each file cabinet: user name and date, time of storage, last change and last access
- Number of database fields (text, numeric, date) per file cabinet: maximum 50
- Text fields: maximum length 1-255, any size with in possible
- Maximum length of numeric fields depends on database type selected
- GMT as internal time format for all date and time information
- 8 keyword fields per file cabinet, each with up to 64 entries (maximum keyword length: 20 characters)
- Assignment of select lists to index fields and windows

### ■ File Cabinet Rights Administration
- General rights: store, attach, search, edit
- Rights to documents: display, edit, delete, export
- Access to index data, definition of each index field: read, search, write, edit, field may not be empty, entry must be in select list, no new entries; access to overlays: create, delete, edit
- annotations, delete stamps on documents
- Access to search menus, store menus and result lists
- Granting file cabinet rights depending on filter criteria: definition of filter with a general search menu; a user is only granted access to a document if the field entries of the document meet the requirements of the filter (Index Filter)

### ■ Automated Handling of Documents
- Automatic workflows for synchronization, export, migration from/to file cabinets
- No limit in number of automatic workflows
- Managed with DocuWare Administration
- Pre-defined workflows easily customized
- Custom set-up of filter criteria for documents Optional fixed login in file cabinets for workflows

### ■ Synchronizing File Cabinets
- Synchronization of central master file cabinets and decentral satellite file cabinets
- Satellite file cabinets can be set up on notebooks or in remote locations
  Mobile user: set up of satellite file cabinet on notebook, important documents available „on site," changes also possible „on site"

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- Remote locations: satellite file cabinets serve multiple users at subsidiary/field office, synchro-nization takes place when network least used, e.g. overnight
- Different structures in master and satellite file cabinets possible, mapping of index fields
- Transfer options from the master file cabinet into the satellite file cabinet: document stored in master and/or document deleted in master and/or document changed in master
- Transfer options from the satellite file cabinet into the master file cabinet: document stored in satellite and/or document deleted in satellite and/or document changed in satellite
- Conflict solutions modified with option settings: master file cabinet overwrites satellite file cabinet, or last change in either the satellite or master file cabinet, or no action just logging.
- Start synchronization workflow from client

■ Export
- Export existing file cabinets with in system, target file cabinet is a new or existing file cabinet

■ Migration
- Automatic copying/moving of documents, e.g. from hard disk to optical media within a file cabinet
- Recording: optional to create a copy of the data to be recorded for later recording with any program

■ Logging and Monitoring
- Logging all changes and activities within the whole system
- System Administrator can determine which system changes/activities to log
- Organization Administrator can determine which changes/activities to log on organization level
- File Cabinet Owner can determine which changes/activities to log on file cabinet level.
- Case-by-case definition of content of logging entries, logging cannot be defined beyond access rights of administrator (a system administrator cannot log any information that he/she has no access to)
- Optional: filter of logging information, e.g. only entries in a special database field or loggin of specific users activities
- System Administrator, Organization Administrator and File Cabinet Owner set goals for logging database, XML file or text file  other administrators may use these goals
- Alarm feature: additional output options for critical errors, such as e-mail
- Optional size limits of logging data
- Access protection of logging files may be modified by each administrator
- Default logging of all changes in system, all runtime changes in documents as well as all workflows

## Compatibility

- DocuWare 5 can work with DocuWare 4 documents
- Conversion of file cabinets in DocuWare 4 mode into file cabinets in DocuWare 5 mode

## Copyright Protection

- Scanned documents in database show as „copyright protected"
- No simultaneous access to copyright protected documents
- Limited printing of protected documents to individual pages

## Security

- Double data retention: additional storage of database entries in document file(s) as XML header file(s)
- Regeneration of defect databases using infor-mation stored in XML header files
- Manipulation/tamper protection of archived documents via encrypted checksum
- Encrypted communication optional: communication between client and server using Windows mechanisms
- Registration via DocuWare or Windows login (Single Sign-On)
- Transactions: system constantly secures integrity of data, document changes and storing are handled by transaction for both the index data as for the document
- Access to documents only possible via Content Server, no direct user access to document directories
- Access to database only possible via Content Server, setting up database clients or ODBC clients on client-side not necessary