Support FAQs

DocLink Support Request Facts

Our analysts provide assistance with questions or problem issues as they occur. Our goal is to provide timely support and quick resolution in a manner that causes the least disruption to normal daily operations.

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ALTEC

DocLink

Support Request Facts

How do I submit a Support request?

You can either email Support at support@altec-inc.com or call 800.997.9921 x1259. Please include a description of the issue, your name, and contact information.

The most effective method is to send an email detailing the error message, the steps you are taking when you get the error, and the impact the issue has on your business processes. An email submission will auto-generate a case in our CRM application and ultimately results in a faster resolution.

Documentation resources you should know about...

- **Online Help** – Within the Smart Client, Administrator, and other desktop modules you can access online Help within the application by going to the Help menu. With Help open, you can browse the Contents tab to search for solutions by subject or go to the Search tab to do a full text search of the Help file by word or phrase. Also, if you have a DocLink screen open and want to open context sensitive Help, just press F1.
- **Written Documentation** – If you browse the DocLink installation CD (or setup file location), you will find a folder called Documentation. This folder contains a copy of the Installation Guide, Administrator Guide, and User Guide in PDF format.
- **Custom Documentation** – On the DocLink Server, you will find a share called DLSHARE containing a subfolder called Documentation. This is where you will find custom documentation written specifically for your installation. For example, you may find a text file containing information regarding what components are installed on what servers, references to service accounts, and where these accounts are used, etc. If modifications have been made to your database for the Smart Form or for use in conjunction with workflow automation, it should also be documented in this folder.

How do I find what release of DocLink I have installed?

If you submit an issue to DocLink Support, one of the first questions we will ask is what release of DocLink you are on. We need this information to research if a particular hotfix would be appropriate for your environment. The most accurate way of finding this information is to navigate to where your DocLink setup files are located on your network and search for a folder named DL2X_0XX-Release2010-XXXX (example: DL26_036-Release2010-0875). Copy the folder name and send us this information. This is the release you have installed. The folder name breaks out as follows: "DL26" represents the version of DocLink (examples: DL25, DL26, DL27), "_036" represents the build number (example: _035,_036, _042), and "-Release2010-0875" – represents the hotfix number you have installed. So "DL26_036-Release2010-0875" means you have all cumulative DocLink 2.6 build 36 hotfixes through #875.

Is my version of DocLink Supported on Windows 7, or Windows 2008 R2?

We officially started supporting Windows 7 and Windows 2008 R2 with DocLink 2.6 build 36 hotfix #755 and higher. Quick-link support on Windows 7 operating systems was not available until DocLink 2.6 build 36 hotfix # 779. So be aware if you are on an earlier release of DocLink than noted, you will need to upgrade to be fully supported with your OS.

Attention RightFax Users!

OpenText has identified a risk for data corruption to occur in OpenText RightFax. The tracking number for this issue is RF-3968.

Systems Affected

- OpenText RightFax 9.3, including all major service releases and hotfix levels
- OpenText RightFax 9.4, including all major service releases and hotfix levels

Details

In RightFax, when using the Terminal Services client to send multiple print-to-fax jobs simultaneously, fax information from one session may get merged with another if it is interrupted.

Impact

Fax information from the interrupted session may be sent to unintended recipients.

Solution

This issue is resolved in OpenText official patches:

- RF-3968-93.zip for RightFax 9.3
- RF-3968-94.zip for RightFax 9.4

Instructions on how to apply the patch are included in the .zip file.

Why are New Vendors or GL Account Codes are missing in Distribution Stamp?

"We recently added a new vendor to our ERP system but it doesn't automatically appear when we try to create a new distribution stamp/smart form. How do we fix this?"

To improve performance, vendor and GL account information is cached in the doclink2 database. When you create a new smart form, the values you can enter from lookups depend on if this data is available in these tables. Most customers have a SQL job that runs nightly that will automatically sinc the information in the accounting application with info that is cached in DocLink. If you can't wait and need this information immediately, you will need to contact your DocLink Administrator so they can manually update the cache tables.

To manually update, log into the DocLink administrator and do one of the following:

- In pre-DocLink 2.6 versions: Go to the distribution stamp configuration and click the button to "Refresh AP Data"
- In post-DocLink 2.6 versions: Go to the Manage menu >Cached Tables> and click the "Update All" button.

If this doesn't fix the problem, look in your accounting application and check the record you want to add to the stamp. If the GL Account or Vendor record is marked "Inactive", DocLink will ignore it and never add it to the distribution stamp/smart form lookups. So to fix, make the record active and return to the Administrator and manually "update" or "refresh" again.

Why do my properties go blank when I "select all" document types in Advanced Inquiry?

By default, Advanced Inquiry will show search criteria that is common to all document types selected. In Release 2009-579 a new option was added to allow the user to choose whether Advanced Inquiry shows all properties that exist in all the selected Documents Types or if Advanced Inquiry will restrict the property list to those that are in common to all selected Document Types.

So to see all properties, click the Options button in Advanced Inquiry and go to the Search Criteria tab. Uncheck the "restrict properties to only those common to all document types" option.

How do I display multiple documents in the Viewer "side by side"? They currently load on top of each other.

You can configure the default load behavior in the Viewer's Options dialog. In the Viewer, go to the Tools menu and select Options. On the General tab set the Startup Window Position to "Tile Vertically".

If I click a document in the viewer, I end up zooming in on the image. How do I prevent this from happening?

In the Viewer, go to the Tools menu and select Options. On the General tab set the Initial Pointer Mode to "Select Mode".

Why does my Integration Enabler always launch disabled?

There are two reasons why this may occur.

1. The Integration Enabler remembers the "last known state" it was in when closed and will launch in the same state. So you'll see this behavior if you close the Workflow window before closing the window in your business application. To change this, close your business application window first and then choose Yes when prompted to close the Integration Enabler.
2. Another reason this can happen is if you have the "Manually "Enable" option checked. Right-click the Integration Enabler to double-check this setting.

Is there any way to force Integration Enabler to always be enabled?

In Release 2009-601, a change was made to Integration Enabler, adding an "Always Enabled" option. Setting this option will force Integration Enabler to launch in an Enabled state rather than the last known state.

Can I stop the Viewer from automatically launching the first image in the grid when I open Workflow?

In Release 2009-732, an option was added to allow the user to choose whether or not the viewer will automatically open the first document in workflow results. Unchecking this option will allow the user to launch workflow without having the viewer open automatically.

The user can then select the document they intend to work with and it will open in the viewer. Once open, the viewer behaves as usual so when a document is sent to the next status, the viewer will automatically open the next document in the grid. If the user manually refreshes the grid, changes workflows or changes statuses, the current document in the, viewer will close but the viewer will remain open and ready for the user to choose a new document. This was done so ,that the document shown in the viewer is always the current selection in the grid.

To set this option, go to the Tools menu in Workflow and select the Workflow Results tab. Uncheck "automatically open the first document in Workflow Results".