Spindle Document Capture

Help Guide

DRAYCIR

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1 Welcome

Thank you for using Spindle Document Capture.

Spindle Document Capture is a component of Spindle Document Management.

With Spindle Document Capture you can archive and retrieve documents from within your accounting system.

Key benefits:

- Fully integrated solution making it easy to use
- Save office space by storing your documents electronically
- Save time and money by freeing up staff from having to manually file and retrieve documents
- Improve processes by having your documents available instantly within your accounting system
- Reduce your environmental impact by storing your documents electronically rather than in paper form
- Create a truly paperless office by using Spindle Document Capture in conjunction with Spindle Professional

Last update: 7th September 2016

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3 Requirements

Server requirements

- 1 Ghz Intel-compatible processor
- 4 GB of memory
- 3 GB free disk space
- Internet Explorer 9 or above
- SQL Server 2008 or above
- Microsoft Internet Information Services (IIS) v7 or greater (IIS v7.0 and v7.5 will require the following hotfix to be applied - KB980368.)
- IIS and ASP.NET Modules - setup instructions (see section 'Installing IIS and ASP.NET Modules')
- Windows Authentication role service to be able to use Windows Authentication on IIS - setup instructions

Client requirements

- 1 Ghz Intel-compatible processor
- 2 GB of memory
- 4 GB free disk space
- Internet Explorer 9 or above

Scanner requirements

- 32-bit TWAIN driver

Archive requirements

Sufficient disk space is required for your document archive. File sizes will vary depending on the type of document and its content.

Supported operating systems

Server

- Windows Server 2008
- Windows Server 2008 R2
- Windows Server 2012
- Windows Server 2012 R2
- Windows Vista
- Windows 7
- Windows 8
- Windows 10

Client

- Windows Server 2003 R2
- Windows Server 2008
- Windows Server 2008 R2
- Windows Server 2012
- Windows XP (32-bit)
- Windows Vista

- Windows 7
- Windows 8
- Windows 10

Supported accounting systems

- Sage 200 Extra 2010
- Sage 200 Extra 2011
- Sage 200 Extra 2013
- Sage 200 Extra 2015
- Sage 200 Extra 2016

4 Overview

This section of the manual will take you through the following:

- What is Spindle Document Capture
- Understanding where Spindle Document Capture can be used
- The Sage 200 integration points

At the end of this section you should have a better understanding of what Spindle Document Capture is and where and how it can be used within your organisation.

4.1 What is Spindle Document Capture

Most businesses receive paper based documents such as purchase orders, proof of delivery documents, purchase invoices etc. These documents are then physically stored away in a filing cabinet or a cardboard box. This not only requires office space, but also requires staff to sort, file and put away these documents. When the documents are then needed, staff are required to find them again which is time consuming and costs a business money. It makes answering customer queries difficult as paper documents need to be sifted through with the information not being at hand.

Spindle Document Capture is a document archive and retrieval software solution which is integrated into your accounting system making it easy for you to use.

With Spindle Document Capture you can:

- Capture documents against entries in your accounting system such as Accounts, Transactions, Orders etc.
- Store your captured electronic documents in a configurable file system archive
- Easily and efficiently retrieve your documents back when needed

Spindle Document Capture also has three standalone applications that are external to your accounting system for added functionality and flexibility:

- Pending Tray

Capture documents and place them in your pending tray to be archived and linked to your accounting system at a later time

- Document Search Tool

Search through your archive repository for a specific document

- Reporting Tool

Run an exception report to see outstanding barcoded documents

4.2 Where can Spindle Document Capture be used

Spindle Document Capture is versatile and suitable for any organisation / division where there is a need or desire to file and store business documents associated to your accounting system.

With Spindle Document Capture you can capture a paper document via a scanner or you can import an electronic document. Once captured (within your accounting system or into the Pending Tray) you can archive the document against an entry in your accounting system.

Spindle Document Capture is an integrated solution meaning it is designed to be used within your accounting system. This means there is no need for you to change your current working practices as Spindle Document Capture is intuitive to use and easy to learn. For example, when you receive a Purchase Invoice the normal steps an administrative clerk would take would be:

Example of current process:

1. Open Sage 200 PL - Enter Purchase Invoice
2. Key the details from the paper document onto the screen
3. Sort the paper invoices in some sort of order for filing
4. File the paper invoices or pass them onto the person responsible for filing

What would happen if there was an enquiry as the invoice was keyed incorrectly?

1. Open Sage 200 PL - Supplier Transaction Enquiry
2. Find your invoice
3. Check the invoice details and see user that keyed the invoice
4. Find the filed hard copy
5. Compare the two
6. If there are any queries refer them to the user that keyed the invoice

With Spindle Document Capture you will see how the process is more efficient and streamlined:

1. Open Sage 200 PL - Enter Purchase Invoice
2. Key the details from the paper document onto the screen and select 'Capture a scan' from the drop down options
3. Select Purchase Invoice template and scan the document
4. Click archive

What would happen if there was an enquiry as the invoice was keyed incorrectly?

1. Open Sage 200 PL - Supplier Transaction Enquiry
2. Find your invoice
3. Check the invoice details
4. Click on View documents button
5. Compare the two to instantly see if there is a discrepancy

As you can see with Spindle Document Capture there is less emphasis on manual administrative work as all the filing and retrieving is done with a few mouse clicks saving you valuable time.

Any document you can scan or import can be archived to Spindle Document Capture.

There are a number of screens within your accounting system that Spindle Document Capture has been integrated into. (See section Overview>Sage 200 integration points (see page 22) for more information.)

Typical documents you would want to archive or retrieve using Spindle Document Capture:

Accounting

Statements, Purchase Orders, Purchase Invoices, Remittances, Picking Lists, Despatch Notes etc.

Sales & Marketing

Quotations, Enquiries, Letters, General Communications etc.

Human Resources

Timesheets, Expenses etc.

Customer Services

Purchase Orders, Sales Return, Proof of Delivery etc.

4.3 Sage 200 integration points

Spindle Document Capture has been integrated into a number of Sage 200 screens:

Sales Ledger

- Enter New Account
- Amend Account Details
- Customer Enquiry
- Customer Transaction Enquiry
- Enter Sales Invoice
- Enter Sales Credit Note
- Enter Customer Receipt
- Enter Customer Payment
- Batched Transactions>Add transactions
- Enter Sales Opening Balance Invoice
- Enter Sales Opening Balance Credit Note

Purchase Ledger

- Enter New Account
- Amend Account Details
- Supplier Enquiry
- Supplier Transaction Enquiry
- Enter Purchase Invoice
- Enter Purchase Credit Note
- Enter Supplier Payment
- Enter Supplier Receipt
- Batched Transactions>Add transactions
- Enter Purchase Opening Balance Invoice
- Enter Purchase Opening Balance Credit Note
- Authorise Supplier Transactions

Nominal Ledger

- Create Journal Entry
- Transaction Enquiry

- Transaction Detail Enquiry
- Enter a Taxable Receipt
- Enter a Taxable Payment
- Enter a Non-Taxable Receipt
- Enter a Non-Taxable Payment

Cash Book

- Enter New Bank Account
- Amend Bank Account
- Account Enquiry
- Enter Supplier Payment
- Enter Customer Receipt
- Enter Customer Payment
- Enter Supplier Receipt
- Enter a Taxable Receipt
- Enter a Taxable Payment
- Enter a Non-Taxable Receipt
- Enter a Non-Taxable Payment
- Transaction Enquiry

Stock Control

- Add Stock
    - Including Batch / Serial Number entry screens
- Write Off Stock
    - Including Batch / Serial Number entry screens
- View Stock Item History
    - Including Batch / Serial Number Details screens
- View Batch/Serial No Details
- View Stock Item Details
- View Stock Item Balances

Sales Order Processing

- Enter New Order - Rapid
    - Including Amend Batch / Serial Number screens
- Enter New Order - Full
    - Including Edit Order Item Line > Amend Batch / Serial Number screens
- Amend Order
- Enter New Sales Return
- Amend Sales Return
- Confirm Goods Despatched
    - Including Amend Batch / Serial Number screens
- Amend Goods Despatched
- Confirm Goods Received
    - Including Amend Batch / Serial Number screens

- Amend Goods Received
- Confirm Services Despatched
- Amend Services Despatched
- Confirm Services Received
- Amend Services Received
- View Sales Order
- View Sales Return
- View Quotation
- View Pro Forma
- Enter New Quotation
- Amend Quotation
- Enter New Pro Forma
- Amend Pro Forma

Purchase Order Processing

- Enter New Order
- Amend Order
- Enter New Purchase Return
- Amend Purchase Return
- Authorise Orders
- Confirm Goods Received
  - Including Amend Batch / Serial Number screens
- Amend Goods Received
- Confirm Goods Despatched
  - Including Amend Batch / Serial Number screens
- Amend Goods Despatched
- Confirm Services Received
- Amend Services Received
- Record Purchase Invoice>Enter Purchase Invoice
- Record Purchase Credit Note>Enter Purchase Credit Note
- View Order
- View Purchase Return

Project Accounting

- Enter Timesheet - Week
- Enter Expense Claims
- Amend Timesheet
- Amend Expense Claims
- Authorise Timesheets By Resource
- Authorise Timesheets By Project
- Authorise Expense Claims

Performing a Spindle Document Capture action

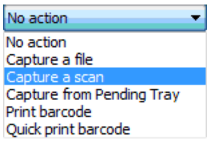
From any of the above screens, you will see the integrated Spindle Document Capture controls. Capture (a scan, a file or from Pending Tray) will allow you to get documents/files into the system ready to be archived to your configured archive location and associated to your accounting system entry. Print barcode will allow you to print a barcode that is associated to the screen you are on. You can then stick the barcode onto the first page (or all pages) of your physical document. This document can then be scanned into the Pending Tray when you are ready to archive. This solution is ideal for batch scanning as you can scan a batch of barcoded documents at the end of the day, week or whenever suitable.

All of the above screens except for entry screens (e.g. transaction entry, order entry) will also have the integrated Spindle Document Capture control to View documents. When on an integrated screen in your accounting system, if you click on the View button, if that particular entry has any documents linked to it, the documents will be returned.

Spindle Document Capture controls

Drop down menu (actioned on Save)

You will see the following drop down control on entry screens (such as invoice entry and order entry screens). You must select the option you require prior to clicking Save in your accounting system. Once your entry is saved, the appropriate action you selected will be performed.



Set of buttons

You will see the following buttons on all other integrated screens.

'View documents' button:

The following 'Capture a file', 'Capture a scan', 'Capture from Pending Tray', 'Print barcode' and 'Quick print barcode' buttons will appear in a drop down control to save space on screen:

5 Getting Started

This section of the manual will take you through the following:

- Installing Spindle Document Management (both server and client) for Spindle Document Capture
- Understanding and configuring the server and client
  - Setting up your Spindle Document Capture users
  - Setting up your archive locations

At the end of this section you should be ready to start using Spindle Document Capture!

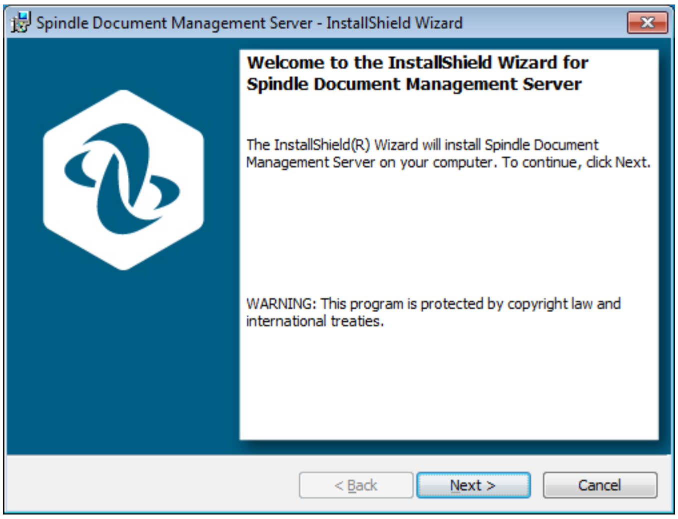
5.1 Installing the server

For Spindle Document Management, you will have a Server installer and a Client side installer.

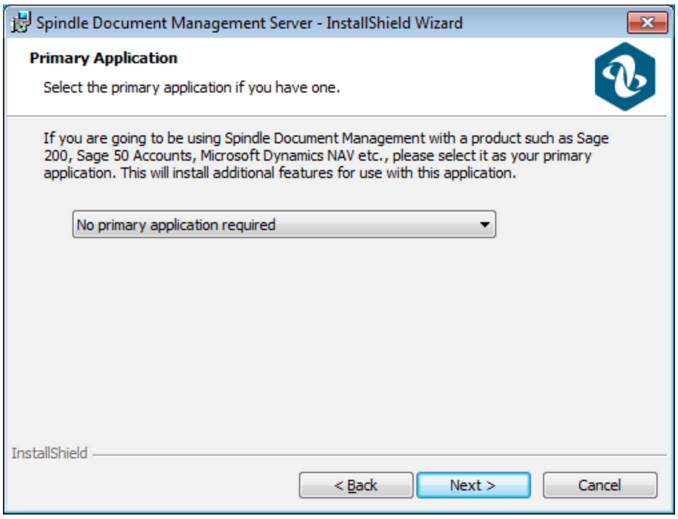
The Spindle Document Management service must be installed on a server that is:

- on the same domain as the workstations that the Spindle Document Capture clients will be installed on
- on the same domain as the SQL Server instance that you intend to you use for Spindle Document Capture
- not the domain controller

1. You will need to double-click on the installer 'SpindleDocumentManagementServer.exe' on the server
2. When the welcome screen appears, click **Next**

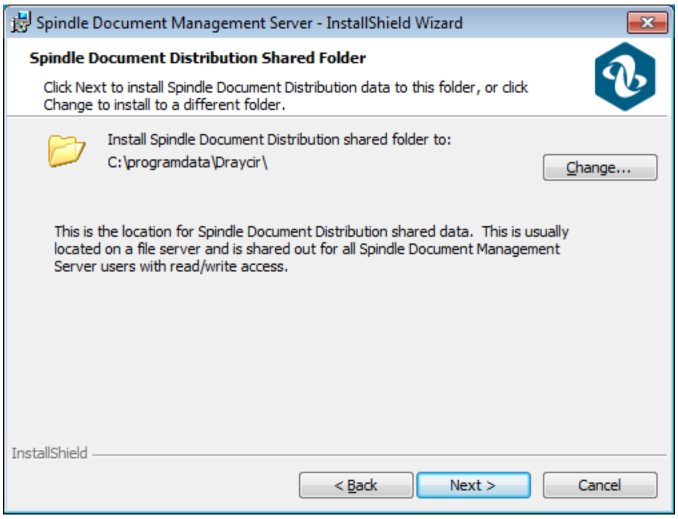


3. After reading and accepting the licence agreement, click **Next**
4. Read and action the Installation Information if required and click **Next**
5. Select the Primary Application that you will be using with Spindle Document Management. **Note:** During the purchase of Spindle Document Management, the Primary Application may have been requested. Your licence key to use the software may be coded to work only if you select the correct Primary application. If further information is required, please contact your Draycir Partner.

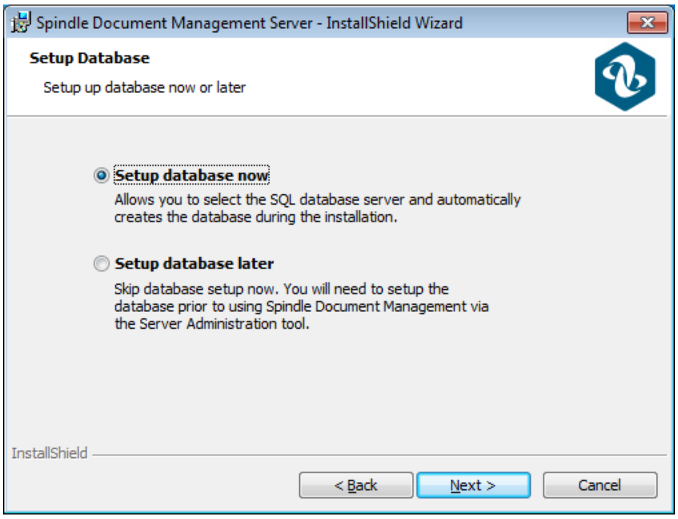


Note: This option is currently specific to Spindle Document Distribution. Spindle Document Capture only integrates into Sage 200.

6. Select the folder where the shared data will be located. If you had previously selected '**No primary application required**' then the location defaults to the common data area on your local computer. If you are installing the software on more than one computer, you will need to ensure that this is a location all users will be able to access, usually on a file server. **Note:** if you have selected Sage 200 as the Primary Application, the location of the Sage 200 installation (logon path) is required.

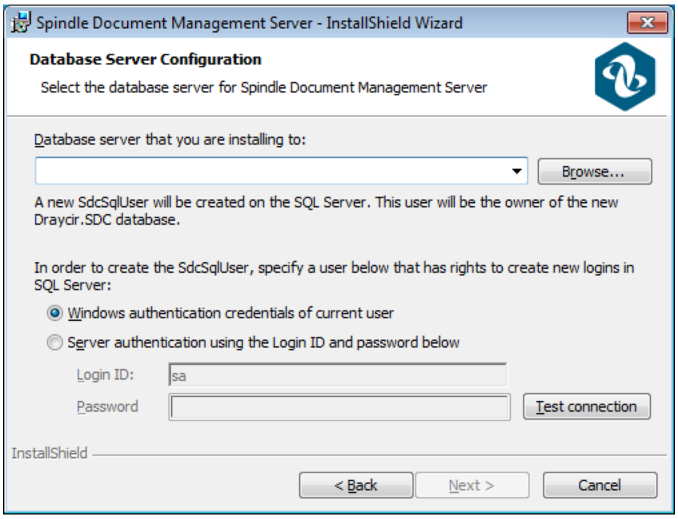


7. Spindle Document Management requires a SQL database to be created. The next step allows you to setup the database now via the installer, or setup the database later via the Spindle Document Management Server Administration tools.

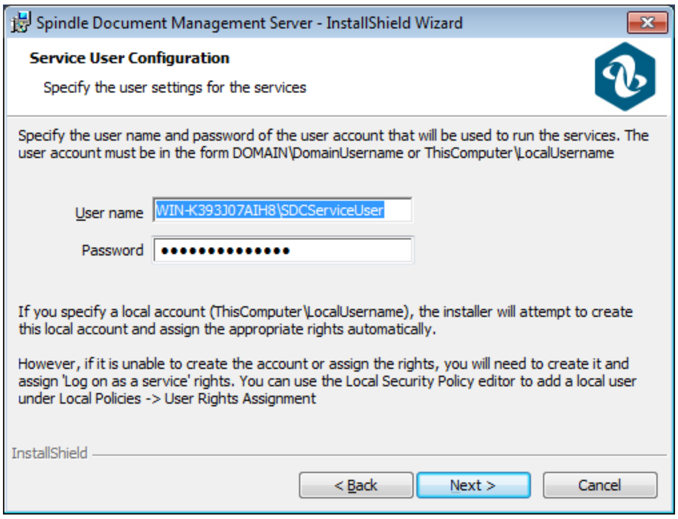


8. If you selected 'Setup database now', you will see the screen below. The installer will attempt to create a new SdcSqlUser user on the SQL Server using SQL Server Authentication. This user will become the owner of the new Draycir.SDC database that will be created. All communications to and from the database will be made via the new SdcSqlUser. To create this user and the database, specify:

- the name of the SQL Server instance that you would like the database to be created on. The SQL Server does not need to be on the same machine as the Spindle Document Management server, however it must be on the same domain.
- credentials of a user that has rights to create new logins in SQL Server.



9. The screen below allows you to specify the user name and password of the account that will run the Windows service on the server. The service will be called Spindle Document Capture.



The account you use should be a standard windows user account. The installer will default the user name to 'SDCServiceUser'. We recommend you use this account name, however you can change the account details here if you prefer.

We recommend the user account is a local account, however, it is only possible to have a local user account if the SQL server instance and archive location to be used for Spindle Document Capture are on the same server as the Spindle Document Management service. If not, you will need to create a domain user account. If you require a domain user account, you will need to create this account prior to continuing. You must also assign 'Log on as a service' rights to this user (Control Panel>Administrative Tools>Local Security Policy>Local Policies>User Rights Assignment>Log on as a service). Once created, in the screen above, specify the user name in the form of DOMAIN\username.

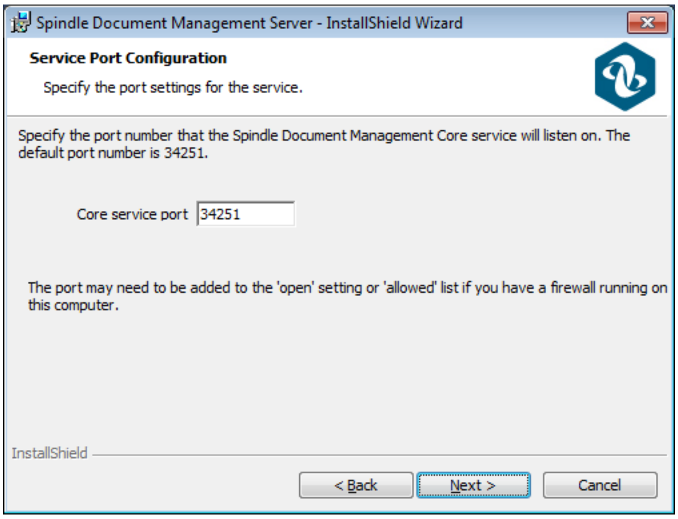
If the user account specified is a local user account i.e. '.\username' and it does not exist, when you click Next, the installer will try to create it for you and will try to assign the 'Log on as a service' rights automatically.

Note: the SDCServiceUser (or user account you specify) should:

- not be an Administrator
- have minimum privileges needed to run the service
- have DBCreator server role on the SQL Server instance (if you selected 'Setup database later' on the Setup database screen earlier)

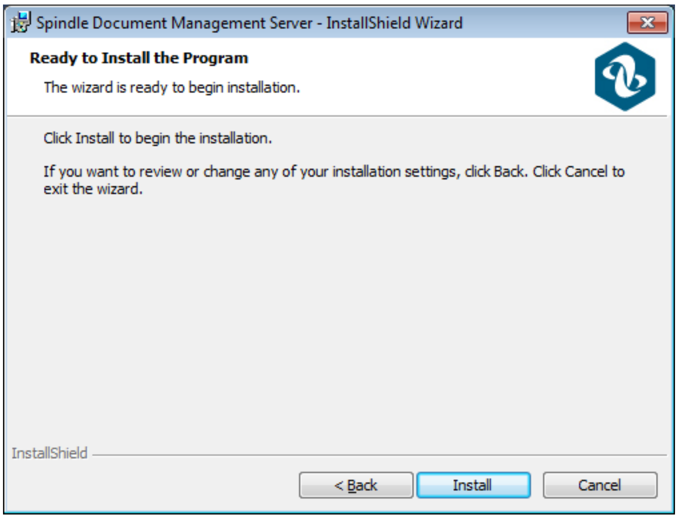
DBCreator rights are only required to create the Spindle Document Management database initially. Once the Spindle Document Management database has been created, we recommend that this DBCreator role is removed from the SDCServiceUser.

10. You will need to confirm or specify the port numbers the Spindle Document Management Core service will listen on in the screen below:

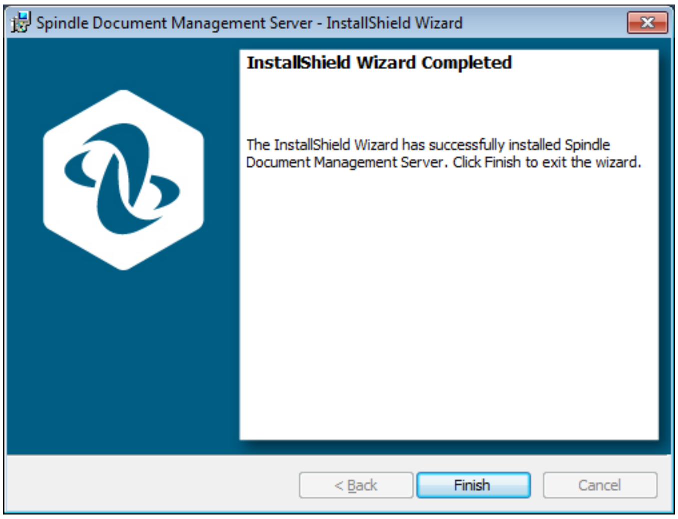


Important: TCP ports 34251 as well as 34255 and 34257 are used by Spindle Document Management. Please ensure these are added to the 'allowed' list on your firewall settings.

11. Click **Install** to being the installation.



12. Once the Spindle Document Management server has finished installing, you will see the below confirmation. Click Finish to complete the installation.



At the end of the installation process, the Spindle Document Capture service will be installed. You should now see it in the Services.msc snap-in.

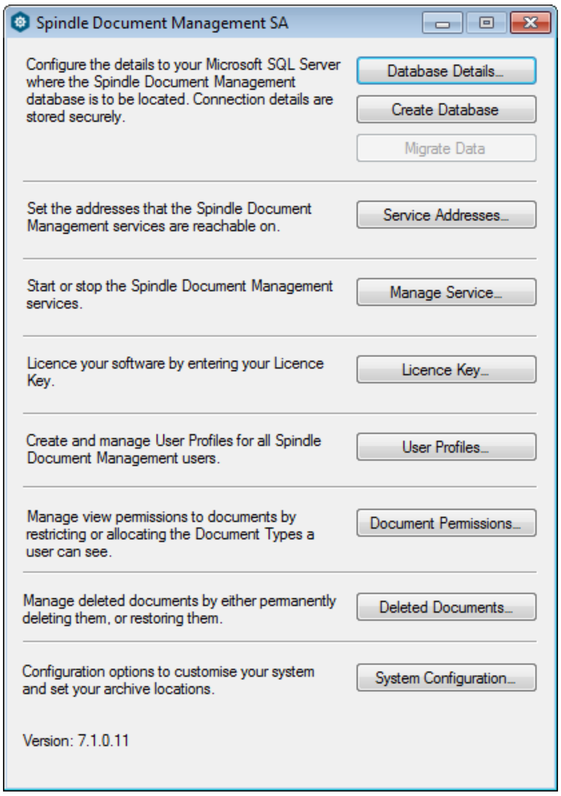
5.2 Configuring your server settings

Once you have installed the Spindle Document Management server, you will need to configure the server settings before you can start to use Spindle Document Capture.

1. Open the Spindle Document Management Server Administration tool

Start>All Programs>Draycir>Spindle Document Management>Server>Server Administration

Note - if you are not logged onto the server as Administrator then you must “Run As” Administrator and uncheck the ‘Run this program with restricted access’ checkbox.



2. Click on **Database Details** to configure the connection to SQL Server

- For 'Server name' you should enter the name of your SQL Server instance that you want the database to be created on. The SQL Server does not have to be on the same machine as the Spindle Document Management Server, however it must be on the same domain.
- For 'Authentication' we recommend that you use Windows Authentication. By doing this, the credentials of the Spindle Document Capture service user will be used to create and access the Spindle Document Capture database.

Note - if using Windows Authentication, please ensure you give the service user the 'dbcreator' Server Role in SQL Server Management Studio

3. On the server installer, if you selected 'Setup database later', once you have configured the Database Details (step 2), click on **Create Database** to create the database. The database will be created using the user credentials specified in Database Details. It will be named Draycir.SDC.

4. Click on **Service Addresses** to view or change the Ports used by the Spindle Document Capture service

The default port will be set as 34251 unless it was changed when running the server installation wizard. If the Spindle Document Management server and/or client are already using this Port for another application, you will need to change this Port to another available Port. Before you change the Port, you should Stop the Spindle Document Capture service on the server (using the Manage Service option). Once you have made your change, you will need to Start the Spindle Document Capture service again. If you experience problems communicating over an available Port, ensure the Port is open and is not being blocked by your firewall or anti-virus software.

5. Click on **Licence Key** to enter or view your Spindle Document Capture Licence Key

There is a 30-day trial Licence Key built into the system.

6. Click on **User Profiles** to add your Spindle Document Capture system users

- You will need to create a profile for every user that requires access to capture, view or distribute documents
- Spindle Document Management uses Windows Authentication to control access to the system. You will therefore need to specify the Windows username on each profile.
- You must specify the Licence Type (Capture, View, Distribute, Full) that each user will consume
- Access to various system features is controlled via roles. The roles that are available for a user will be determined by the Licence Type. You can allocate one or more of the available roles to each user.

(See How do I?>Add a new system user (see page 73) for more information)

7. Click on **Document Permissions** to manage view permissions to documents

By default all users with a view role will be able to see all documents (all Document Types). You may, however, have a need to restrict the documents a user can see. For example, you may want to allocate view permissions to transactional documents to only those that work in the accounts office, or you may have temp staff and want them to see only documents that they capture. Use this option to manage document view permissions per user.

(See How do I>Restrict the documents a user can see (see page 84) for more information)

8. Click on **System Configuration** > **Archive Locations** to set the UNC path of your archive locations

- By default the system is configured to have some Document Types marked as "protected" (see Getting Started>Customising your system>Protected Documents (see page 37) for more information). Unless this configuration has changed, you will need to specify the location of your Protected (Document Type) Archive and your Default (all other Document Types) Archive. You can configure these to be the same location if required.
- Ensure you have sufficient disk space before specifying an archive path

Note - you must restart the Spindle Document Capture service for your Archive Location changes to take effect. See Troubleshooting>Changes in System Configuration tools haven't been applied (see page 93) for information on how to do this.

(See How do I?>Change the path of my Archive Location (see page 82) for more information on setting your Archive Locations)

9. Click on **System Configuration** > **Archive Permissions** to manage the permissions on your archive locations

- You can set the Spindle Document Capture service user to read and write to / from the archive location (set as default)
- You can specify the credentials of another Windows user for Spindle Document Capture to impersonate when reading and writing to the archive location

Note - you must restart the Spindle Document Capture service for your Archive Permission changes to take effect. See

Troubleshooting>Changes in System Configuration tools haven't been applied (see page 93) for information on how to do this.

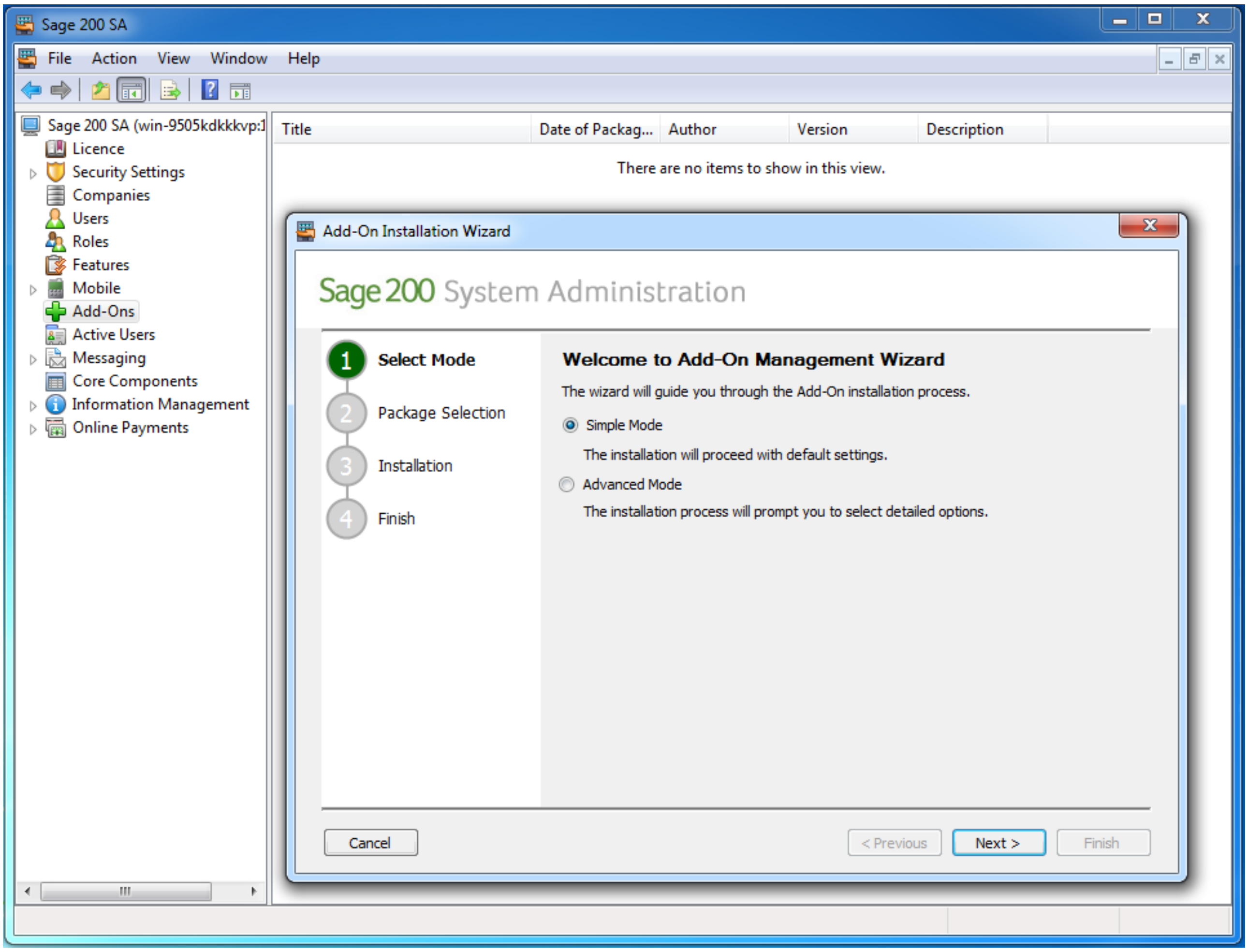
5.3 Adding controls into Sage 200

If your host application is Sage 200 (version 2010 upwards), you will be able to view documents you have archived into Spindle Document Capture from within Sage 200 against the appropriate order, transaction or account.

To achieve this integration within Sage 200, you will need to add a Spindle integration package in the Sage 200 System Administration tool.

Steps to add the Add-On package:

1. Log into the Sage 200 System Administration tool
2. On the left hand navigation bar, right-click on **Add-Ons**
3. Select **Add New Add-On**
4. Select Simple Mode and click **Next**

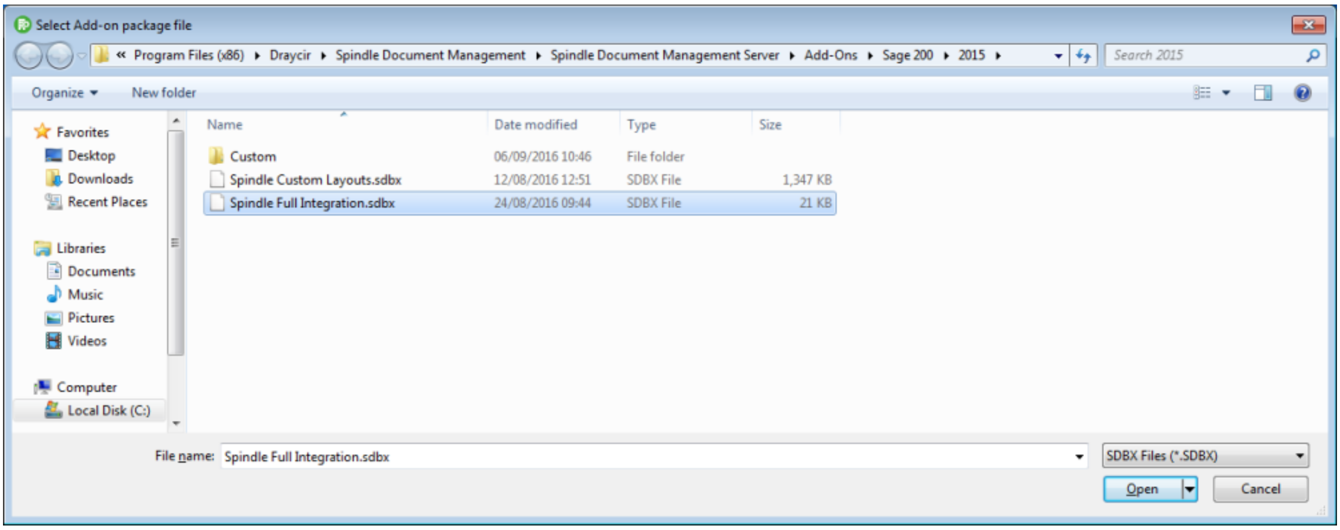


5. **Browse** for the Spindle Full Integration sdbx package in:

C:\Program Files (x86)\Draycir\Spindle Document Management\Spindle Document Management Server\Add-Ons\Sage 200

- then select the version of Sage 200 that you have

(To add the controls into all the available modules, select Spindle Full Integration.sdbx', alternatively you can add the controls into individual modules by selecting the relevant individual packages within the '\Custom' folder)

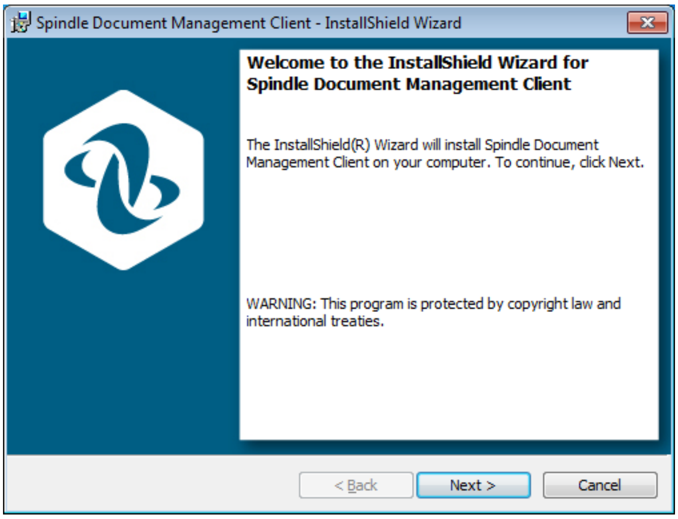


6. Click **Open**
7. Click **Install**
8. Click **Finish** to complete the wizard

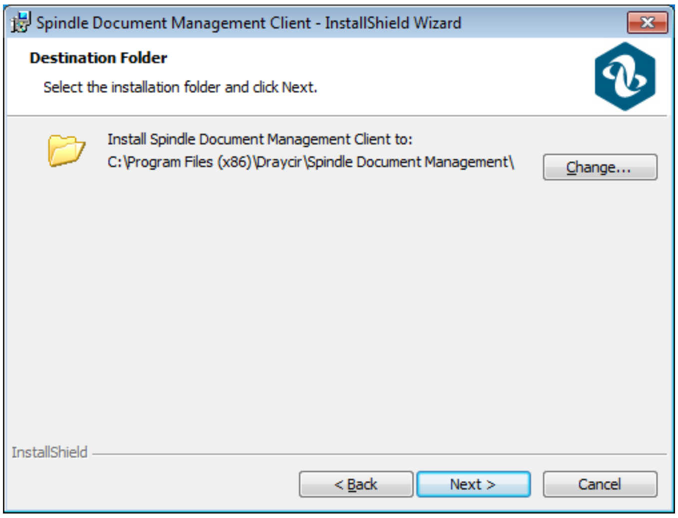
5.4 Installing the client

The Spindle Document Management client must be installed on the workstation of every user that wants to use Spindle Document Capture to capture or view documents.

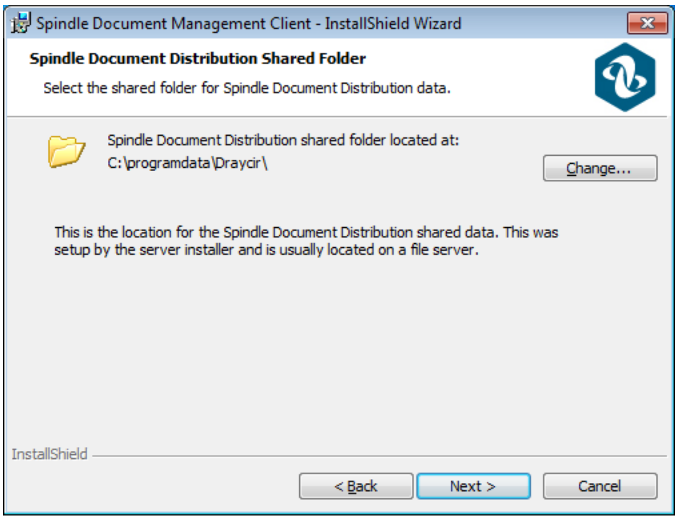
1. Double-click on ‘SpindleDocumentManagementClient.exe’ on each workstation that you want to install the client on



2. Read and Accept the License Agreement to continue
3. Select the destination path of your client install

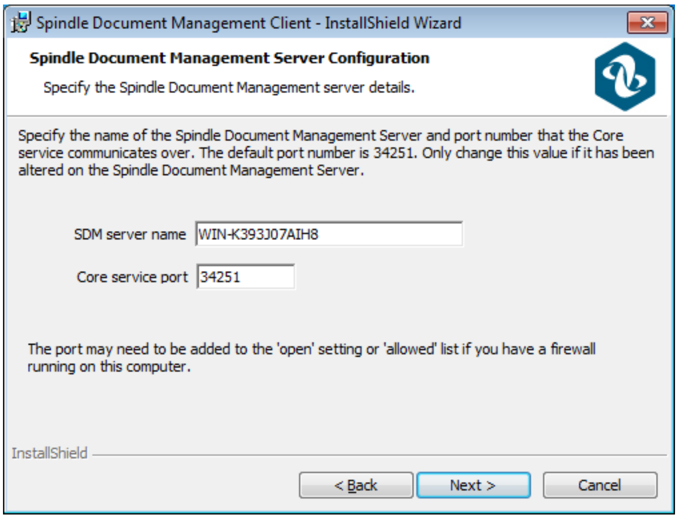


4. Select the folder where the shared data is located. This shared folder would have been set during the server install. If you are installing the software on more than 1 computer you will need to ensure this is a location that all users will be able to access.

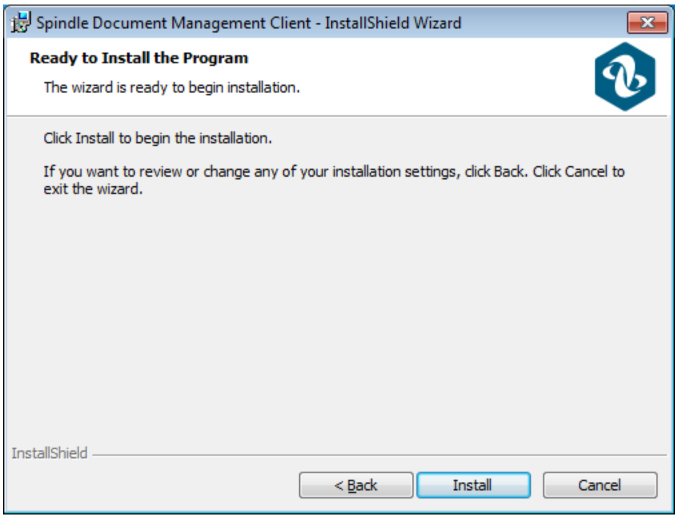


5. You must specify the name of the Spindle Document Management server, together with the port number that the Core Service communicates over

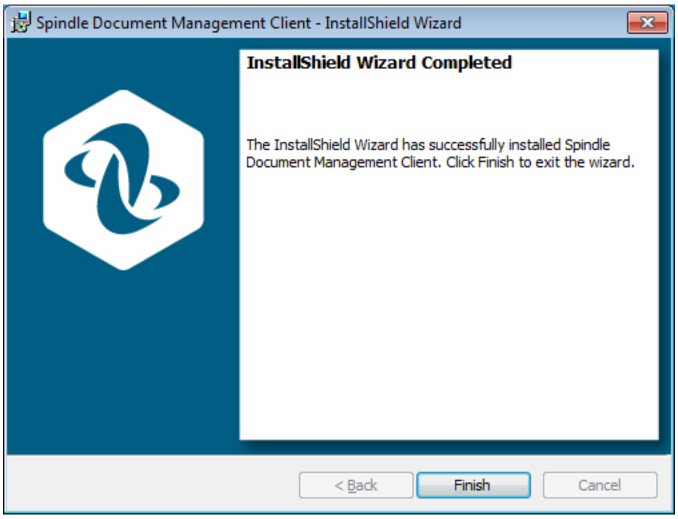
(Unless the port was changed on the Spindle Document Management server, this will be 34251)



6. Click **Install** to begin the installation



7. Once the Spindle Document Management client has finished installing, you will see the below confirmation. Click **Finish** to complete the installation.



5.5 Configuring your client

Once you have installed Spindle Document Management (server and clients), and configured your server settings (See Getting Started>Configuring your server settings (see page 31)), you will need to ensure your Spindle Document Management clients are able to communicate with the Spindle Document Management server.

On the server

1. Open the Spindle Document Management Server Administration tool

Start>All programs>Draycir>Spindle Document Management>Server>Server Administration

2. Click **Service Addresses** and check the Port that is being used

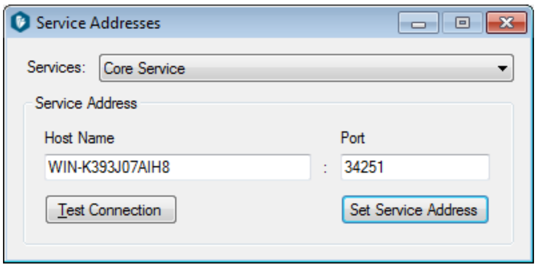
Note - you should only need to check the CoreService. The Port is set to 34251 by default. If the Spindle Document Management client is already using the Port specified here, you will need to change this Port to another available Port. Before you change the Port, you should Stop the Spindle Document Capture service on the server (using the Manage Service option). Once you have made your change, you will need to Start the Spindle Document Capture service again. If you experience problems communicating over an available Port, ensure the Port is open and is not being blocked by your firewall or anti-virus software.

On the client

1. Open the Spindle Document Management Client Administration tool

Start>All Programs>Draycir>Spindle Document Management>Client Administration

2. Click **Service Addresses**



3. Ensure the Host Name is the name of the Spindle Document Management server
4. Ensure the Port is the same port as set in the 'Service Addresses' option on the Spindle Document Management Server Administration tool
5. Click on **Test Connection** to ensure the client is able to communicate to the server

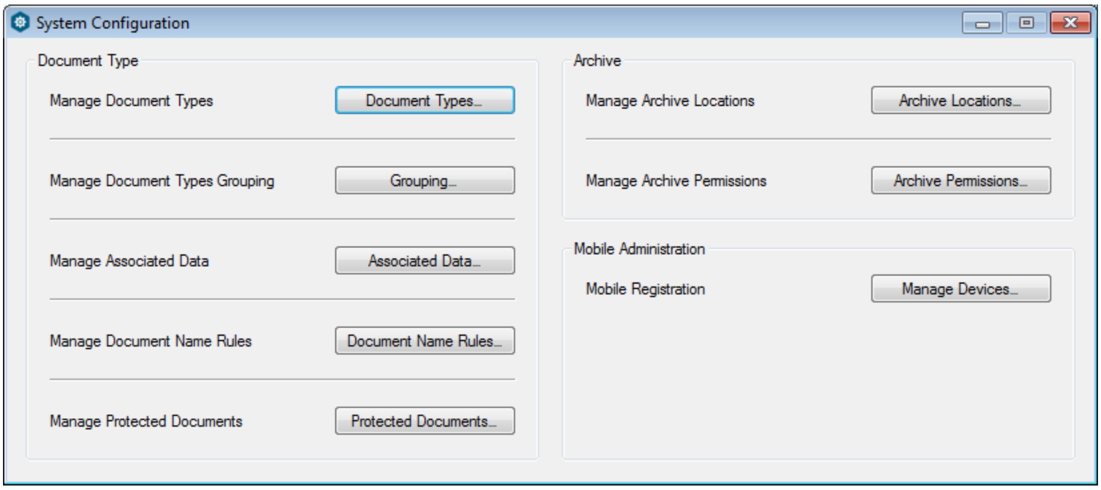
Note - by default the Port on the server and client will be set to 34251. If the Port has been changed on the server you will need to update the client accordingly. Before you change the Port, you should Stop the Spindle Document Capture service on the server (using the Manage Service option on the Server Administration tool). Once you have made your change, you will need to Start the Spindle Document Capture service again.

5.6 Customising your system

Spindle Document Capture is ready to use "out of the box", however there are a number of items that can be configured via the Spindle Document Management Server Administration tools, under the System Configuration options.

On the server, open the Spindle Document Management Server Administration tool and click on the **System Configuration** option

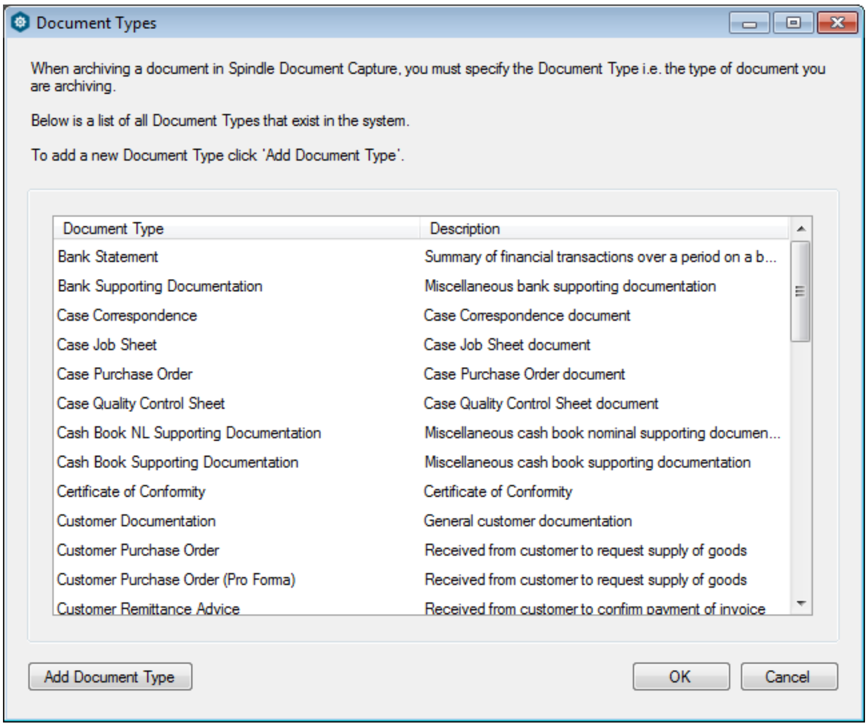
Start>All Programs>Draycir>Spindle Document Management>Server>Server Administration>System Configuration



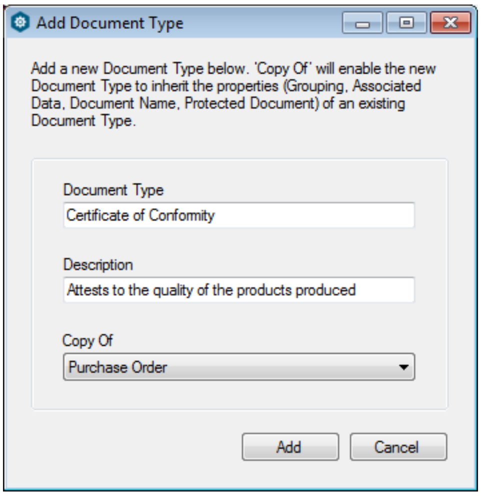
Document Type settings

Document Types

- View all Document Types available



- Add new Document Types



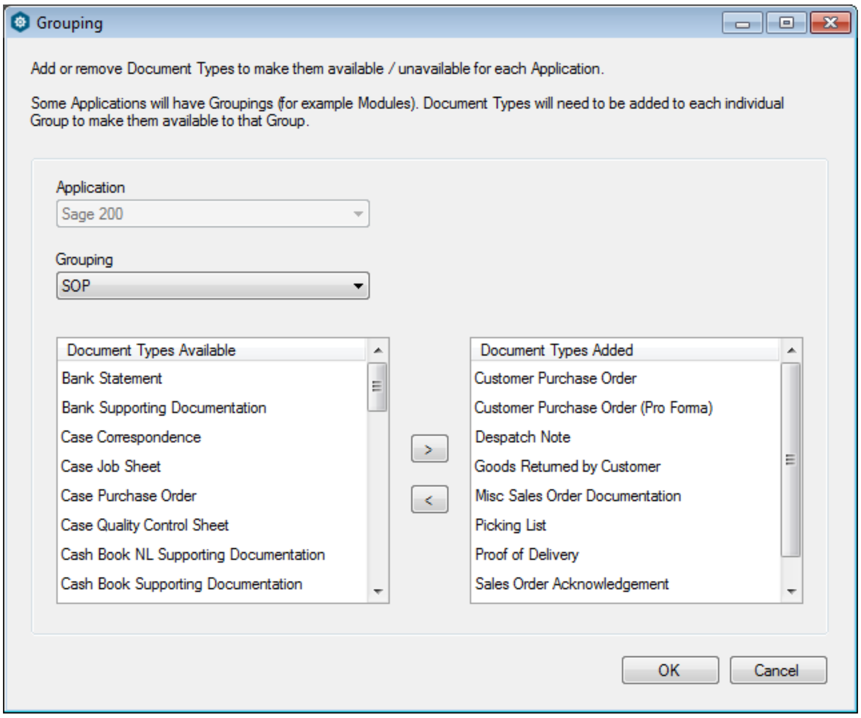
Use 'Copy Of' to copy the properties of an existing Document Type that your new Document Type will be similar to (i.e. module you want it to be available in). This will ensure you have less manual configuration to do. The primary benefit of copying a Document Type is to make all of the dynamic Associated Data items (which are available to the Document Type you are copying) available to your new Document Type.

(See How do I?>Add a new Document Type (see page 74) for more information)

Grouping

The idea behind the grouping section is to restrict the Document Types you can view in specific applications, or areas within the application defined by groups. This makes the system more user friendly as it ensures that you don't have Document Types available in areas where they are not required.

- Add or remove Document Types for each application
- Add or remove Document Types to or from groups within the application. For example for Sage 200, Document Types have been grouped by module. In this screen you are able to add or remove Document Types to / from each module.



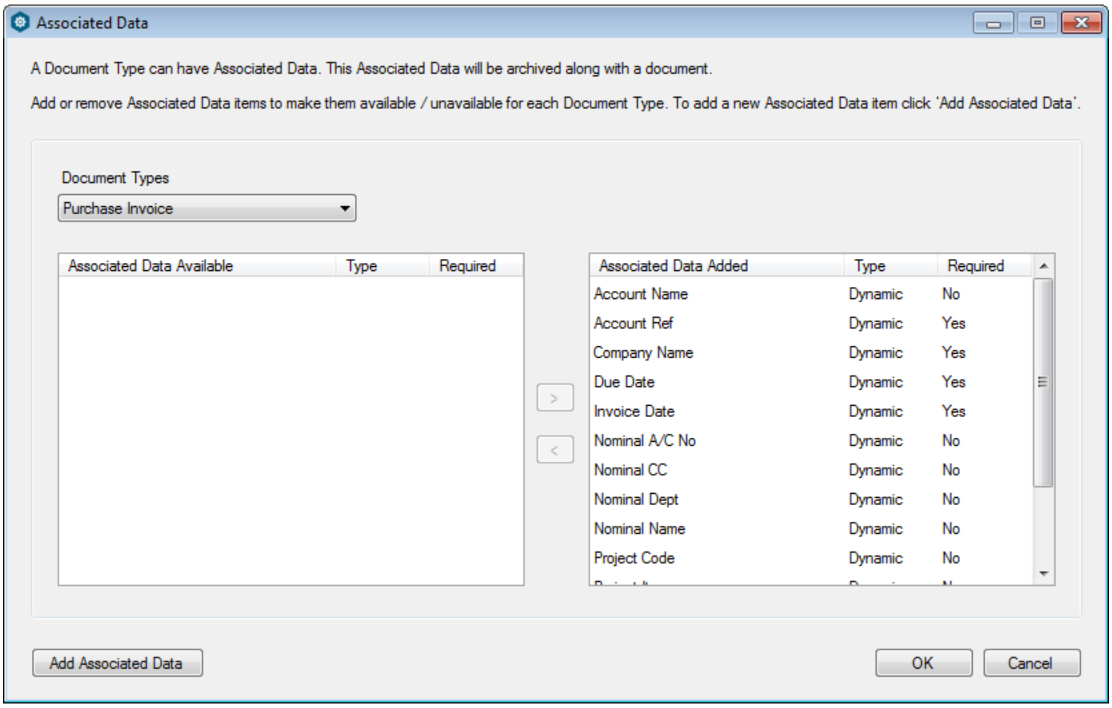
Associated Data

Associated Data is metadata that is archived along with a document. Associated Data is configured per Document Type. The benefit of archiving Associated Data along with your document is that it allows you to capture useful data about the document you are archiving, whether that be extracted from your accounting system (dynamic data) or keyed in by the user capturing the document. This then makes searching powerful as you are able to search through all the Associated Data when searching for a document.

In this screen you are able to:

- Add or remove Associated Data items from Document Types
- Add a new Associated Data item

Note - where the type is 'Dynamic', it means that Associated Data item will be extracted from your accounting system. Currently you are unable to add custom Dynamic Associated Data items via the System Configuration tools. If you require Dynamic Associated Data items for your Document Type, the recommendation is to create a new Document Type and 'Copy' an existing Document Type that has the Dynamic Associated Data item that you require.



(See How do I?>Add a new Associated Data item for a Document Type (see page 80) for more information on adding a new Associated Data item)

Document Name Rules

Apply logical document naming conventions to your archived documents.

- View or Add Document Name Rules

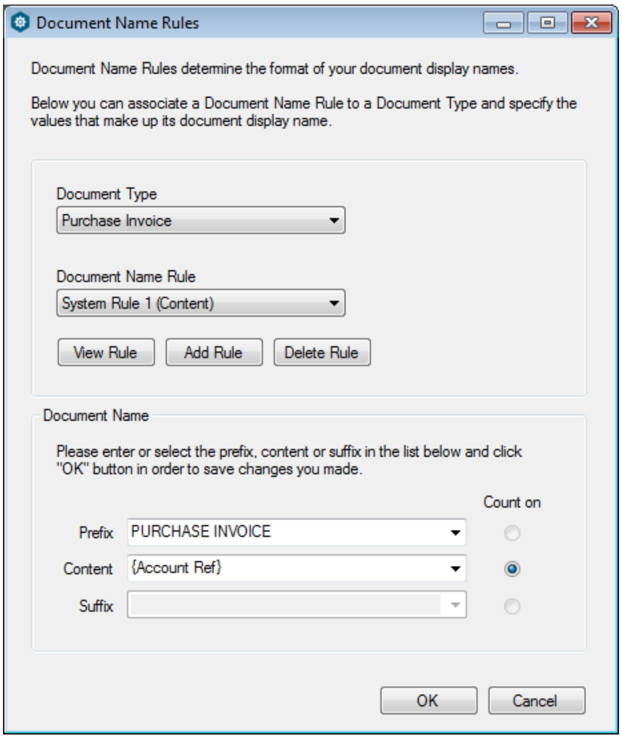
Document Name Rules allow you to set the format of the Document Name.

- Configure Document Names for Document Types (based on Document Name Rules)

Select a Document Type, select the Document Name Rule you want to base your Document Name on and then configure the value of your Document Name. You will be able to enter either static values or you will be able to drop down and pull through Associated Data items to form part of the Document Name.

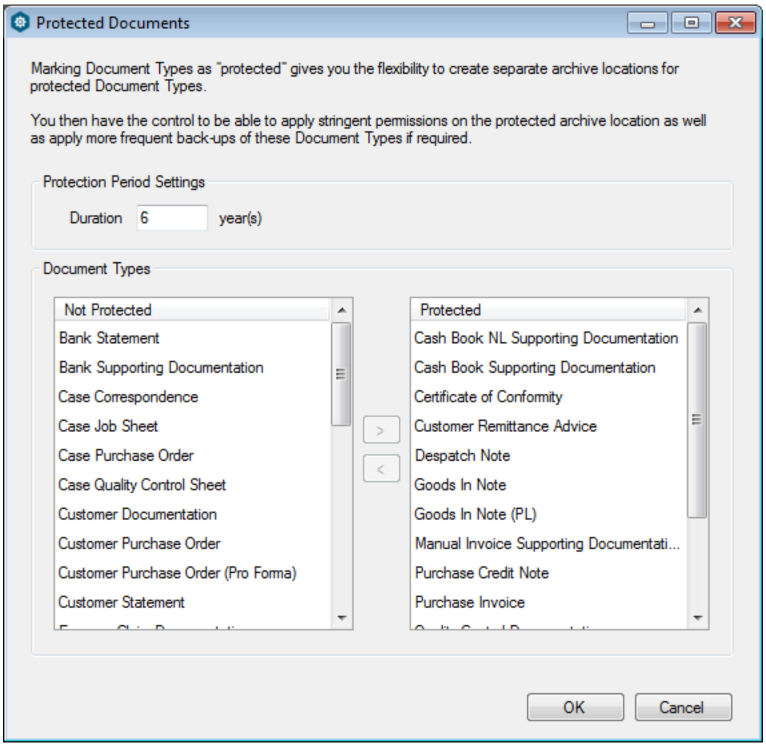
(See How do I?>Change the Document Name for a Document Type (see page 77) for more information)

Note - Document Names are display names that you see in Spindle Document Capture. The actual name the file is saved as in the Archive Location is system generated.



Protected Documents

- Mark Document Types as either "protected" or "not protected"
- Set the Protection Period (the protection period is recorded in the Spindle Document Capture database along with the archived document)



"Out of the box" the following Document Types have been set as "protected":

- Cash Book NL Supporting Documentation

- Cash Book Supporting Documentation
- Customer Remittance advice
- Despatch Note
- Goods In Note
- Goods In Note (PL)
- Manual Invoice Supporting Documentation
- Purchase Credit Note
- Purchase Invoice
- Sales Credit Note
- Sales Debit Note
- Sales Invoice
- Supplier Remittance Advice

Why mark Document Types as protected?

Gives you the flexibility to archive your protected documents to a separate archive location (See Archive Location settings in Getting Started>Configuring your server settings (see page 31) for more information).

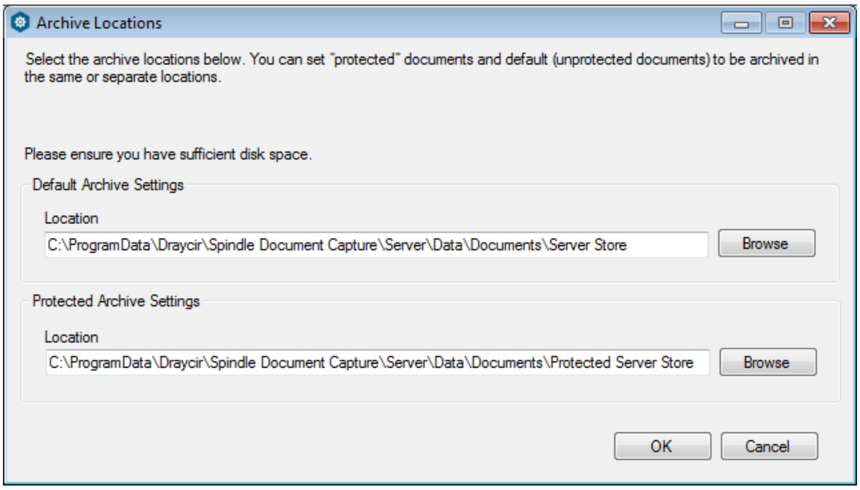
- You can then apply separate backup routines/procedures to your protected documents
- You can then set more stringent permissions to the protected archive folders

Archive settings

Archive Locations

- Specify the Archive Location of both your "protected" Document Types and all other Document Types (default).

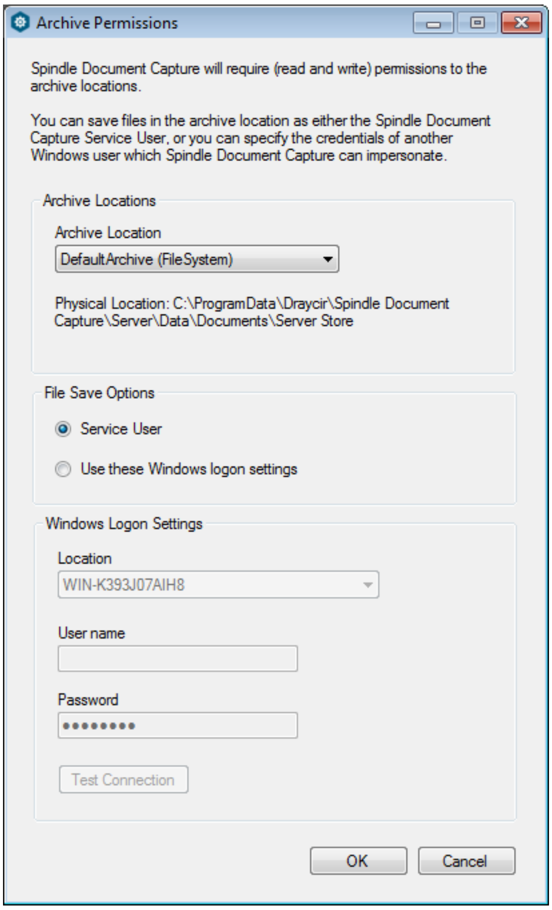
Note - Ensure you have sufficient disk space before specifying an archive path



(See How do I?>Change the path of my Archive Location (see page 82) for more information on setting your Archive Locations)

Archive Permissions

- You can set the Spindle Document Capture service user to read and write to / from the archive location (set as default)
- You can specify the credentials of another Windows user for Spindle Document Capture to impersonate when reading and writing to the archive location



Note - you must restart the Spindle Document Capture service for any of your System Configuration changes to take effect. See Troubleshooting>Changes in System Configuration tools haven't been applied (see page 93) for information on how to do this.

6 How do I?

6.1 Capture a scan

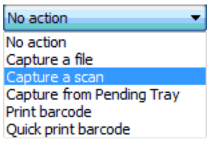
Spindle Document Capture has been integrated into a number of screens. (See section Overview>Sage 200 integration points (see page 22) for more information).

You will need to be within one of these integrated screens to perform a Spindle Document Capture action (capture or view) as you will be associating your scanned document against a particular entry within your accounting system when you archive the document.

To retrieve the document back from within your accounting system you will need to be on the same transaction or order (or other object) that you archived the document against. You will also be able to see all archived documents from the account enquiry screen as all archived documents are also elevated to account level.

On screens where you are keying information into the accounting system, i.e. when keying a Sales Order or a Purchase Invoice, the Spindle Document Capture controls will be a drop down. On screens where the information already exists in the accounting system i.e. when viewing an existing order, the controls will be buttons. The drop down will prevent you from having orphan documents as the Spindle Document Capture capture screen is only launched when the entry is saved in your accounting system.

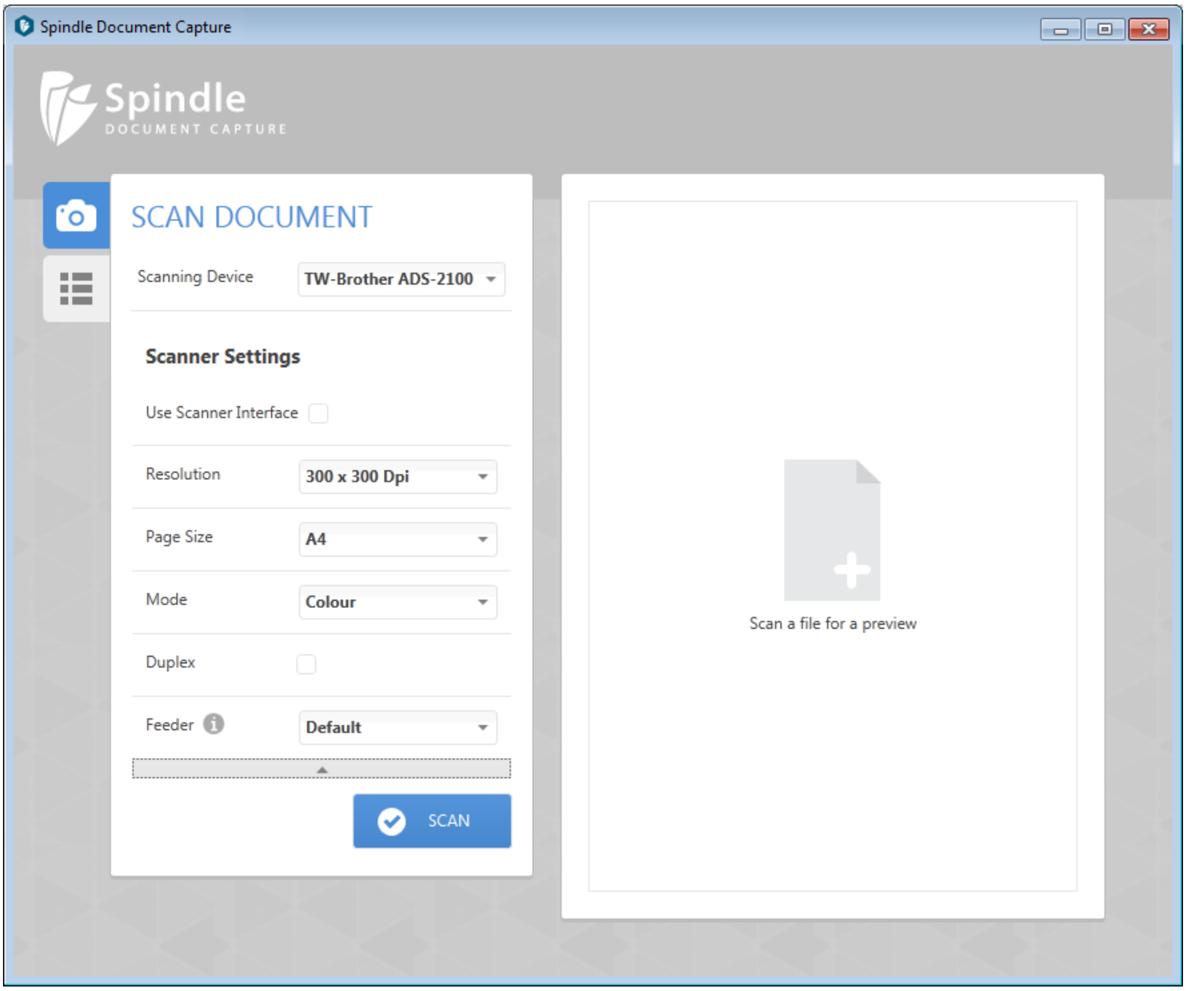
Drop down controls:



Buttons to 'View documents', 'Capture a file' (file import), 'Capture a scan', 'Capture from Pending Tray', 'Print barcode', 'Quick print barcode':

Steps to capture a scan and archive to Spindle Document Capture

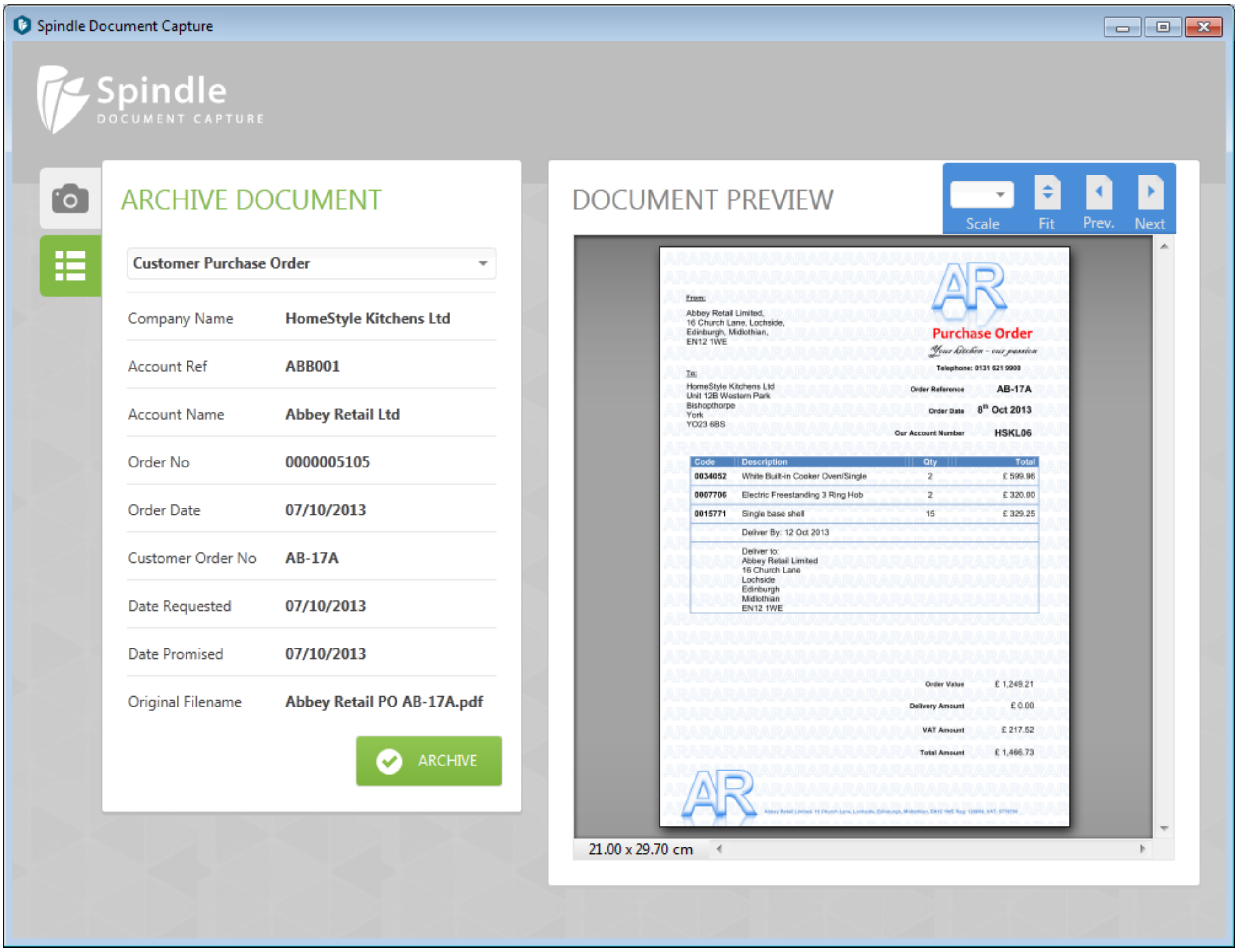
1. Select 'Capture a scan' from the drop down option or click on the 'Capture a scan' button (depending on the Spindle Document Capture controls available on the screen you are on)
2. The Spindle Document Capture interface is launched
3. Select the appropriate Scanning Device



4. If not using the Scanners Interface, ensure the scanner settings are correct
5. Click on **SCAN** once you have loaded the scanner with your document
6. You should see a preview of the scanned document in the right-hand panel
7. Select the Document Type from the drop down on the Archive Document tab that reflects the type of document you are archiving

***Note* -** the document will be saved as this type of document and once archived the Document Type cannot be changed. It is therefore essential that the correct Document Type is selected.

6


Spindle Document Capture
Spindle
DOCUMENT CAPTURE
ARCHIVE DOCUMENT
Customer Purchase Order
Company Name
HomeStyle Kitchens Ltd
Account Ref
ABB001
Account Name
Abbey Retail Ltd
Order No
0000005105
Order Date
07/10/2013
Customer Order No
AB-17A
Date Requested
07/10/2013
Date Promised
07/10/2013
Original Filename
Abbey Retail PO AB-17A.pdf
ARCHIVE
DOCUMENT PREVIEW
Scale
Fit
Prev.
Next
Purchase Order
21.00 x 29.70 cm

8. Check the Associated Data under the selected Document Type is complete and accurate

(See Getting Started>Customising your system>Associated Data (see page 37) for more information)

9. Click on **ARCHIVE**

6.2 Capture a file

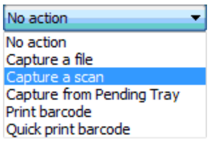
Spindle Document Capture has been integrated into a number of screens. (See section Overview>Sage 200 integration (see page 22) points for more information).

You will need to be within one of these integrated screens to perform a Spindle Document Capture action (capture or view) as you will be associating your imported file against a particular entry within your accounting system when you archive the document.

To retrieve the document back from within your accounting system you will need to be on the same transaction or order (or other object) that you archived the document against. You will also be able to see all archived documents from the account enquiry screen as all archived documents are also elevated to account level.

On screens where you are keying information into the accounting system, i.e. when keying a Sales Order or a Purchase Invoice, the Spindle Document Capture controls will be a drop down. On screens where the information already exists in the accounting system i.e. when viewing an existing order, the controls will be buttons. The drop down will prevent you from having orphan documents as the Spindle Document Capture capture screen is only launched when the entry is saved in your accounting system.

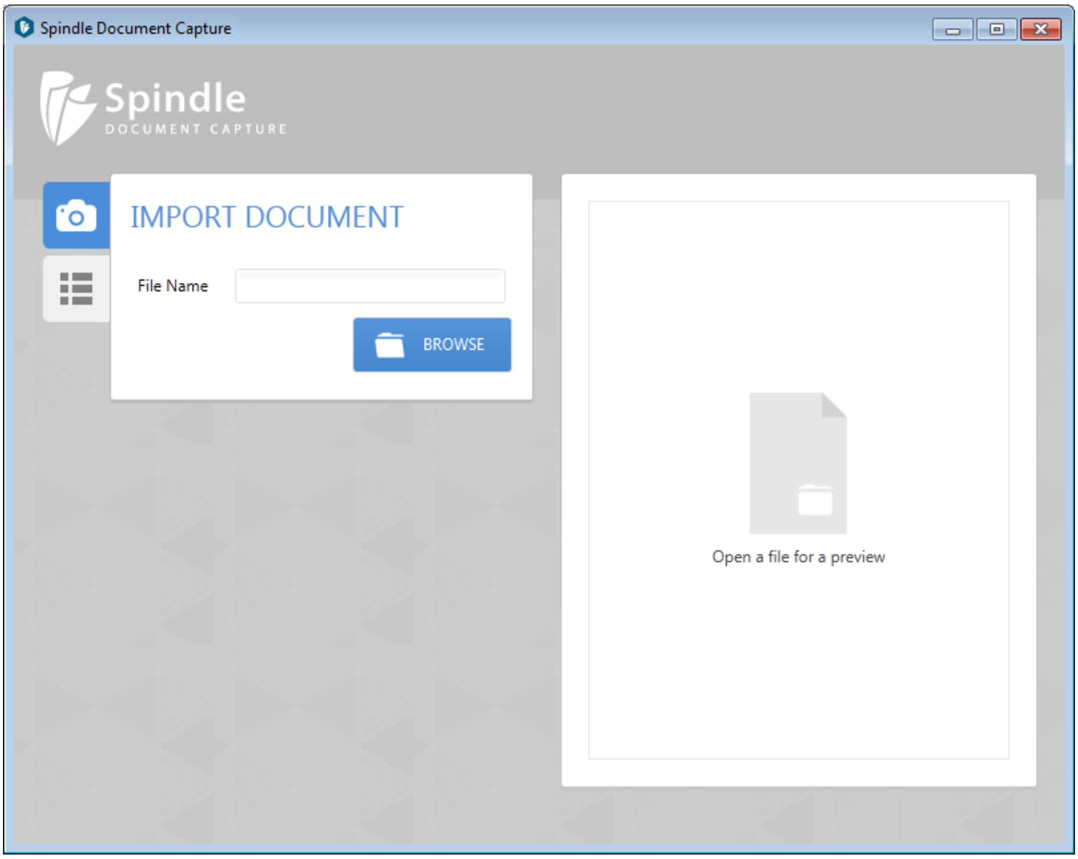
Drop down controls:



Buttons to 'View documents', 'Capture a file' (file import), 'Capture a scan', 'Capture from Pending Tray', 'Print barcode', 'Quick print barcode':

Steps to capture a file and archive to Spindle Document Capture

1. Select 'Capture a file' from the drop down option or click on the 'Capture a file' button (depending on the Spindle Document Capture controls available on the screen you are on)
2. The Spindle Document Capture interface is launched
3. Click on **BROWSE** and select the file you want to archive OR drag and drop the file you want to archive

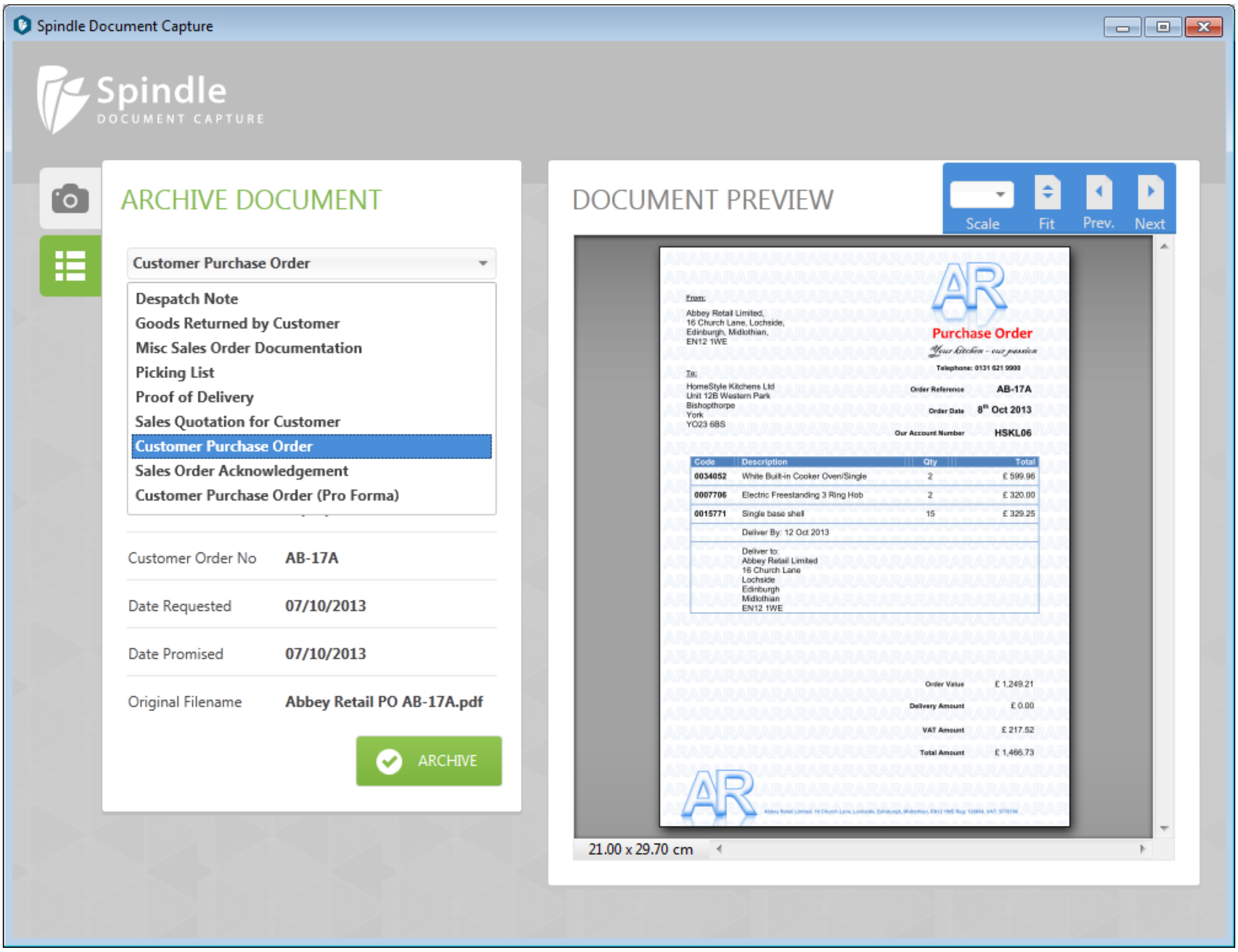


4. You should see a preview of the file in the right-hand panel

Note - if the file type is not supported by the Spindle Document Capture viewer, the preview window will give you the option the open the document in its native application.

5. Select the Document Type from the drop down on the Archive Document tab that reflects the type of document you are archiving

***Note* -** the document will be saved as this type of document and once archived the Document Type cannot be changed. It is therefore essential the correct Document Type is selected.


Spindle Document Capture
Spindle
DOCUMENT CAPTURE
ARCHIVE DOCUMENT
Customer Purchase Order
Despatch Note
Goods Returned by Customer
Misc Sales Order Documentation
Picking List
Proof of Delivery
Sales Quotation for Customer
Customer Purchase Order
Sales Order Acknowledgement
Customer Purchase Order (Pro Forma)
Customer Order No AB-17A
Date Requested 07/10/2013
Date Promised 07/10/2013
Original Filename Abbey Retail PO AB-17A.pdf
ARCHIVE
DOCUMENT PREVIEW
Scale
Fit
Prev.
Next
Purchase Order
21.00 x 29.70 cm

6

6. Check the Associated Data under the selected Document Type is complete and accurate

(See Getting Started>Customising your system>Associated Data (see page 37) for more information)

7. Click on **ARCHIVE**

6.3 Upload documents to the Pending Tray

The Pending Tray is a standalone application. It is designed to be a temporary holding area which enables you to scan/import files and place them in holding ready to be archived and linked from within your accounting system.

Benefits of using the Pending Tray:

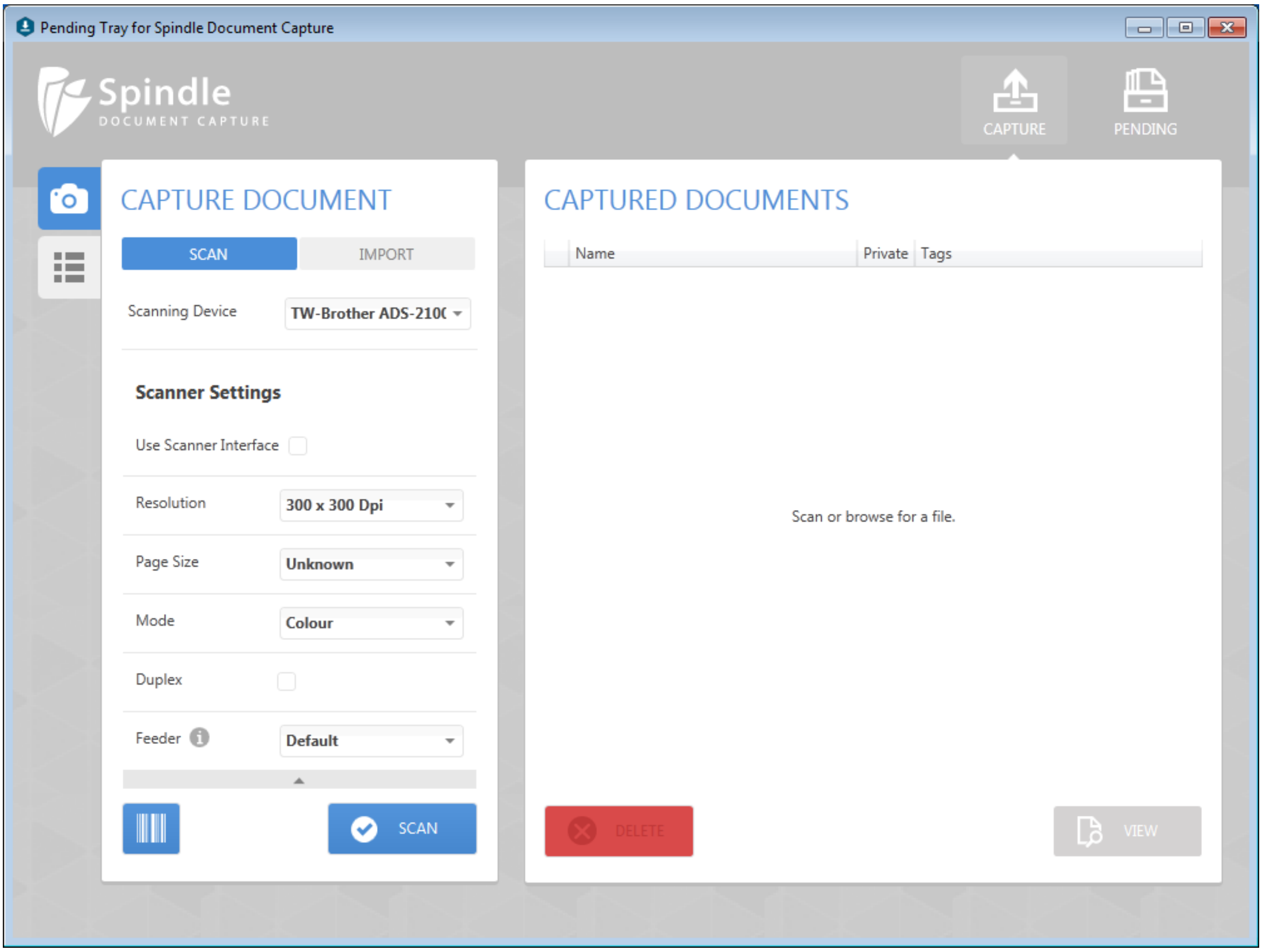
- it can be used by users that don't have access to the accounting system (i.e. warehouse workers, general admin staff, receptionists etc) but still handle paperwork/receive emailed files
- it can be used for scanning batches of documents using a document separator barcode
- if using a network scanner, it may be easier for you to do all your scanning at a convenient time and place the documents in the Pending Tray ready for archival

In order to gain access to the Pending Tray, you must have the Pending Tray role assigned to your user profile (see How do I?>Add a new system user (see page 73) for more information regarding adding roles). This role is only available to users that have a Capture licence.

Add documents/files into the Pending Tray

1. Open the Pending Tray

Start>All Programs>Draycir>Spindle Document Management>Pending Tray



2. From the Capture Document tab you are able to either add a document by scanning in a paper document, or you can import / drag and drop a file if you have it in electronic form.

To scan a document:

- Select the SCAN option
- Ensure you select the correct Scanning Device from the drop down
- If not using the Scanners Interface, ensure the scanner settings are correct
- Load the scanner with your document. If you are scanning in a batch of documents into the Pending Tray, you will need to tell the Pending Tray where one document ends and the next document starts. You can do this by printing a document separator barcode. To print the separator barcode, click on the 'barcode' button (on the left of the 'SCAN' button). The barcode will need to be printed on a page and the separator barcode page inserted in-between each separate document. The page containing the barcode will be ignored by the software.
- When ready, click **SCAN**

To import / browse for a file:

- Select the IMPORT option
- Click **BROWSE** and select the document you want to upload

To drag and drop a file:

- Drop your file anywhere on the Pending Tray interface

3. You should see the file appear in the right-hand Captured Documents panel and you should automatically be moved to the Action Document tab.
4. Now set your 'Document Privacy' and add appropriate 'Document Tags'

What is Document Privacy?

Making your document 'Public' allows everyone with a Pending Tray to see your document. Making your document 'Private' ensures your document is visible only to you.

What are Document Tags?

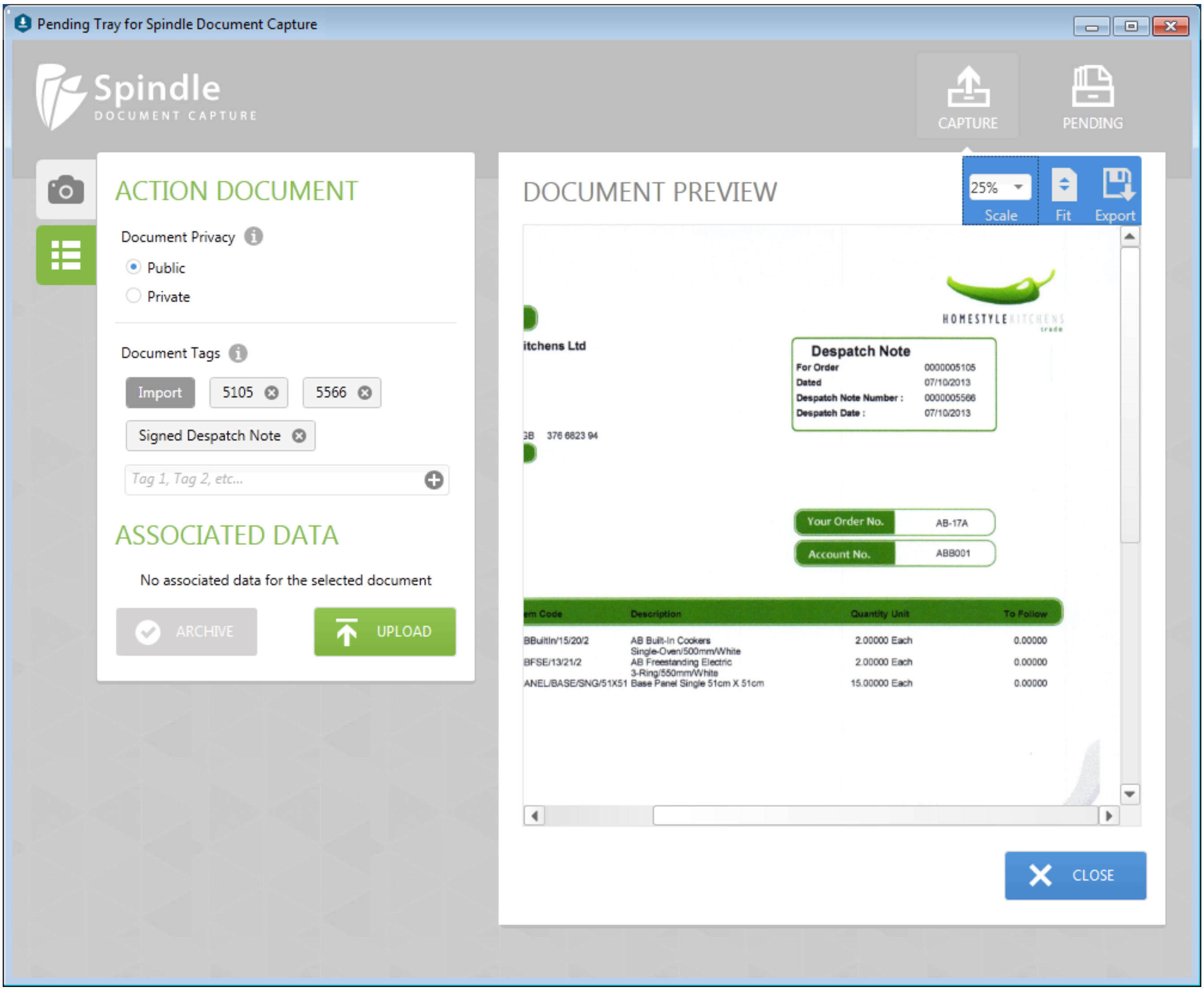
A tag is a keyword or label that identifies your document. Tagging your document with an appropriate tag makes it easier for yourself and others to find the document in the Pending Tray.

When adding document tags you can enter them by either keying a comma (,) after the tag or hitting ENTER or clicking on the (+) button on the field.

5. Click **UPLOAD** to send the document to the Pending Tray

Note - if you set the document privacy to 'Public' and clicked on upload, the document will be available to all users that have access to the Pending Tray

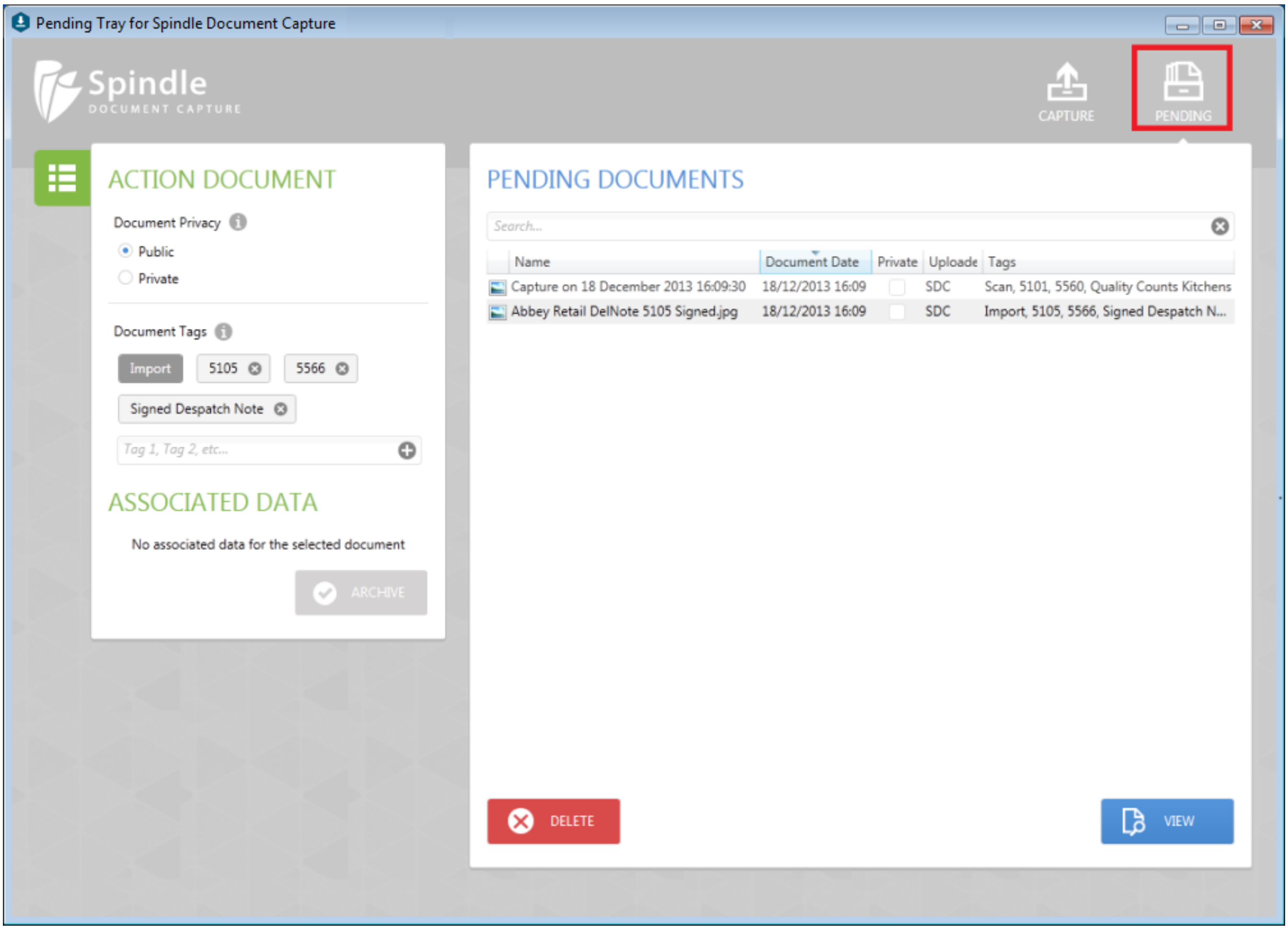
6


Pending Tray for Spindle Document Capture
Spindle
DOCUMENT CAPTURE
CAPTURE
PENDING
ACTION DOCUMENT
Document Privacy
Public
Private
Document Tags
Import
5105
5566
Signed Despatch Note
Tag 1, Tag 2, etc...
ASSOCIATED DATA
No associated data for the selected document
ARCHIVE
UPLOAD
DOCUMENT PREVIEW
25%
Scale
Fit
Export
Despatch Note
Your Order No.
Account No.
CLOSE

6

Viewing documents that have been uploaded to the Pending Tray

1. Click on the Pending icon (top right-hand corner)



2. Select the document you require
   - Change the Document Privacy setting
   - Add/remove Document Tags
   - Click on **VIEW** to see the document

6.4 Capture from Pending Tray

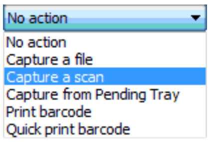
Spindle Document Capture has been integrated into a number of screens. (See section Overview>Sage 200 integration points (see page 22) for more information.)

You will need to be within one of these integrated screens to perform a Spindle Document Capture action (capture or view) as you will be associating your captured documents against a particular entry within your accounting system when you archive the document.

To retrieve the document back from within your accounting system you will need to be on the same transaction or order (or other object) that you archived the document against. You will also be able to see all archived documents from the account enquiry screen as all archived documents are also elevated to account level.

On screens where you are keying information into the accounting system, i.e. when keying a Sales Order or a Purchase Invoice, the Spindle Document Capture controls will be a drop down. On screens where the information already exists in the accounting system i.e. when viewing an existing order, the controls will be buttons. The drop down will prevent you from having orphan documents as the Spindle Document Capture capture screen is only launched when the entry is saved in your accounting system.

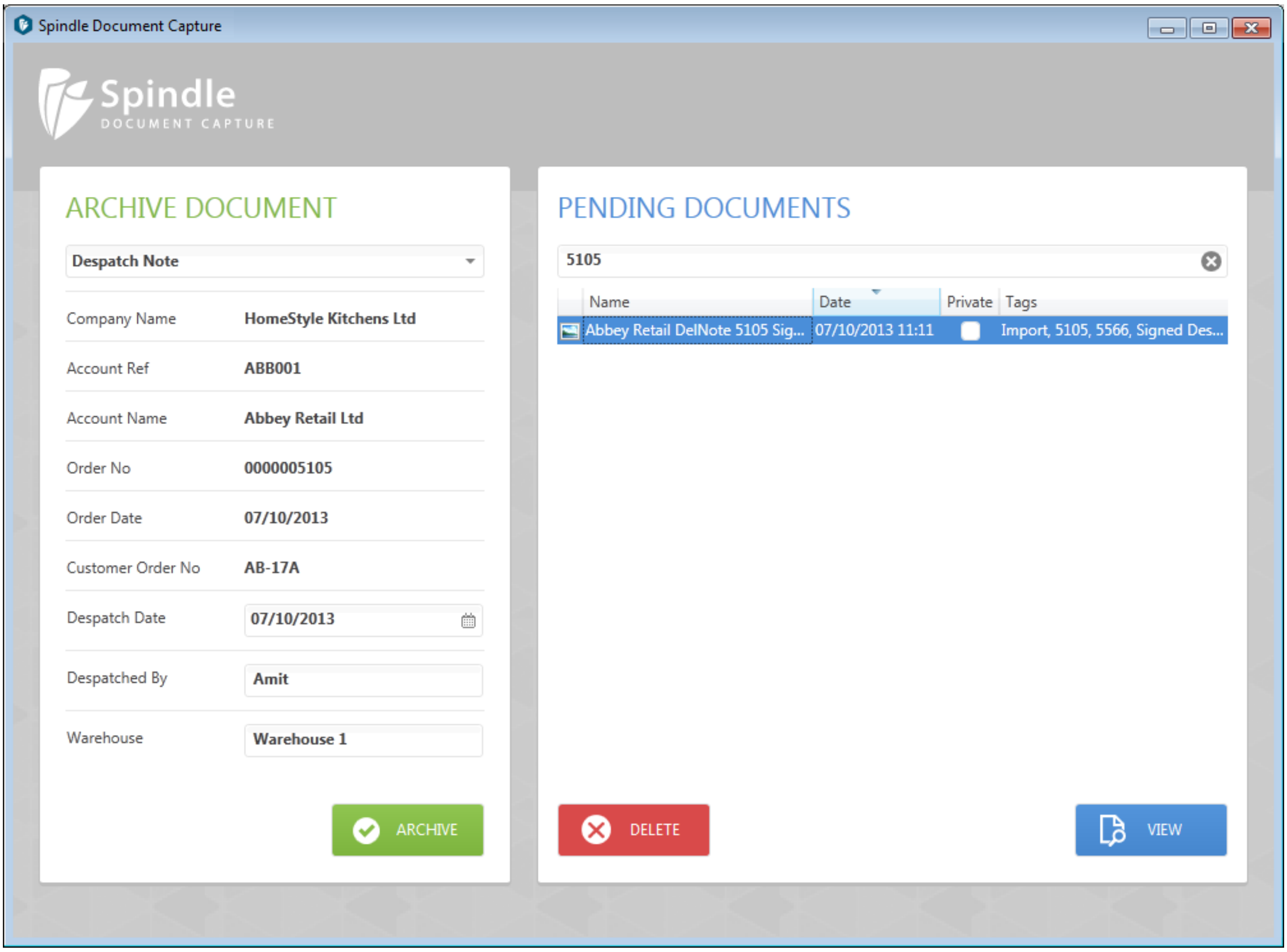
Drop down controls:



Buttons to 'View documents', 'Capture a file' (file import), 'Capture a scan', 'Capture from Pending Tray', 'Print barcode', 'Quick print barcode':

Steps to capture a document from the Pending Tray and archive to Spindle Document Capture

1. Select 'Capture from Pending Tray' from the drop down option or click on the 'Capture from Pending Tray' button (depending on the Spindle Document Capture controls available on the screen you are on)
2. The Spindle Document Capture interface is launched (all public documents and private documents you uploaded to the Pending Tray will be visible in the right-hand Pending Documents panel. See How do I?>Upload documents to the Pending Tray for more information (see page 50))
3. Search for the document you are looking for by searching for the document name, document date or search for specific tags



4. You should see the document in the right-hand 'Pending Documents' panel
5. If you want to view the document prior to archiving, click on **VIEW**

Note - if the file type is not supported by the Spindle Document Capture viewer, the preview window will give you the option the open the document in its native application.

6. Select the Document Type from the drop down that reflects the type of document you are archiving
7. Check the Associated Data under the selected Document Type is complete and accurate

(See Getting Started>Customising your system>Associated Data (see page 37) for more information)

8. Click on **ARCHIVE**

6.5 Print barcode

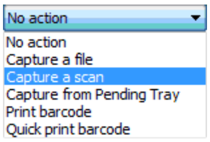
Spindle Document Capture has been integrated into a number of screens. (See section Overview>Sage 200 integration points (see page 22) for more information).

You will need to be within one of these integrated screens to perform a Spindle Document Capture 'print barcode' action as you will be associating your barcode (at the point of printing) to the particular entry you are on in your accounting system. This will enable Spindle Document Capture to associate your barcoded document to the same entry when you scan and archive the barcoded document back into the system.

To retrieve the document back from within your accounting system you will need to be on the same transaction or order (or other object) that you archived the document against. You will also be able to see all archived documents from the account enquiry screen as all archived documents are also elevated to account level.

On screens where you are keying information into the accounting system, i.e. when keying a Sales Order or a Purchase Invoice, the Spindle Document Capture controls will be a drop down. On screens where the information already exists in the accounting system i.e. when viewing an existing order, the controls will be buttons. The drop down will prevent you from having orphan documents as the Spindle Document Capture capture screen is only launched when the entry is saved in your accounting system.

Drop down controls:



Buttons to 'View documents', 'Capture a file' (file import), 'Capture a scan', 'Capture from Pending Tray', 'Print barcode', 'Quick print barcode':

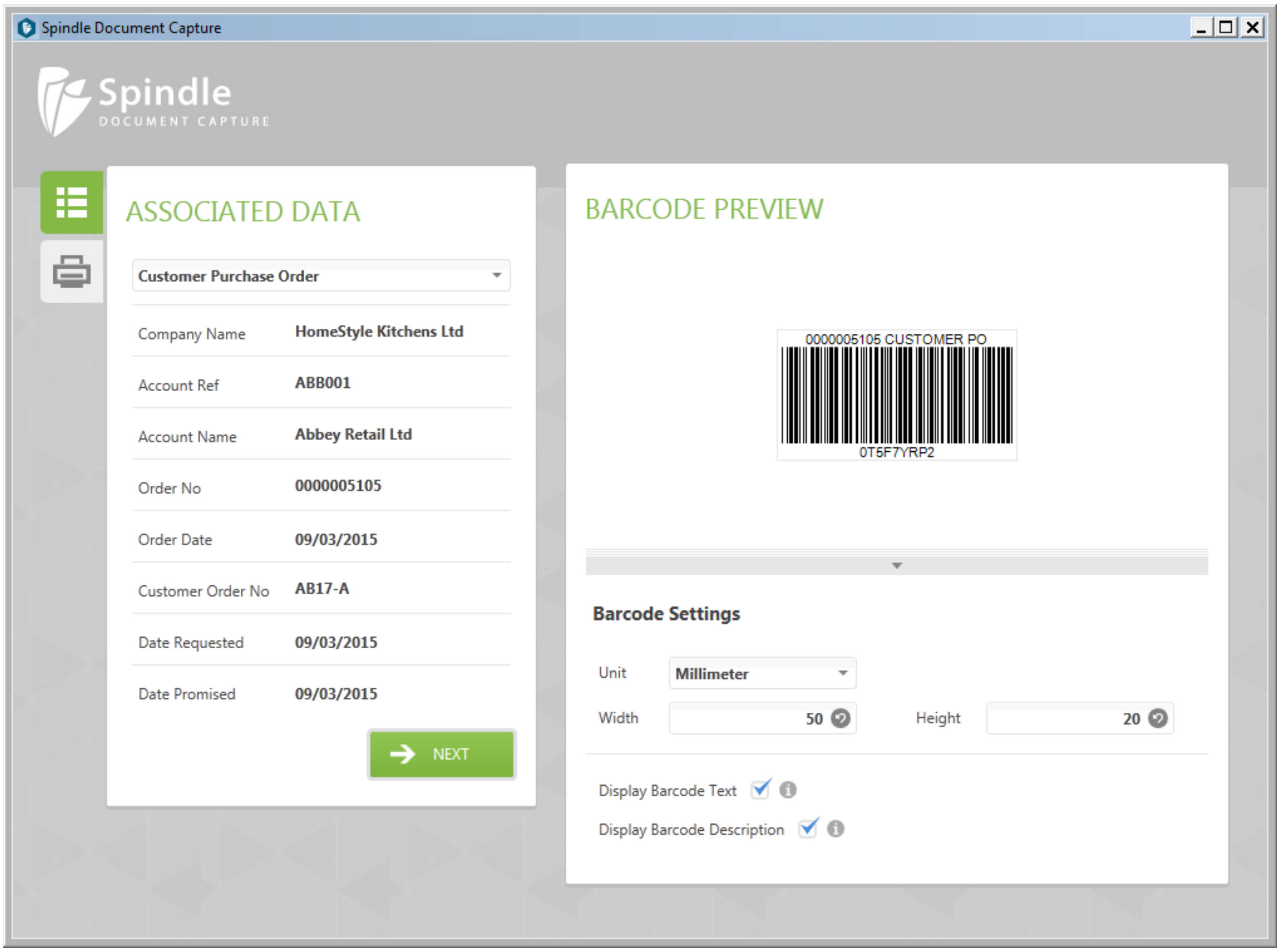
Benefits of using barcode linking:

- if you are processing a large volume of documents that require scanning, you can save time by printing and attaching barcodes to documents, and then later batch scanning them in one go
- if you have a network scanner that is not in the same office, for convenience you can use this print barcode option to save you from having to make multiple trips to the scanner
- the scanning user does not need access to your accounting system as they will be scanning the barcoded documents directly into the Pending Tray for auto-archival

In order to gain access to the 'Print barcode' feature, you must have the 'Capture and View' role assigned to your user profile (see How do I?>Add a new system user (see page 73) for more information regarding adding roles). This role is only available to users that have a Capture licence.

Steps to print barcode

1. Select 'Print barcode' from the drop down option or click on the 'Print barcode' button (depending on the Spindle Document Capture controls available on the screen you are on)
2. The Spindle Document Capture interface is launched



3. Select the Document Type from the drop down on the Associated Data tab that reflects the type of document you are archiving

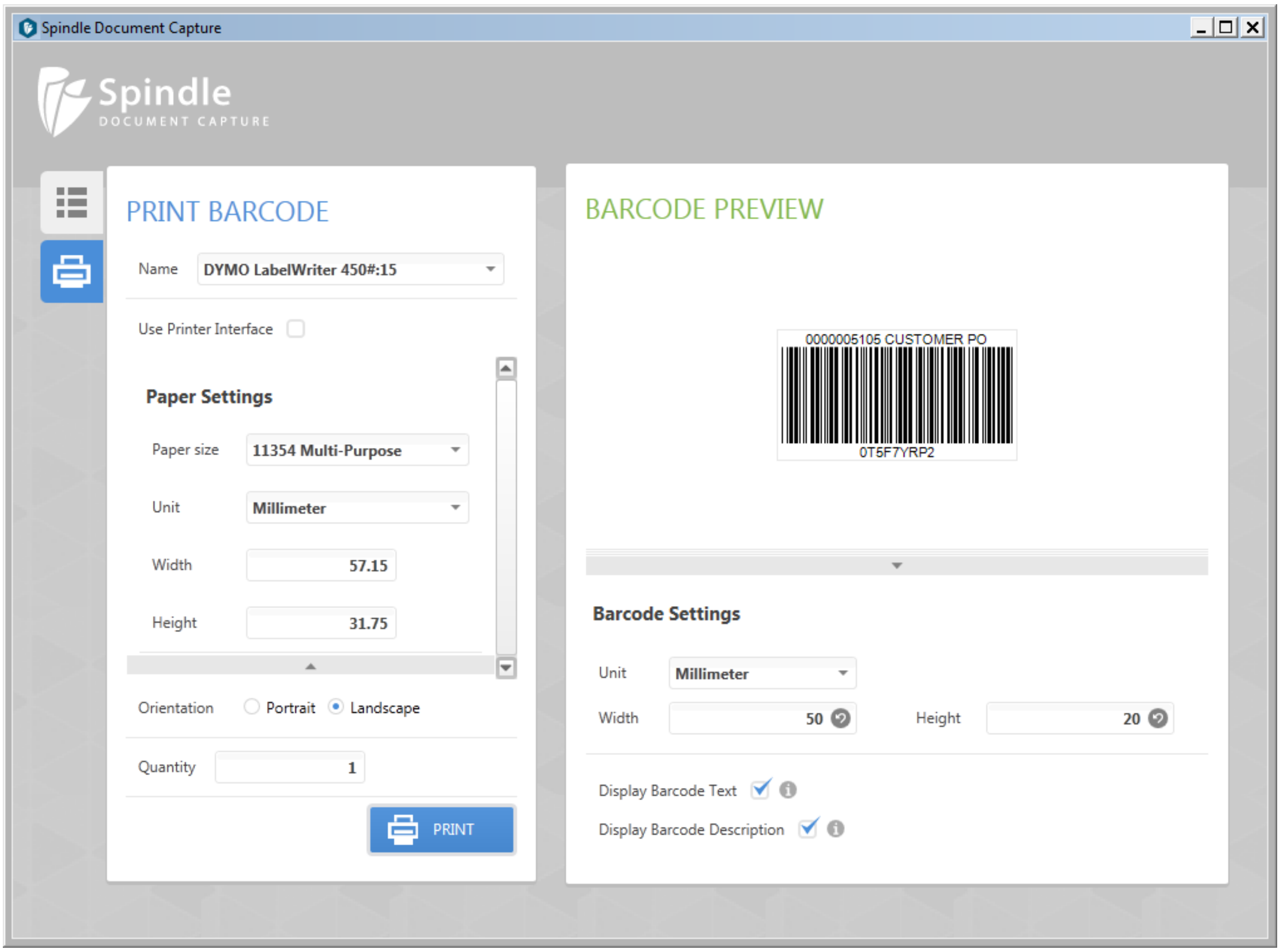
***Note* -** the barcoded document will be saved as the type of document selected. Once archived the Document Type cannot be changed. It is therefore essential that the correct Document Type is selected before the barcode is printed.

4. Check the Associated Data under the selected Document Type is complete and accurate

(See Getting Started>Customising your system>Associated Data (see page 37) for more information)

5. Click **NEXT**

6. Select the appropriate label Printer on the Print Barcode tab



7. If not using the Printer Interface, ensure the Paper Settings, Orientation and Quantity are correct
8. In the Barcode Preview panel, expand the Barcode Settings options. Ensure the size of the barcode is as required. The system default is 50x17mm.
9. If you would like the barcode value to be displayed (under the barcode design), tick 'Display Barcode Text'
10. If you would like a barcode description to be displayed (above the barcode design), tick 'Display Barcode Description'

Note

- barcode description is useful information about the document the barcode is intended to be affixed to.

- both barcode text and barcode description will increase the height of the barcode.

11. Click on **PRINT** to print the barcode
12. Stick the barcode onto your document

Note - the barcode can be either on the first page of the document or on all pages.

6.6 Quick print barcode

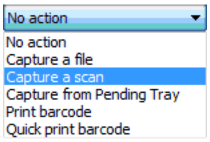
Spindle Document Capture has been integrated into a number of screens. (See section Overview>Sage 200 integration points (see page 22) for more information).

You will need to be within one of these integrated screens to perform a Spindle Document Capture 'quick print barcode' action as you will be associating your barcode (at the point of printing) to the particular entry you are on in your accounting system. This will enable Spindle Document Capture to associate your barcoded document to the same entry when you scan and archive the barcoded document back into the system.

To retrieve the document back from within your accounting system you will need to be on the same transaction or order (or other object) that you archived the document against. You will also be able to see all archived documents from the account enquiry screen as all archived documents are also elevated to account level.

On screens where you are keying information into the accounting system, i.e. when keying a Sales Order or a Purchase Invoice, the Spindle Document Capture controls will be a drop down. On screens where the information already exists in the accounting system i.e. when viewing an existing order, the controls will be buttons. The drop down will prevent you from having orphan documents as the Spindle Document Capture capture screen is only launched when the entry is saved in your accounting system.

Drop down controls:



Buttons to 'View documents', 'Capture a file' (file import), 'Capture a scan', 'Capture from Pending Tray', 'Print barcode', 'Quick print barcode':

Benefits of using barcode linking:

- if you are processing a large volume of documents that require scanning, you can save time by printing and attaching barcodes to documents, and then later batch scanning them in one go
- if you have a network scanner that is not in the same office, for convenience you can use this print barcode option to save you from having to make multiple trips to the scanner
- the scanning user does not need access to your accounting system as they will be scanning the barcoded documents directly into the Pending Tray for auto-archival

In order to gain access to the 'Quick print barcode' feature, you must have the 'Capture and View' role assigned to your user profile (see How do I?>Add a new system user (see page 73) for more information regarding adding roles). This role is only available to users that have a Capture licence.

Steps to quick print barcode

1. Select 'Quick print barcode' from the drop down option or click on the 'Quick print barcode' button (depending on the Spindle Document Capture controls available on the screen you are on)
2. The first time you use this feature the 'print barcode' interface will be launched. This will allow you to set your printer, paper settings and barcode settings. When you are happy with the settings, click **PRINT** to print the barcode. The print action will also save the printer, paper and barcode settings that you applied.

Note - every subsequent 'Quick print barcode' action will bypass step 2 unless there is missing mandatory associated data items that you are required to enter. The system will assume the default settings. If any of the settings (Document Type, associated data, printer, paper settings or barcode settings) need to be changed, please use the 'Print barcode' option. See How do I?>Print barcode (see page 56).

3. The barcode is printed to your default barcode printer (set in step 2).
4. Stick the barcode onto your document

***Note* -** the barcode can be either on the first page of the document or on all pages.

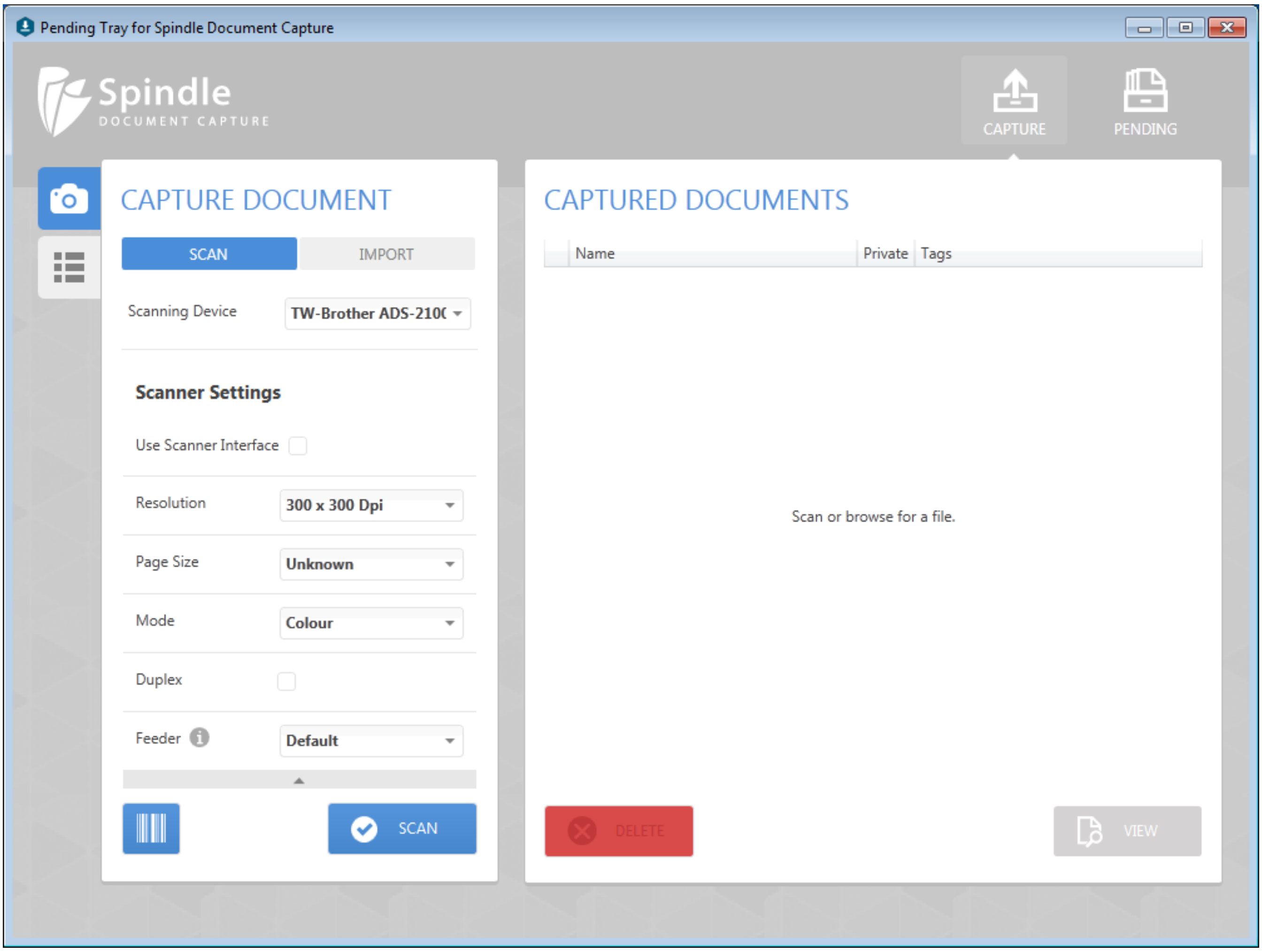
6.7 Capture barcoded documents

You will have documents that have Spindle Document Capture barcodes on them. These barcodes will have been generated using either the 'Print barcode' or 'Quick print barcode' control within your accounting system (see How do I?>Print barcode (see page 56) for more information), or placed on the document by Spindle Professional.

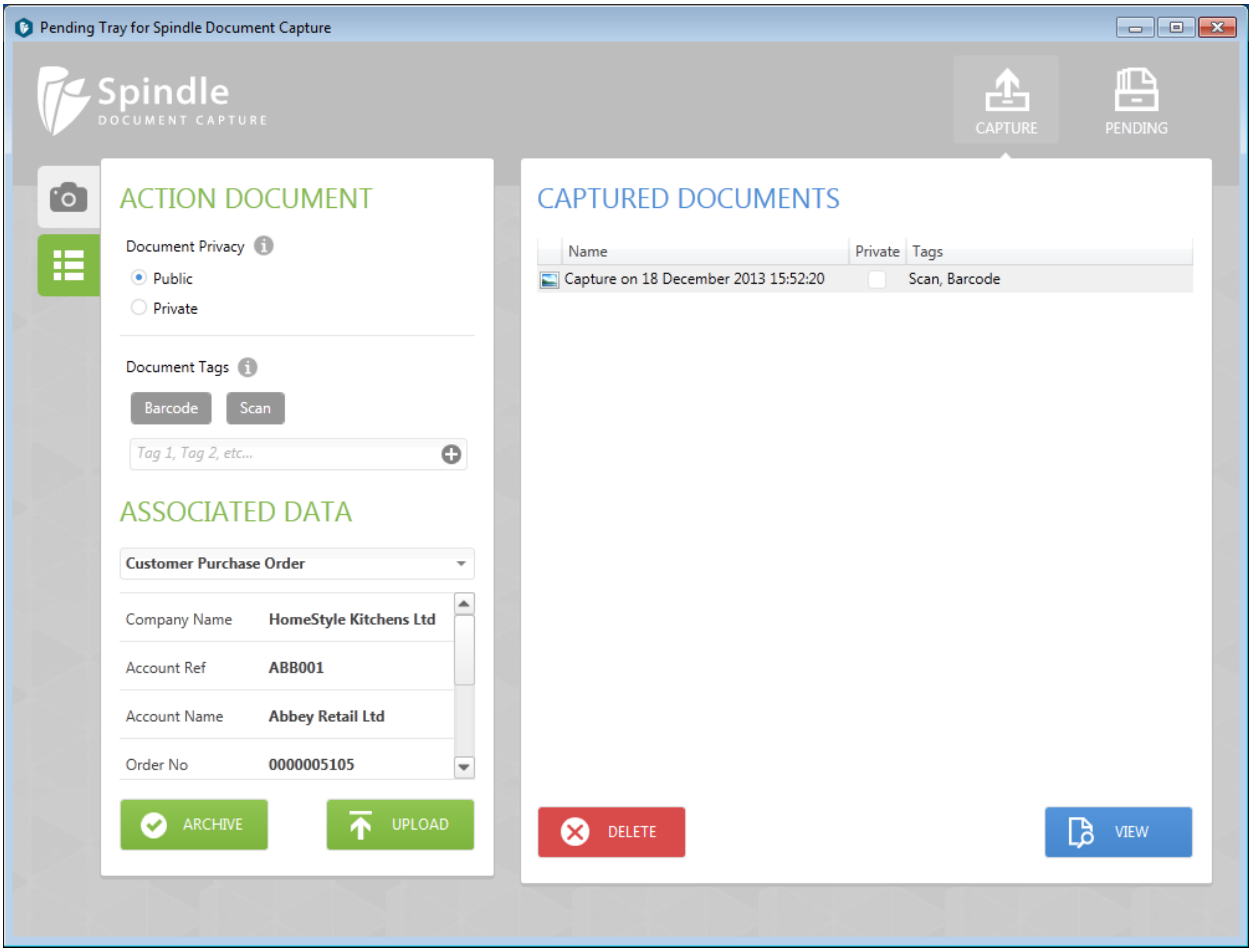
Steps to scan barcoded document(s) into Spindle Document Capture

1. Ensure the barcode is on the first page of a document or on all pages of a document. (If batch scanning, a combination of the two will also be fine.)
2. Open the Pending Tray

Start>All Programs>Draycir>Spindle Document Management>Pending Tray



3. From the Capture Document tab select the SCAN option
4. Ensure you select the correct Scanning Device from the drop down
5. If not using the Scanners Interface, ensure the scanner settings are correct
6. Load the scanner with your document(s). If you are scanning in a batch of barcoded documents into the Pending Tray, the Pending Tray will determine a change in document by a change in barcode value. If a non-barcoded document follows a barcoded document in your batch, you must insert a document separator barcode page before the non-barcoded document starts. The document separator barcode page must also be inserted in-between every non-barcoded document to tell the Pending Tray where one document ends and the next document starts. To print the separator barcode, click on the 'barcode' button (on the left of the 'SCAN' button). The barcode will need to be printed on a page and the separator barcode page inserted as appropriate. The page containing the barcode will be ignored by the software.
7. When ready, click on **SCAN**



8. You will see a new row appear in the right-hand Captured Documents panel for every unique document (split by a change in barcode value), and you should automatically be moved to the Action Document tab. If a barcode was recognised on a document, you will see (in the Tags column) the document has been tagged with 'Barcode'.

If you wish to archive your barcoded document(s):

- Select the document(s) that you wish to archive
- In the Associated Data section in the left-hand panel, ensure the Document Type and Associated Data are correct for the document you are about to archive

***Note* -** the document will be saved with the details shown, and once archived the Document Type and Associated Data cannot be changed. Therefore, only archive the document if this information is correct.

- Click on **ARCHIVE**

If you wish to upload the barcoded document(s) to the Pending Tray for archival later or manual archival:

- Select the document or documents that you wish to upload to the Pending Tray
- If required, set the 'Document Privacy'

(see How do I?>Upload documents to the Pending Tray (see page 50) for more information regarding uploading documents to the Pending Tray)

- Click **UPLOAD** to send the document to the Pending Tray

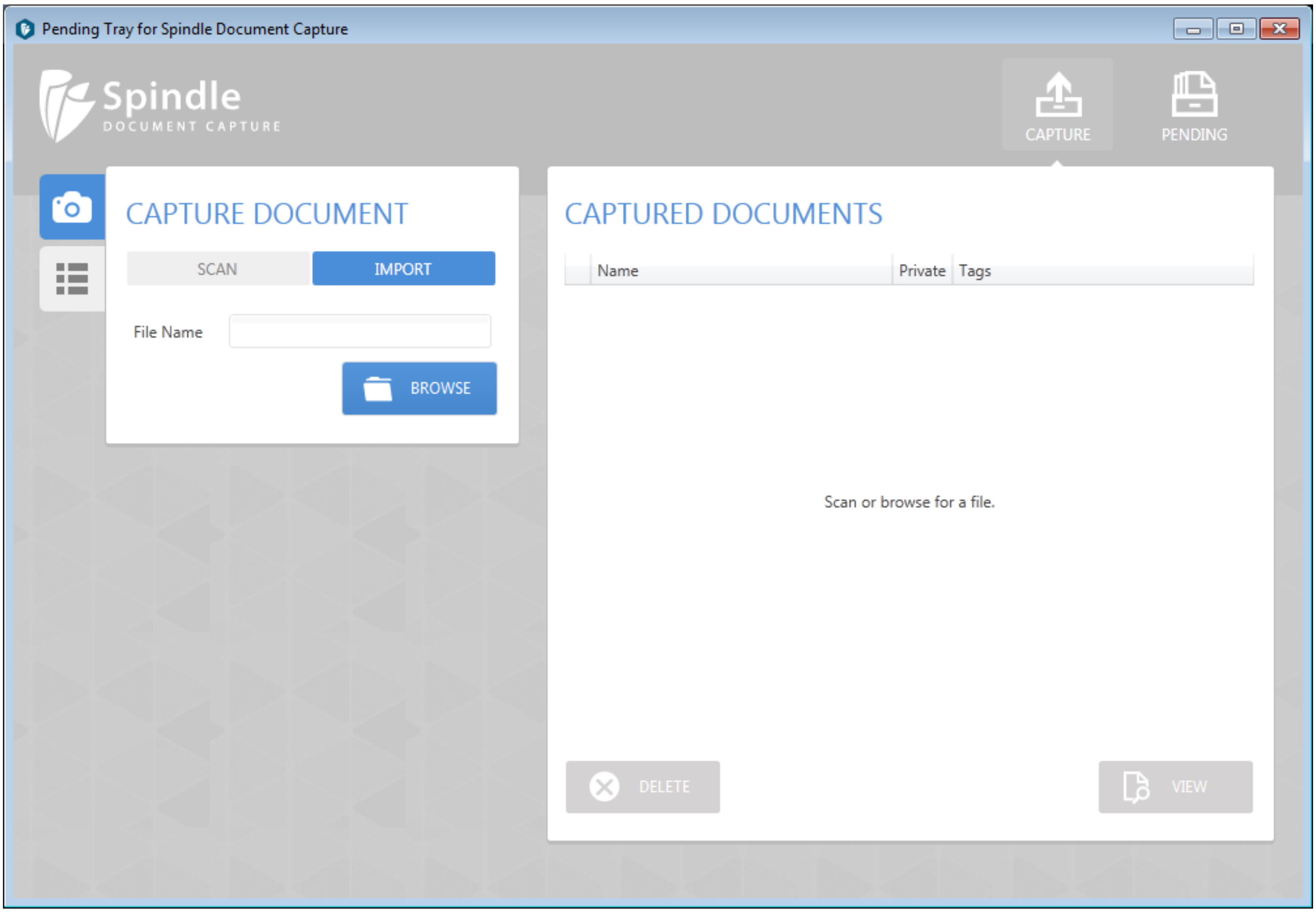
Note - if you set the document privacy to 'Public' and click on upload, the document will be available to all users that have access to the Pending Tray and permissions to view the type of document (Document Type).

Steps to import electronic barcoded document(s) into Spindle Document Capture

1. Ensure the barcode is on the first page of a document or on all pages of a document. (If you have one PDF file which contains multiple documents, ensure each unique document has a barcode on the first page to ensure the documents are split appropriately.)
2. Open the Pending Tray

Start>All Programs>Draycir>Spindle Document Management>Pending Tray

3. From the Capture Document tab select the IMPORT option



4. Click **BROWSE** and select the barcoded document
5. You will see a new row appear in the right-hand Captured Documents panel for every unique document (split by a change in barcode value), and you should automatically be moved to the Action Document tab. If a barcode was recognised on a document, you will see (in the Tags column) the document has been tagged with 'Barcode'.

If you wish to archive your barcoded document(s):

- Select the document(s) that you wish to archive
- In the Associated Data section in the left-hand panel, ensure the Document Type and Associated Data are correct for the document you are about to archive

***Note* -** the document will be saved with the details shown, and once archived the Document Type and Associated Data cannot be changed. Therefore, only archive the document if this information is correct.

- Click on **ARCHIVE**

If you wish to upload the barcoded document(s) to the Pending Tray for archival later or manual archival:

- Select the document(s) that you wish to upload to the Pending Tray
- If required, set the 'Document Privacy'

(see How do I?>Upload documents to the Pending Tray (see page 50) for more information regarding uploading documents to the Pending Tray)

- Click **UPLOAD** to send the document to the Pending Tray

Note - if you set the document privacy to 'Public' and click on upload, the document will be available to all users that have access to the Pending Tray and permissions to view the type of document (Document Type).

6.8 View my archived documents

Spindle Document Capture has been integrated into a number of Sage 200 screens. (See section Overview>Sage 200 integration points (see page 22) for more information.)

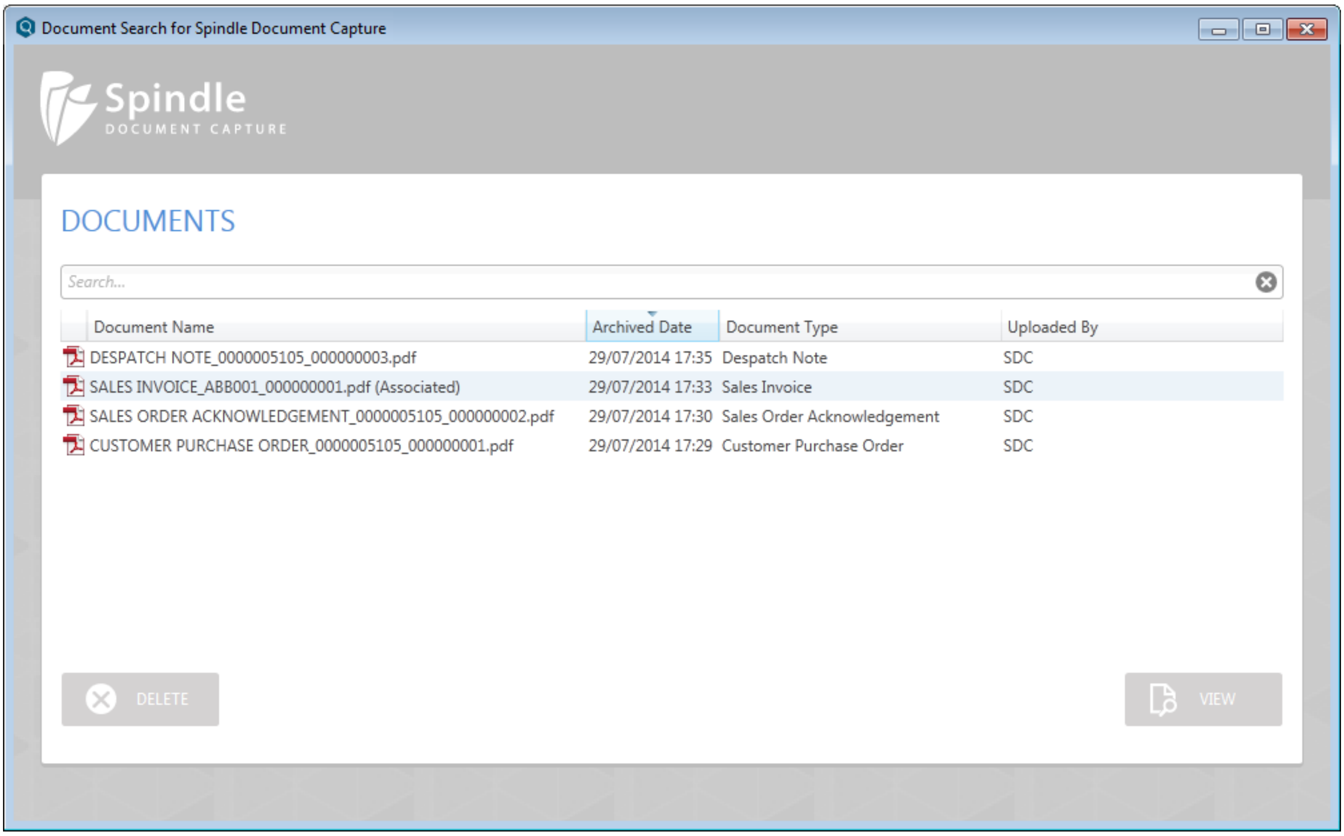
You will need to be within one of these integrated screens to perform a Spindle Document Capture action (capture or view) as you will be associating your captured document against a particular entry within your accounting system when you archive the document.

To retrieve the document back from within your accounting system you will need to be on the same transaction or order (or other object) that you archived the document against. You will also be able to see all archived documents from the account enquiry screen as all archived documents are also elevated to account level.

Steps to viewing an archived document

1. Click on the 'View documents' button (on a screen where we have placed this Spindle Document Capture control)

2. Spindle Document Capture interface is launched displaying all the documents that are related to the entry/screen you are on in your accounting system



Note: Only documents that you have permission to see will be displayed. See How do I?>Restrict the documents a user can see (see page 84) for more information.

3. Click on the document you want to view (to highlight it)
4. Click **VIEW**
5. The document will open in its native application

6.9 Search for an archived document

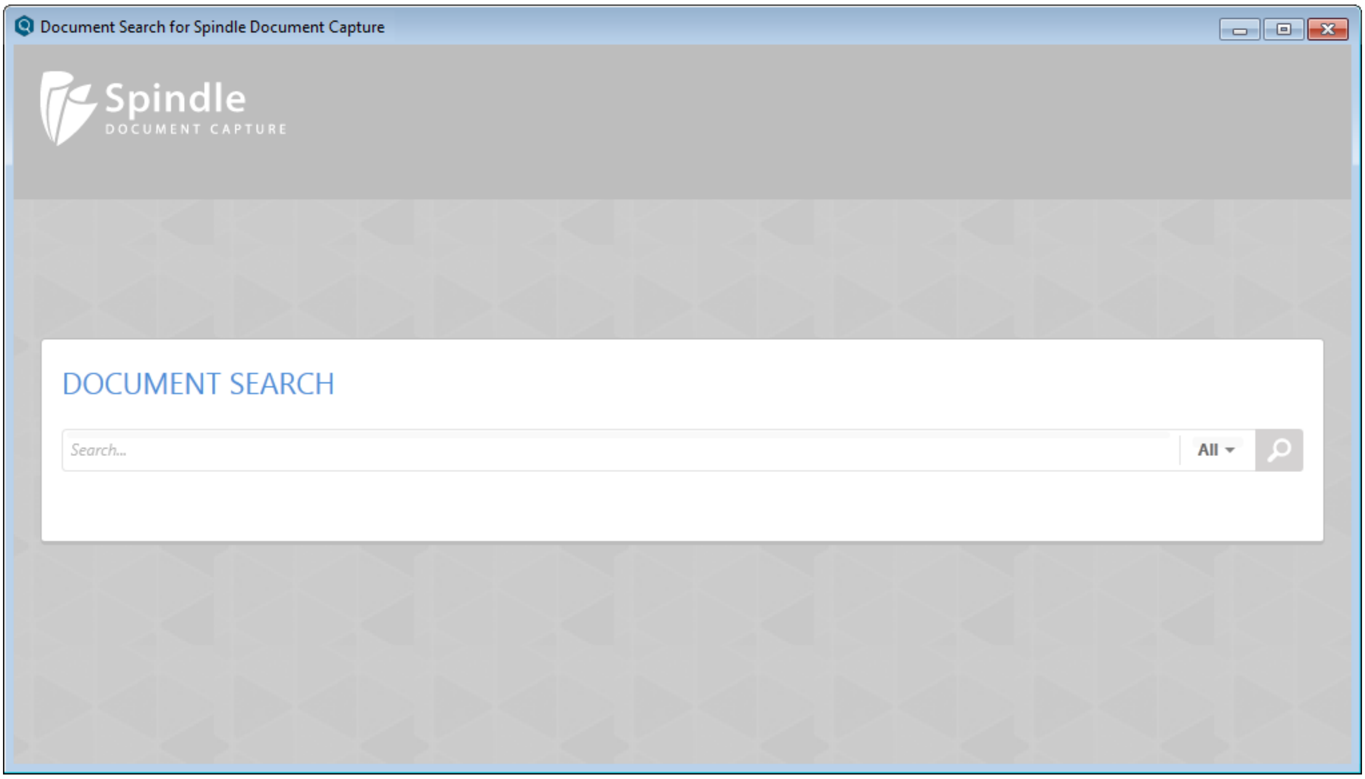
The Document Search tool is a standalone application that allows you to search through your archive repository for any document archived in Spindle Document Capture.

In order to gain access to the Document Search tool, you must have the Search role assigned to your user profile (see How do I?>Add a new system user (see page 73) for more information). This role is available to users that have a Capture or View licence.

Search for an archived document

1. Open the Document Search tool

Start>All Programs>Draycir>Spindle Document Management>Document Search



2. In the *Search* bar enter one piece of information about the document that you want to search for i.e. Invoice Number, Order Number, Account Ref etc.

Note - if you enter multiple search phrases, your documents will not be returned. For example if I search for the word "Purchase" I will see my Purchase Order document returned. If I, however, search for "Purchase and 3284" (my order number) no matching documents will be returned.

3. If you know the Document Type that the document you are searching for was archived as, drop down on 'All' and pick the specific Document Type that you want to search for. This will narrow down your search results.
4. Hit ENTER or click on the magnifying glass button
5. Document Search will search through all document names, dates and all associated data items that were archived with the document

If there are no documents that match the search phrase

You will see the below screen if there are no matching results:

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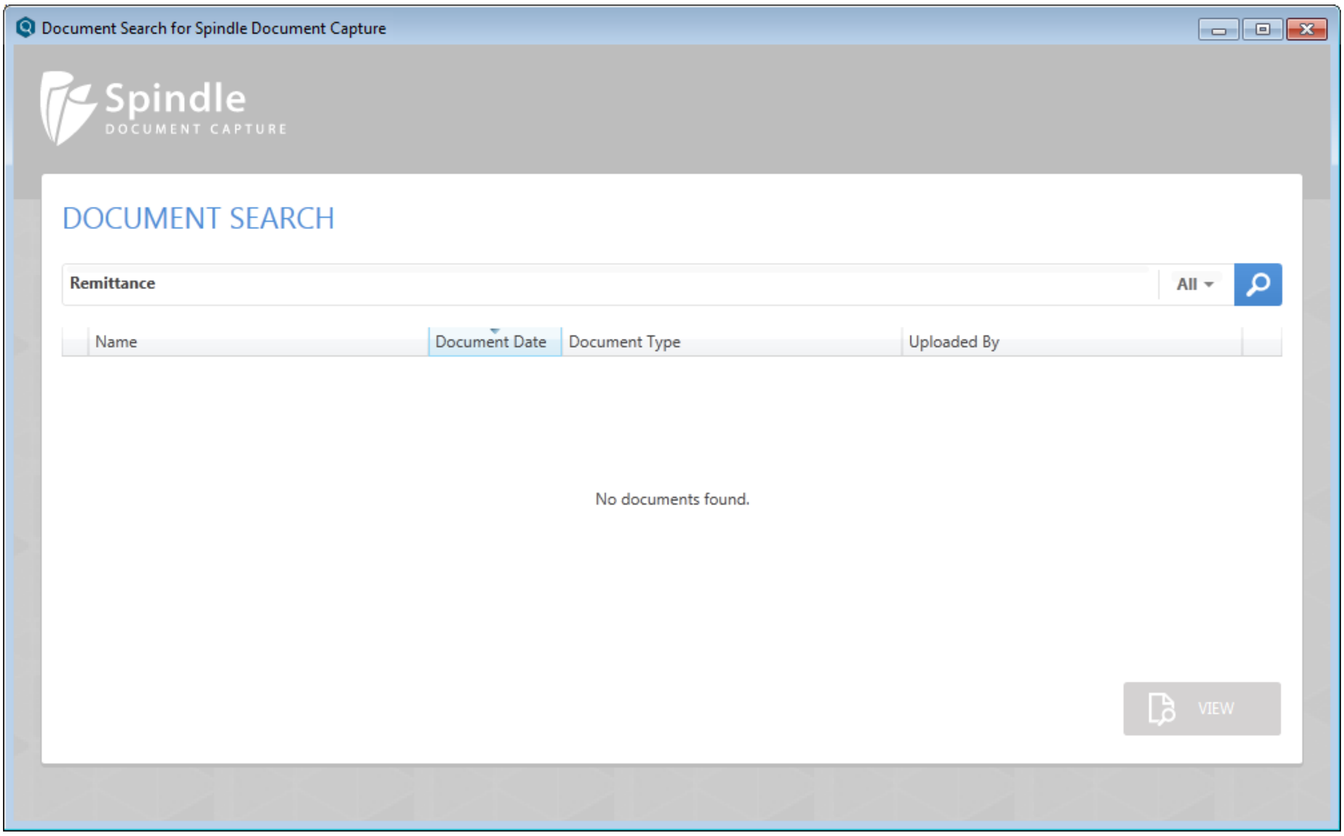
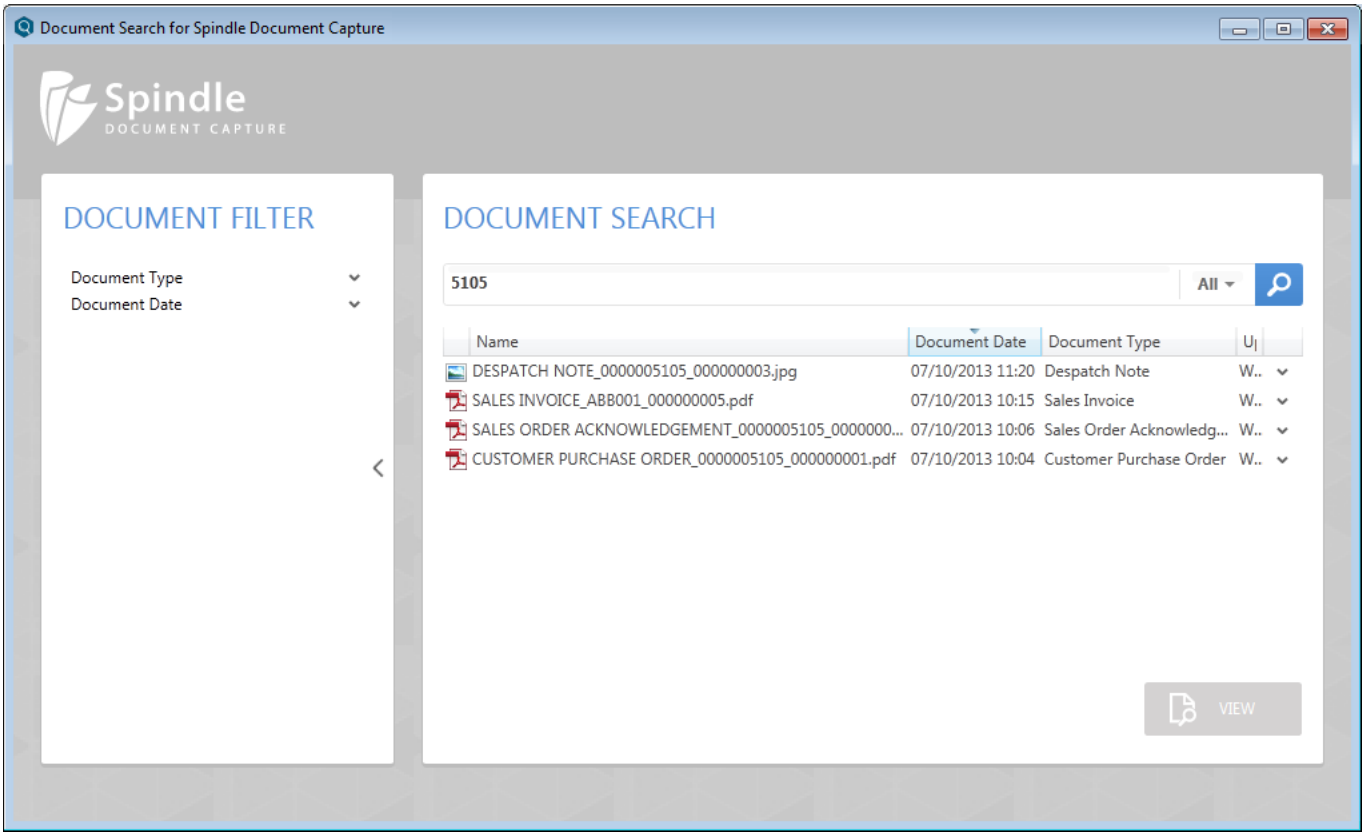


You can search again in the *Search* bar at the top of the screen.

If there are documents that match the search phrase

You will see the below screen if there are matching results:



- All matching documents found will be listed in the grid in the right-hand panel (under the search bar)
- A new Document Filter panel will appear on the left-hand side which will display filters that are common across all the documents returned. You can narrow your results down by applying relevant filters.
- You can view the Associated Data that was archived with the document by clicking on the down arrow on the document row. If all of the Associated Data is not displayed you can click on the 'Show More' link to display it all.

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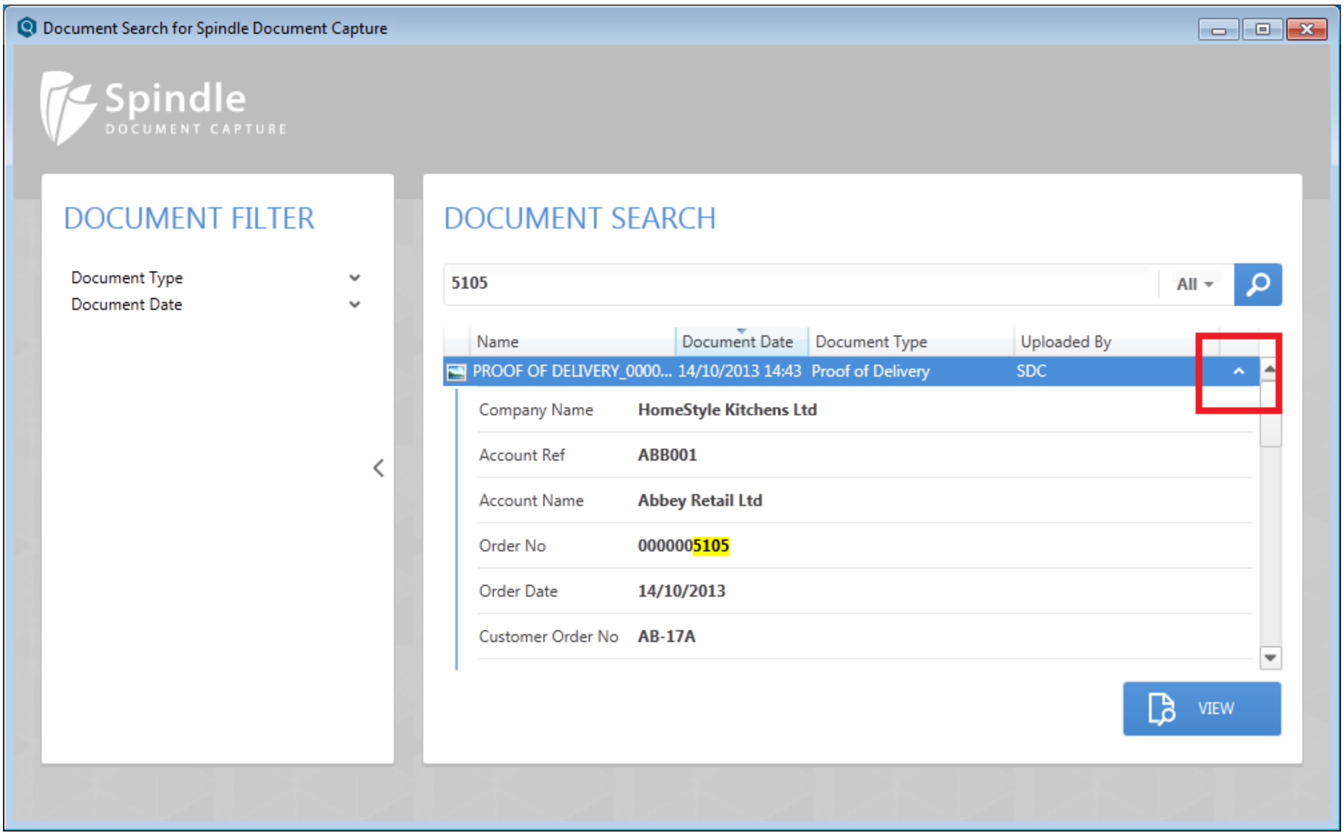
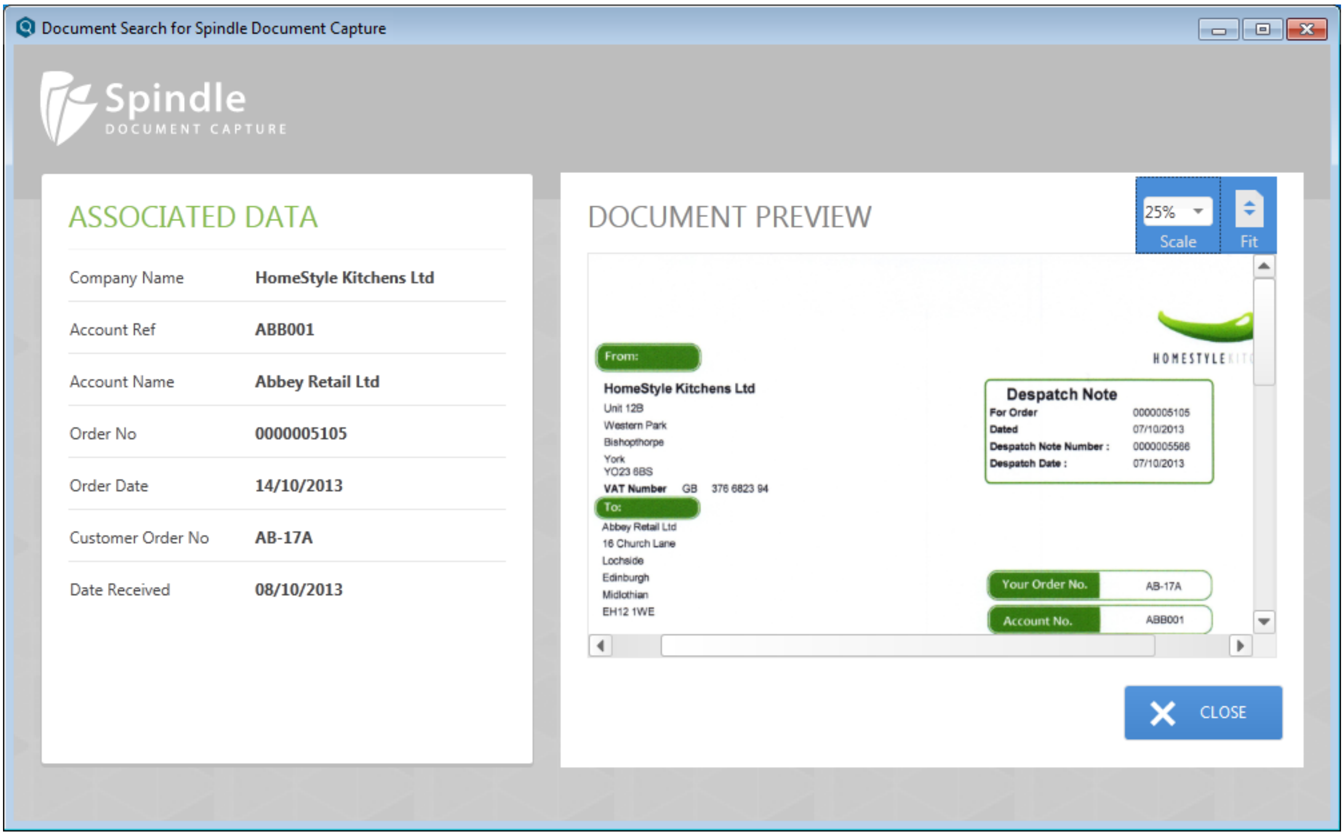


- To view a document, select it and click on **VIEW**

You will see the document open up in the Spindle Document Capture viewer in the right-hand panel. The Associated Data that was archived with the document will appear in the left-hand panel.



6.10 Delete an archived document

Deleting documents is a two stage process:

1. A user action to delete a document from view
2. An administrator action on the Server Administration tool to permanently delete documents from the archive

Deleting a document from view

Allows the user that archived the document to delete their document so that it is no longer available to view by any user.

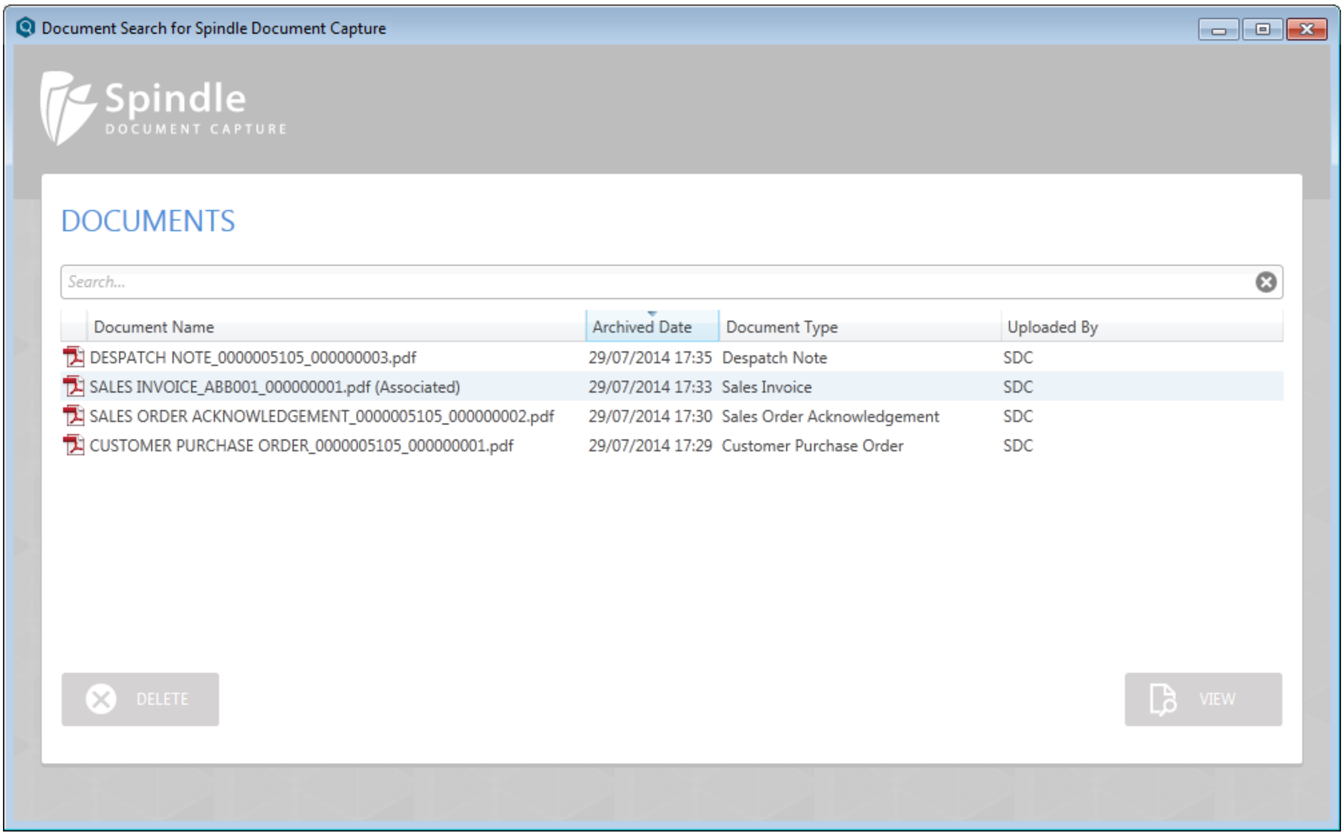
Note - you can only delete documents that were archived by you.

You must have the Delete role assigned to your user profile (see How do I?>Add a new system user (see page 73) for more information). This role is available to users that have a Licence Type of 'Capture'.

Steps to delete an archived document

1. Click on the 'View documents' button (on a screen where we have placed this Spindle Document Capture control)

2. Spindle Document Capture interface is launched displaying all the documents that are related to the entry/screen you are on in your accounting system



3. Click on the document you want to delete (to highlight it)
4. Click **DELETE**

5. You will see a notification bar appear at the bottom of the screen to confirm that the document has been deleted. You can undo the action by clicking on undo.

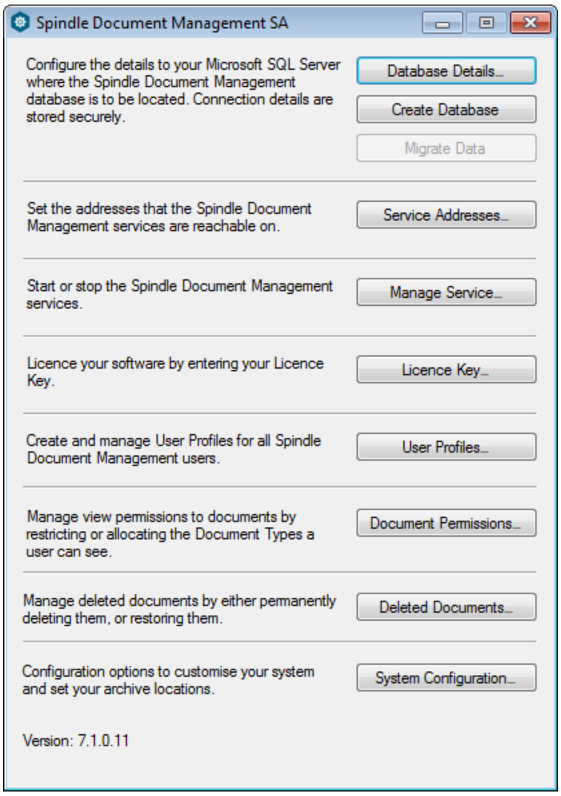
Note - If you delete more than one document consecutively, undo will only return the last deleted document.

Steps for the server administrator to permanently delete documents

Any document deleted by a user from within the accounting system is only marked as deleted and removed from view. The documents can only ever be permanently deleted (removed from the archive) by the server administrator. The server administrator can also restore deleted documents to reinstate them and make them available for viewing by system users.

1. Open the Spindle Document Management Server Administration tool (on the server where the Spindle Document Capture service resides)

Start>All programs>Draycir>Spindle Document Management>Server>Server Administration



2. Click on **Deleted Documents**

Note - if you get an 'Authentication Required' pop up dialog, please refer to Troubleshooting>Deleted Documents interface always pops up an 'Authentication Required' dialog (see page 97) for more information.

3. The Spindle Document Capture Deleted Documents interface will be launched, displaying a list of documents that have been deleted by users from within the accounting system.

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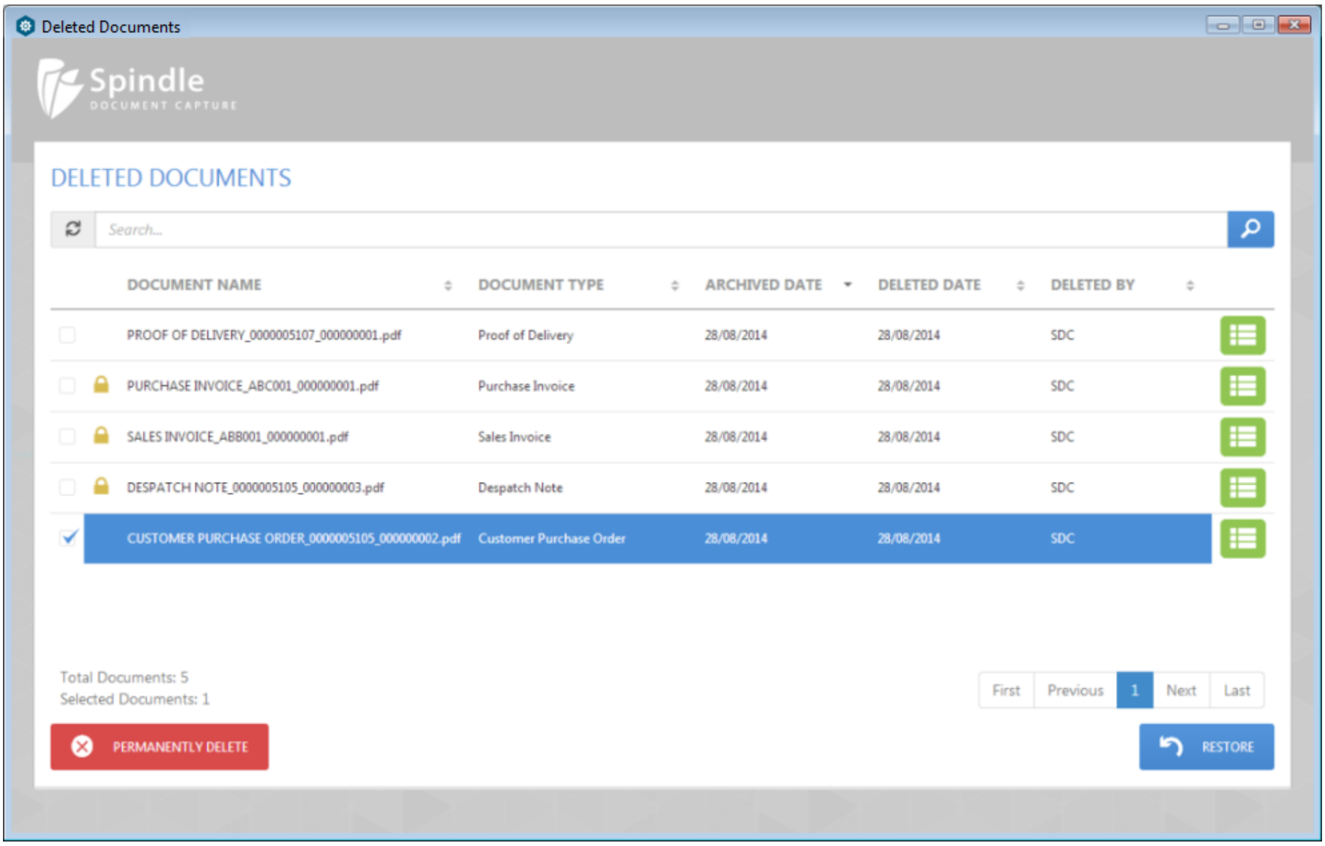


Note - the padlock icon indicates that the document was marked as protected at the point of archive. If the document is still within the protection period, you will not be able to permanently delete it. (See Protected Documents section in Getting Started>Customising your system (see page 37) for more information regarding protected document types).

4. Select the documents you want to permanently delete or restore (by clicking the checkbox to the left of the Document Name). You can use the search bar to search through any of the column data to find particular documents.

Note - you can view the documents 'associated data' by clicking on the green list button (placed at the end of each row).

5.

Click **PERMANENTLY DELETE** to permanently delete the documents by removing them from the archive location

Note - once permanently deleted, these documents cannot be restored

OR

Click **RESTORE** to reinstate these documents and make them available to users for viewing

6.11 Run an exception report to see outstanding barcoded documents

The Reporting tool is a standalone application. It is the interface to access reports in Spindle Document Capture.

Outstanding Barcoded Documents

This is an exception report that will return details of documents for which barcodes have been printed / registered, where these barcoded documents have not been returned / archived in Spindle Document Capture. These barcodes could have been printed in Spindle Document Capture (See Print barcode (see page 56)), or could have been generated using Spindle Professional.

1. Open the Reporting tool

Start>All Programs>Draycir>Spindle Document Management>Reporting

2. Select the Document Type from the drop down for which you would like to run the report

Note: You will only be able to run the report for the Document Types that you have permission to view. See How do I?>Restrict the documents a user can see (see page 84) for more information.

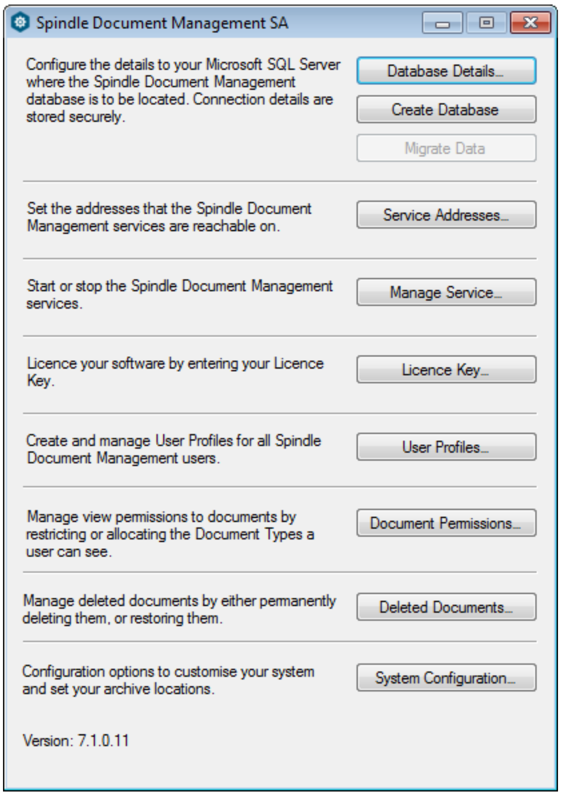
3. Export the report to Excel via the icon in the top right hand corner

6.12 Add a new system user

To add new system users you will need to create a User Profile for the new user on the server.

1. Open the Spindle Document Management Server Administration tool

Start>All programs>Draycir>Spindle Document Management>Server>Server Administration



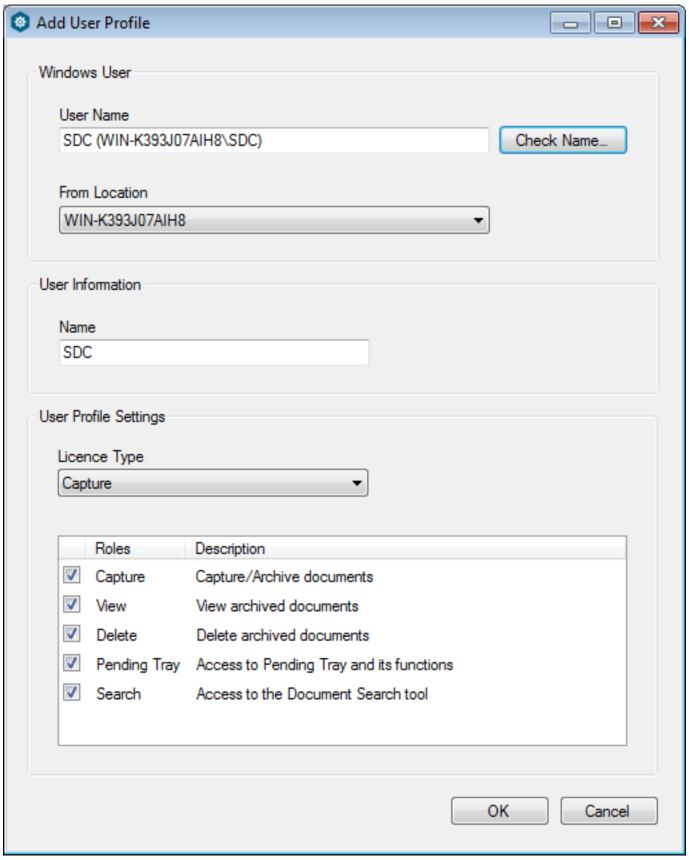
2. Click on **User Profiles**
3. This will show you a list of all your current system users
4. Click on **Add User**
5. Enter the Windows User Name for the user you want to set up
6. Pick the 'Location' of the user (i.e. if a domain user, ensure the correct domain is selected)
7. Click on **Check Name**

A list of matching results will be returned if more than one match is found. In this case select the correct user.

8. Drop down on 'Licence Type' and ensure you allocate the appropriate licence to the user

Note - a licence of this type will be consumed at the point of adding this profile

9. After selecting a Licence Type, a list of roles will appear in the grid under the Licence Type drop down. Tick the roles that you would like to assign to the user.



Note - If the 'Search' role is allocated, the user will have access to all archived documents by default via the Document Search tool. You can specify document view permissions per user via the Document Permissions option. See How do I>Restrict the documents a user can see (see page 84) for instructions.

10. Click on **OK** to add the new user profile

11. Your new user should now appear in the list of users in the User Profiles screen

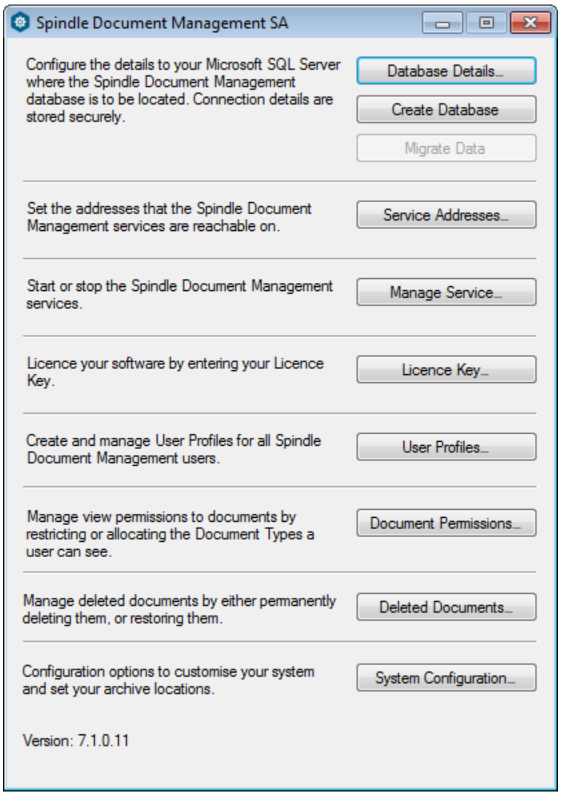
12. Click on **OK** to save the new user profile

6.13 Add a new Document Type

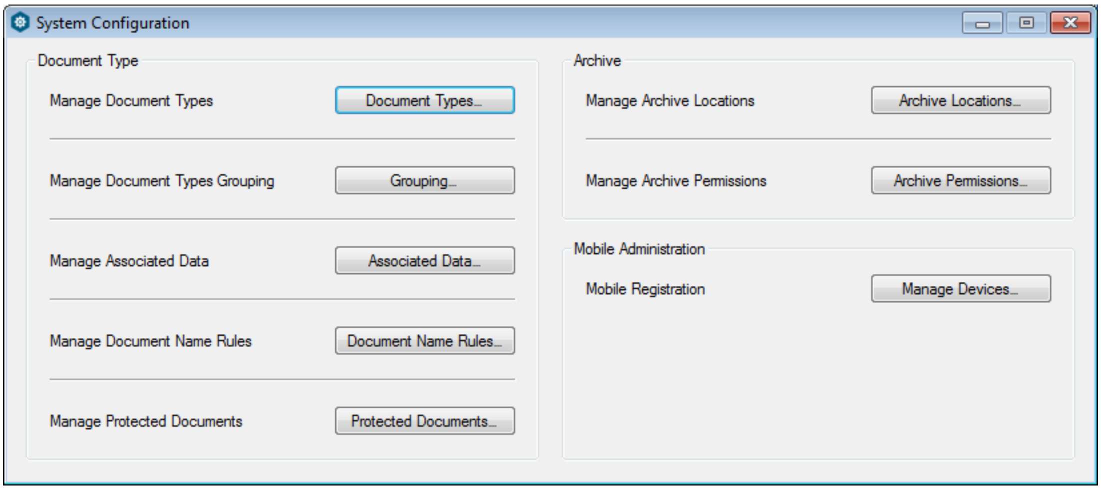
Spindle Document Capture comes with a pre-defined list of Document Types that can be used "out of the box". If you would however like to add a new Document Type please follow the steps below.

1. Open the Spindle Document Management Server Administration tool

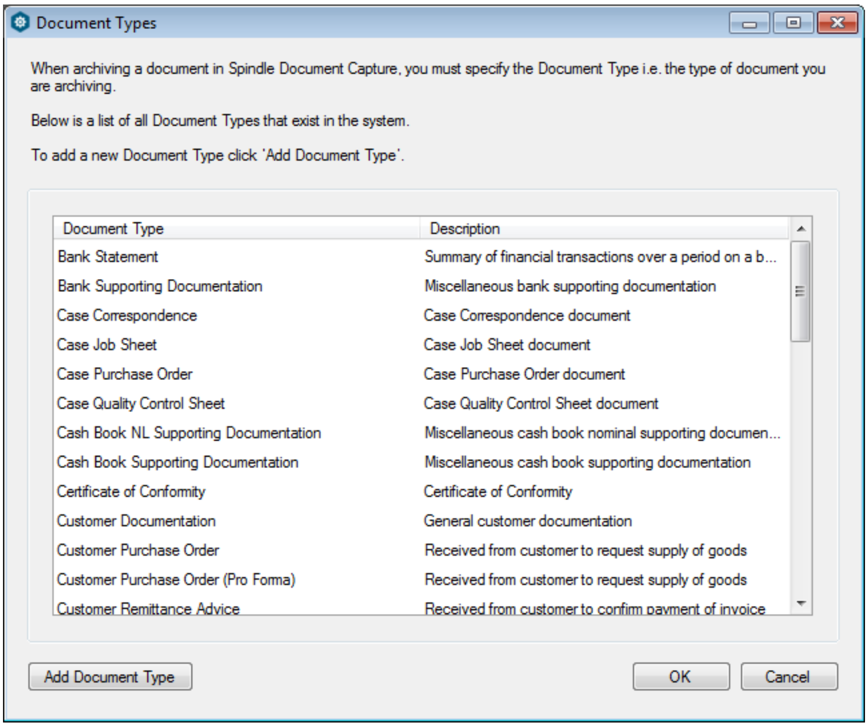
Start>All programs>Draycir>Spindle Document Management>Server>Server Administration



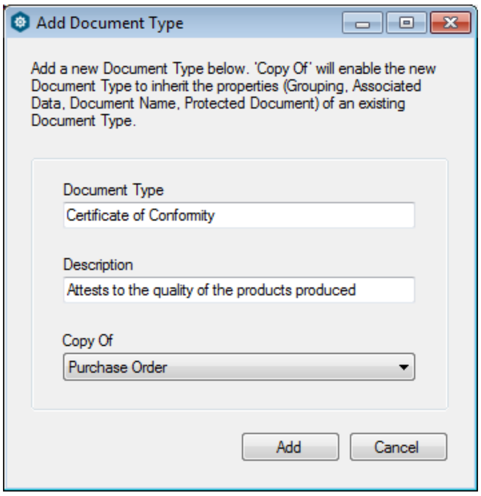
2. Click on **System Configuration**



3. Click on **Document Types**
4. This will show you a list of all of the Document Types that exist in the system



5. Click on **Add Document Type**
6. Enter the name of the new Document Type in the 'Document Type' field
7. 'Description' is optional
8. Use 'Copy Of' to copy the properties of an existing Document Type that your new Document Type will be similar to (i.e. module(s) you want it to be available in). This will ensure you have less manual configuration to do. The primary benefit of copying a Document Type is to make all of the dynamic Associated Data items (which are available to the Document Type you are copying) available to your new Document Type. If you do not copy a Document Type then you will only be able to add FreeText Associated Data items against this Document Type. This will mean these will not be dynamically populated from your accounting system.



9. Click on **Add**
10. You will see a summary window pop up to notify you of what has / hasn't been configured for the Document Type depending on if you copied an existing Document Type or not. Click on **OK** to acknowledge the summary.

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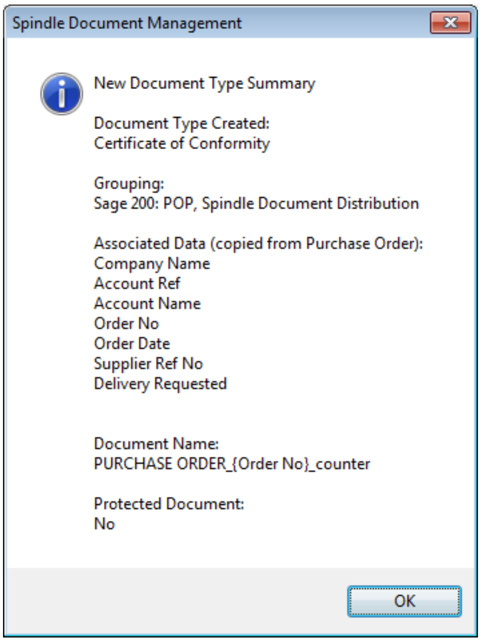


11. Your new Document Type will now appear in the list of Document Types on the main Document Types screen

12. Click on **OK** to save your new Document Type

Note:

- You must restart the Spindle Document Capture service for these changes to take effect. See Troubleshooting>Changes in System Configuration tools haven't been applied (see page 93) for information on how to do this.
- Those users that don't have permission to view All Document Types will not be able to see documents of this type. You can give them permission via the Document Permissions option. See How do I>Restrict the documents a user can see (see page 84) for instructions.

6.14 Change the document name for a Document Type

Like paper files, electronically archived files also need to be well organised and labelled consistently so that they are identifiable and accessible at the time you want to retrieve and view them.

Using the Server Administration tool (on the server), Spindle Document Capture allows you to configure Document Names (for Document Types) and the Document Name Rules that the names are based on.

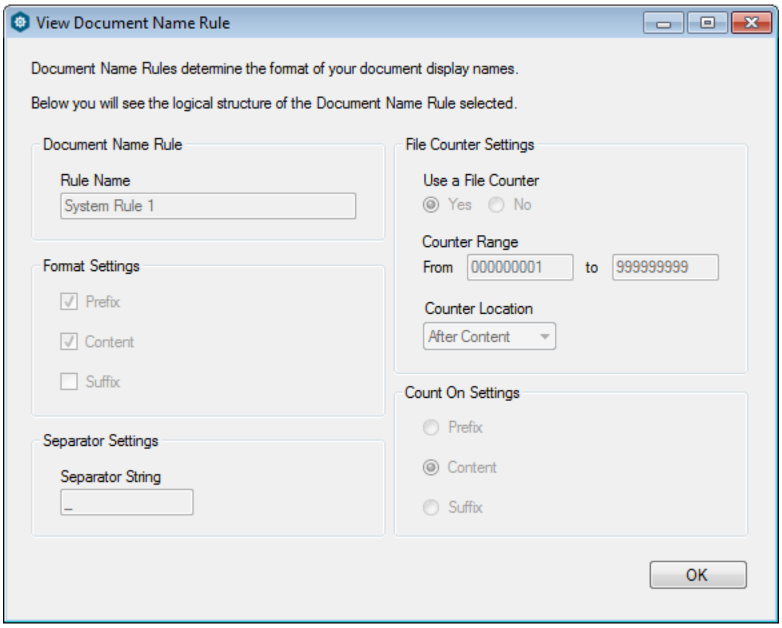
Document Name Rules

Document Name Rules determine the structure and format that a Document Name will have. For example, the number of parts a name should contain e.g. PREFIX_CONTENT.

There are a number of Document Name Rules pre-configured to allow you to get started "out of the box". You can however define your own rules if required. For each rule you will need to specify:

- the Rule Name
- the Format Settings (parts i.e. prefix, content and suffix that make up the rule)
- the Separator character (i.e. underscore to separate the parts)
- if a Counter is required in the Document Name
  - the range of the Counter

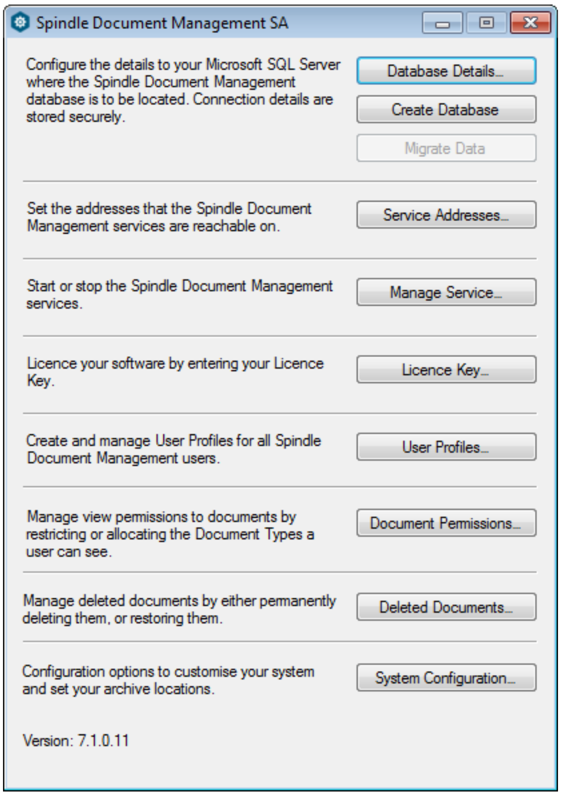
- where the Counter should be placed (i.e. beginning or end of the name)
- the part (Prefix, Content, Suffix) of the Document Name the counter should be incremented on



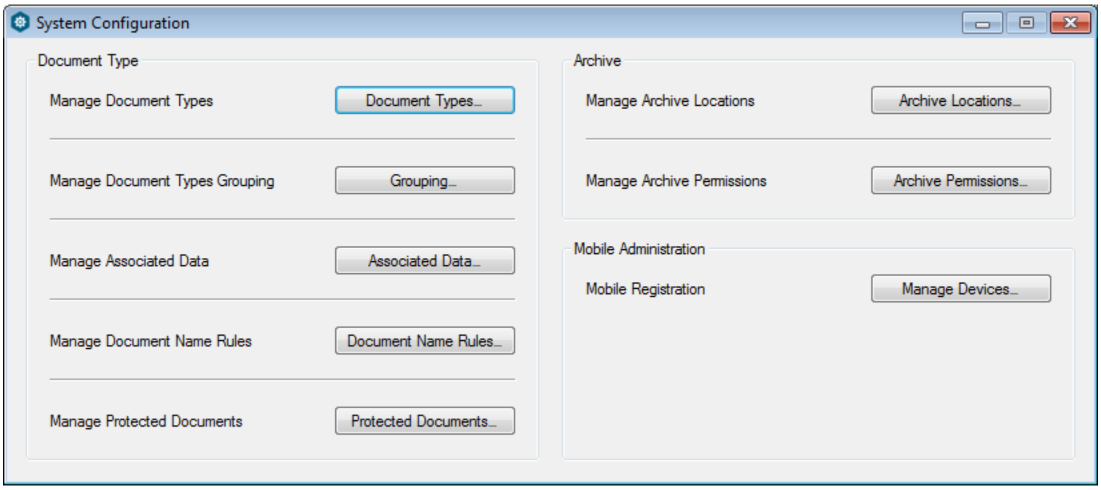
Changing the Document Name

1. Open the Spindle Document Capture Server Administration tool

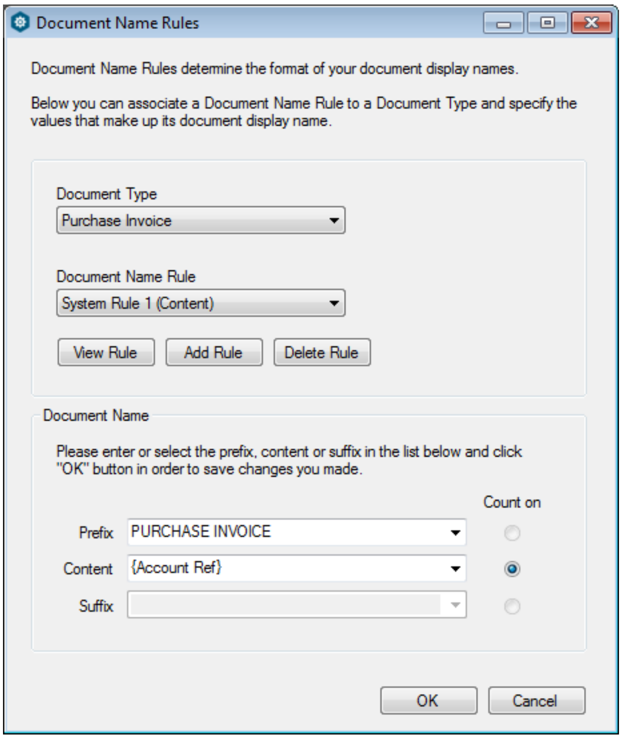
Start>All programs>Draycir>Spindle Document Capture>Server>Server Administration



2. Click on **System Configuration**



3. Click on **Document Name Rules**



4. Drop down on 'Document Type' and select the Document Type for which you want to change the Document Name
5. Ensure you have the correct Document Name Rule selected so that the format of the Document Name is as required
   - If not, drop down and select the correct Document Name Rule or add a new rule by clicking on **Add Rule**
6. In the Document Name group box you will see that only the parts (Prefix, Content, Suffix) configured in the Document Name Rule will be available for you to set. You will be required to enter a value in all available parts. The value can be either a static value i.e. "CASH BOOK" or you can use the drop down and select an Associated Data item to populate the part dynamically. If you select an Associated Data item that is not mandatory, you will get a prompt on screen to mark it as mandatory in order to use it as part of the Document Name.
7. If the Document Name Rule has a counter defined, you must ensure the 'Count on' radio button is set on the correct part (Prefix, Content or Suffix) that you want the counter to increment on. In the example above, the counter will increment each time a Purchase Invoice document is archived for the same Account Ref.
8. Click on **OK** to save your changes

Note:

- Document Names in Spindle Document Capture are display names that you see in the software. The actual name the file is saved as in the Archive Location is system generated.

- You must restart the Spindle Document Capture service for these changes to take effect. See Troubleshooting>Changes in System Configuration tools haven't been applied (see page 93) for information on how to do this.

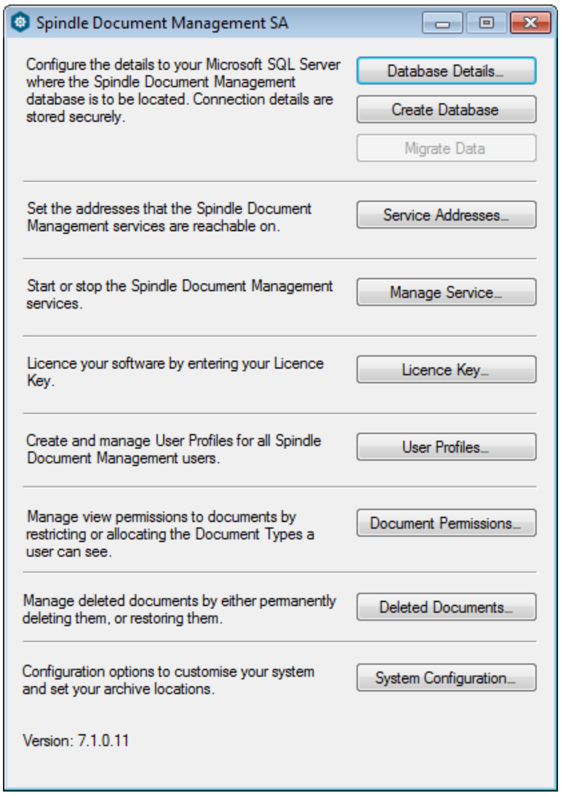
6.15 Add a new Associated Data item for a Document Type

Spindle Document Capture comes with a pre-defined list of Associated Data items for each Document Type.

If you would however like to add a new Associated Data item for a Document Type please follow the steps below.

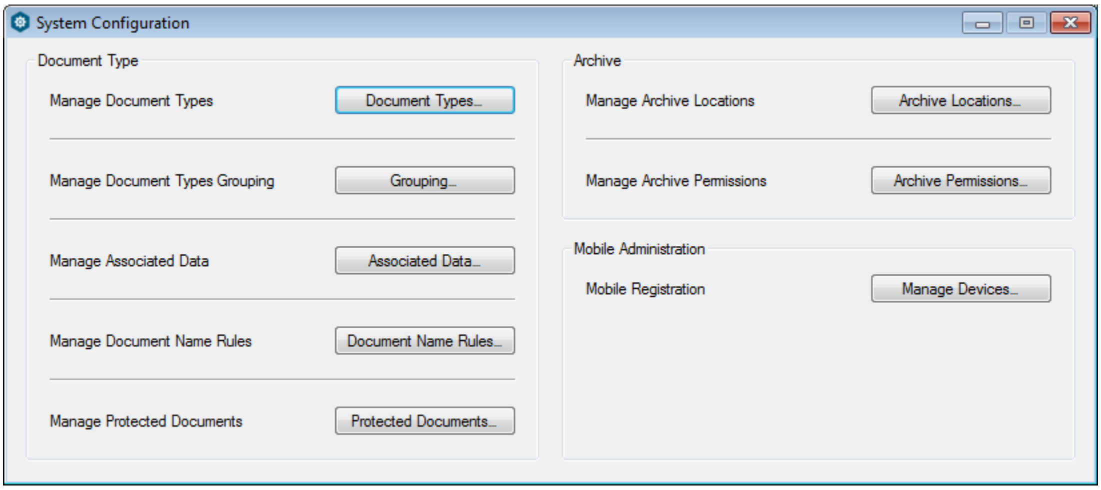
1. Open the Spindle Document Management Server Administration tool

Start>All programs>Draycir>Spindle Document Management>Server>Server Administration

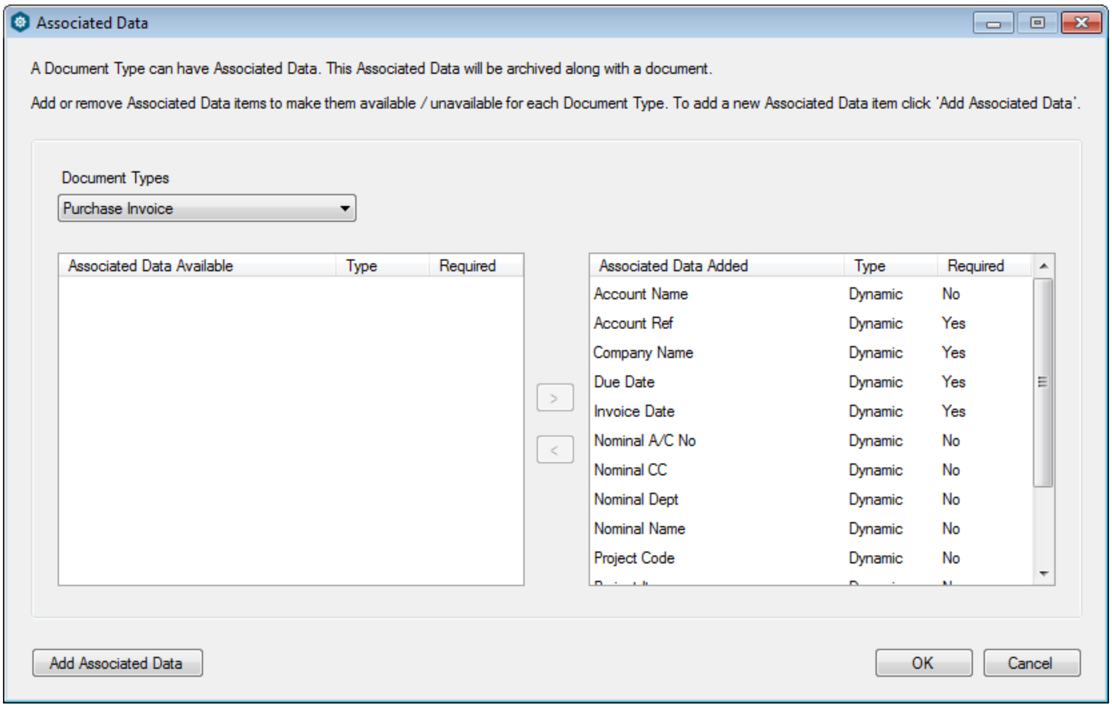


2. Click on **System Configuration**

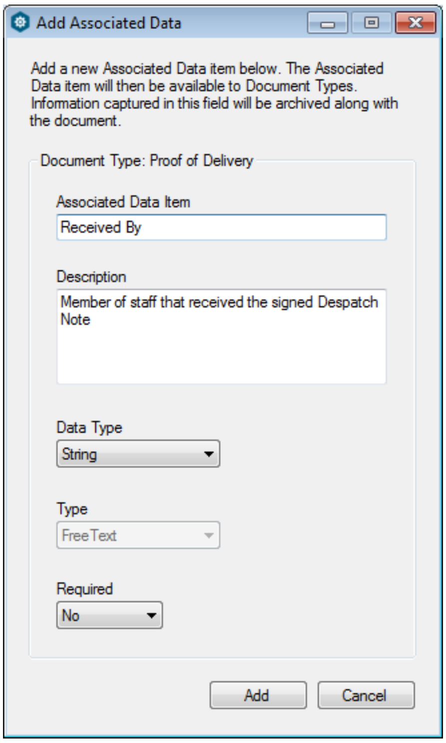
6



3. Click on **Associated Data**



4. Drop down on 'Document Types' and select the Document Type for which you want to add the new Associated Data item
5. You will see the list of Associated Data items that are currently assigned to the Document Type in the right-hand 'Associated Data Added' table
6. Click on **Add Associated Data** to add a new item



7. Enter the name of the new 'Associated Data item'
8. Enter a 'Description' to describe the information you would like to capture against this new item
9. Drop down and select the appropriate 'Data Type' to ensure the information is captured in the correct format. For example, if recording a date against this new item, you must select a Data Type of DateTime to ensure it is stored as a date in the database.
10. You will notice that 'Type' will be FreeText and this cannot be changed to Dynamic. Currently you are unable to add custom Dynamic Associated Data items via the System Configuration tools. If you require Dynamic Associated Data items for your Document Type, the recommendation is to create a new Document Type and 'Copy' an existing Document Type that has the Dynamic Associated Data item that you require. FreeText items will require manual input.
11. Drop down on 'Required' and select Yes if you would like to mark this item as mandatory. This will force the capture user to enter a value in this field in order to be able to archive a document against this particular Document Type.
12. Click on **Add** to add the new Associated Data item
13. You will see the new item appear in the 'Associated Data Added' table on the Associated Data screen
14. Click on **OK** to save your new Associated Data item

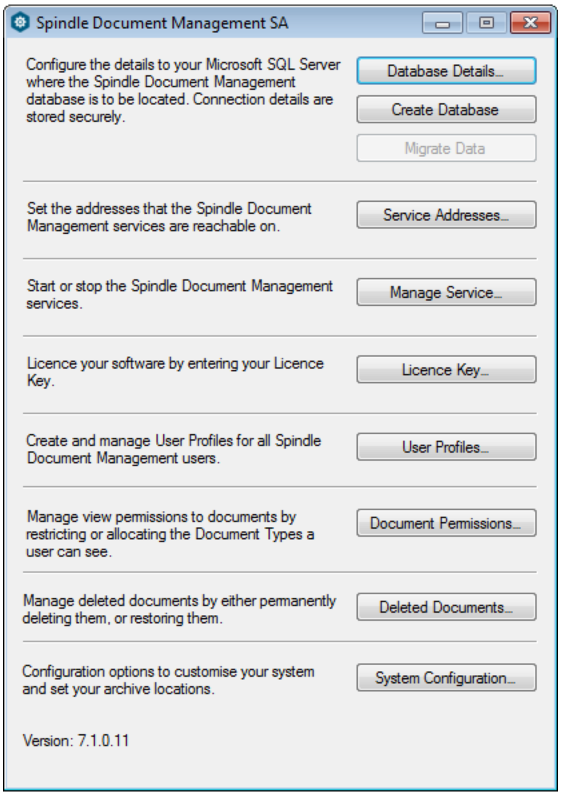
Note - you must restart the Spindle Document Capture service for these changes to take effect. See Troubleshooting>Changes in System Configuration tools haven't been applied (see page 93) for information on how to do this.

6.16 Change the path of my Archive Location

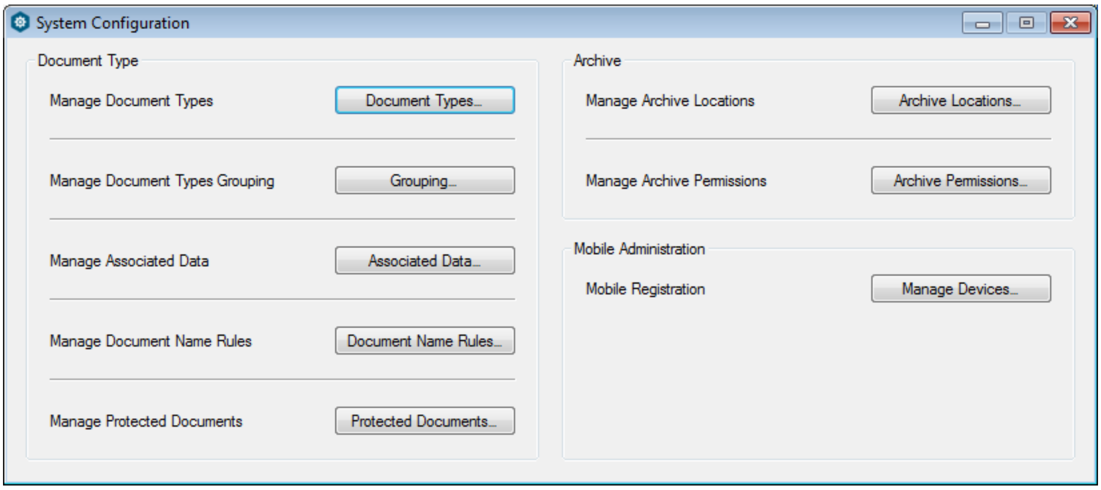
We recommend you set your Archive Locations prior to archiving any documents. If you have, however, archived documents and you later wish to change the path of your archive locations, you will need to move the archived documents from the original location to the new location (that you specify below). This will ensure you are still able to retrieve these documents from within your accounting system.

1. Open the Spindle Document Management Server Administration tool

Start>All programs>Draycir>Spindle Document Management>Server>Server Administration

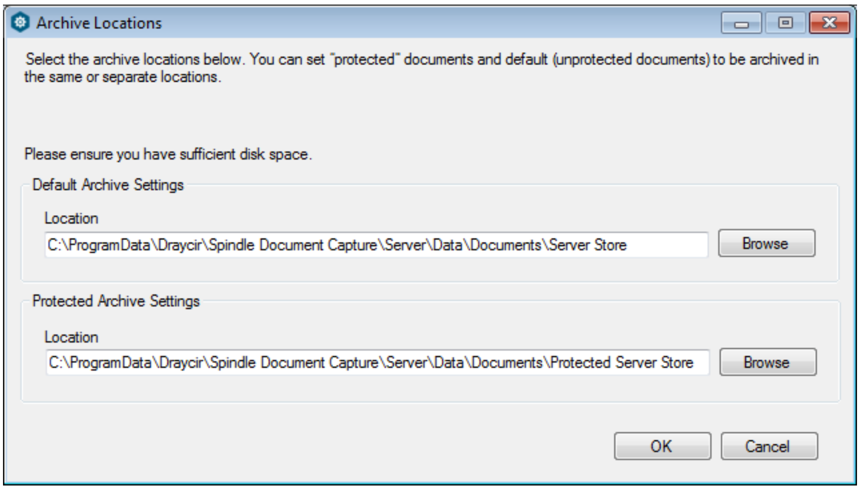


2. Click on **System Configuration**



3. Click on **Archive Locations**

6



4. Specify the Archive Location of both your "protected" Document Types and all other Document Types (default).
    - By default the system is configured to have some Document Types marked as "protected" (see Getting Started>Customising your system>Protected Documents (see page 37) for more information). Unless this configuration has changed, you will need to specify the location of your Protected (Document Type) Archive and your Default (all other Document Types) Archive. You can configure these to be the same location if required.
    - Ensure you have sufficient disk space before specifying an archive path
    - Use a UNC path
    - Copy the new Archive Location paths and ensure you can access these via Windows Explorer. Try running Windows Explorer under the same user that runs the Spindle Document Capture service. If this proves unsuccessful then you have a network problem between your application server and your data server.
5. Click on **OK** to save the changes

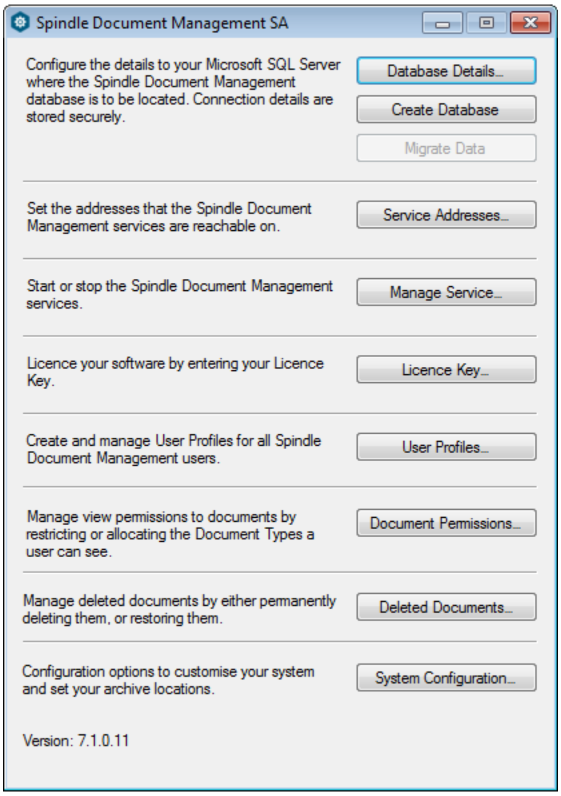
Note - you must restart the Spindle Document Capture service for these changes to take effect. See Troubleshooting>Changes in System Configuration tools haven't been applied (see page 93) for information on how to do this.

6.17 Restrict the documents a user can see

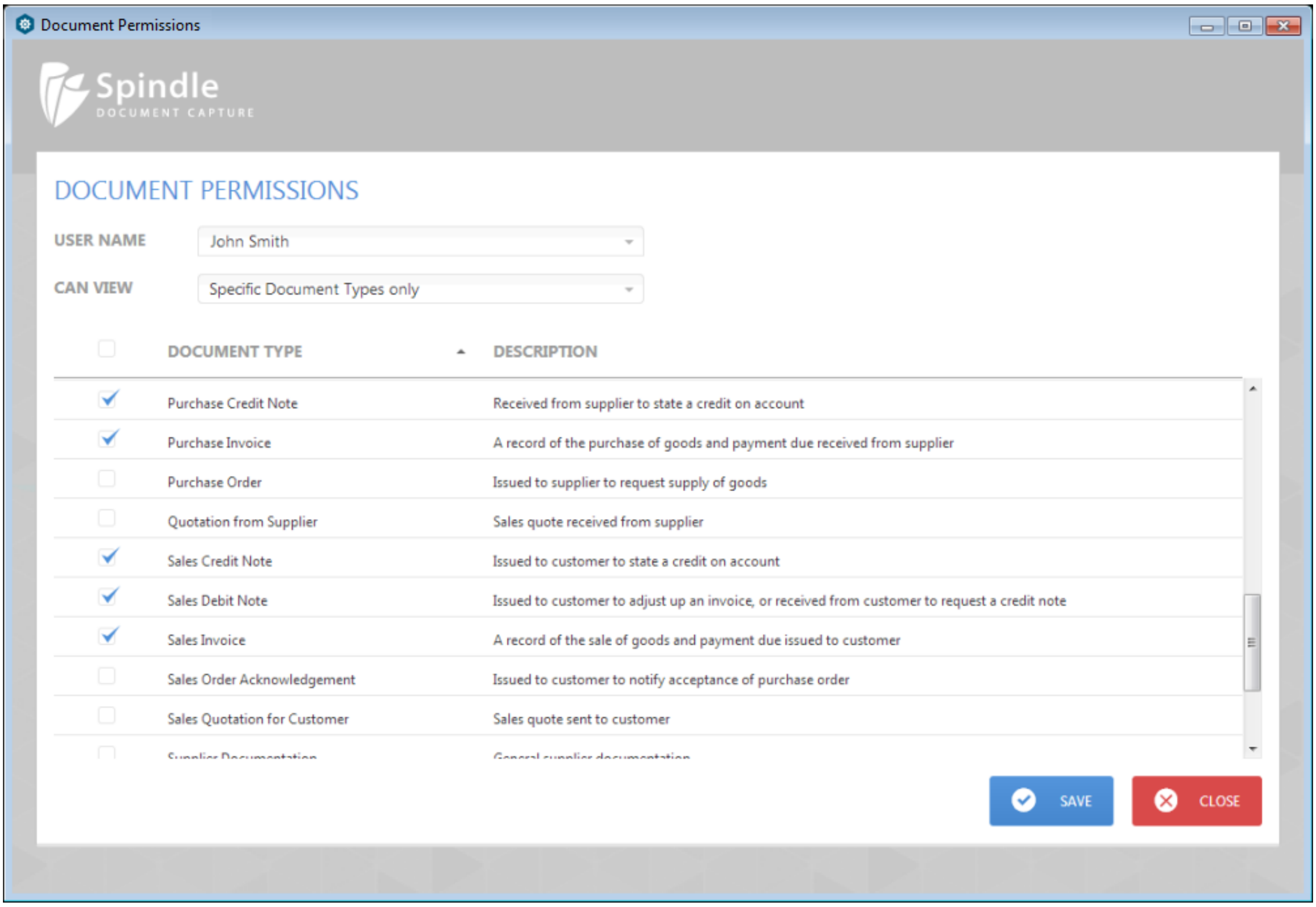
By default all users with a view role (View, Search or Pending Tray) will be able to see all documents. To prevent users from being able to see all documents follow the steps below to configure the document view permissions per user.

1. Open the Spindle Document Management Server Administration tool

Start>All programs>Draycir>Spindle Document Management>Server>Server Administration



2. Click on **Document Permissions**



3. Select the user from the 'USER NAME' drop down

4. Select the permission you want to allocate to the selected user from the 'CAN VIEW' drop down
    - You will notice by default that ‘All Document Types’ is selected, meaning the user is able to see all documents in the system.
    - If you would like the selected user to view only their own captured documents, select ‘Documents captured by them only’.
    - If you would like the selected user to be able to see specific Document Types, select ‘Specific Document Types only’ and tick the Document Types you would like them to be able to see.
    - If you would like the selected user to see specific Document Types and those they capture, select ‘Specific Document Types & Documents captured by them’ and tick the Document Types you would like them to be able to see.
5. Once you have finished configuring the document view permissions for all of the users, click **SAVE** to save your settings
6. Click **CLOSE** to close the Document Permissions window

6.18 Upgrade the software

When a new version of Spindle Document Management is released, (if you are entitled to an upgrade) you can upgrade to the latest version to benefit from the new features, enhancements or bug fixes.

Upgrading the Spindle Document Management server

1. We recommend you backup your configuration data, Draycir.SDC SQL database and your archived documents prior to upgrading.

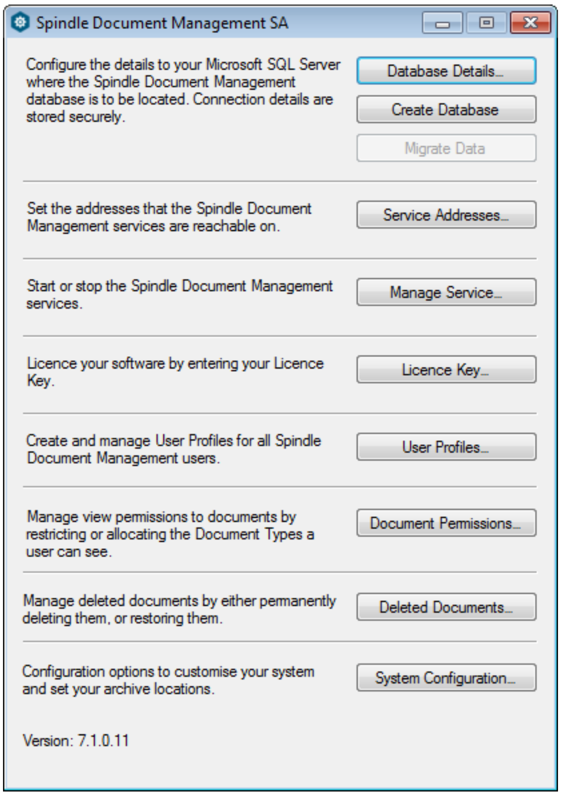
The configuration data is commonly held in either - C:\ProgramData\Draycir\Spindle Document Capture\Server\Data\ Or C:\Documents and Settings\All Users\Application Data\Draycir\Spindle Document Capture\Server\Data\

2. Run the ‘SpindleDocumentManagementServer.exe’ on the machine running the Spindle Document Capture windows service and complete the wizard steps.

Note - Windows Vista and above requires files to be unblocked if they have been downloaded from the web. To unblock a file, Right-click the executable and select ‘Properties’ then click ‘Unblock’ on the ‘General’ tab.

3. After the installation is complete, open the Server Administration tool

Start>All Programs>Draycir>Spindle Document Management>Server>Server Administration



4. Click on **Migrate Data** if this option is available
5. At the next prompt, if you have backed up your data and documents (as mentioned in step 1 above), click **Yes**
6. You should get a message to say that your 'Data migration completed successfully'.
7. The Spindle Document Capture service will automatically be restarted

Your Spindle Document Management server has now been upgraded.

Upgrading the Spindle Document Management client

1. Launch Task Manager on the client machines and select the processes tab. Please ensure the ‘SDC UI Host.exe’ process is not already running. If it is, please select the process ‘SDC UI Host.exe’ and click ‘End Process’.

Note - it is very important that only the ‘SDC UI Host.exe’ process is ended. Ending the wrong process can cause your windows machine to stop working.

2. Run the ‘SpindleDocumentManagementClient.exe’ on each client machine that requires the Spindle Document Capture functionality. Complete the wizard.

Your Spindle Document Management client has now been upgraded.

Upgrading the Sage 200 (buttons) Add-On package

1. Logon to the Sage 200 ‘System Administration’ tool
2. Select ‘the Add-Ons’ node
3. Right-click the ‘Spindle Full Integration’ Add–On and choose the ‘Upgrade’ option from the context menu to start the upgrade wizard
4. Select ‘Simple Mode’ and click **Next**
5. **Browse** for the Spindle Full Integration sdbx package you require in:

C:\Program Files (x86)\Draycir\Spindle Document Management\Spindle Document Management Server\Add-Ons\Sage 200

- then select the version of Sage 200 that you have

6. Click **Open**

7. Click **Install**
8. Click **Finish** to complete the wizard

7 Troubleshooting

7.1 Cannot view my archived document

Problem

I am on a screen in my accounting system that has the View button, however I cannot view my archived document.

Issue

Possible reasons:

1. When archiving documents, Spindle Document Capture associates the document to the particular entry in your accounting system from which you archived the document. You may not be on the correct entry (transaction/order).
2. The document may not be linked to the screen you are on.
3. There could be a system error retrieving the document.
4. There may be a problem with your connection details to Microsoft SQL Server.
5. You get a message to say "The network path was not found" / Archive location is on a different server which is not reachable.
6. Archive Location was changed but documents not moved.
7. You get a message to say "You are not authorised to view documents".
8. The documents or some documents do not appear on my view screen.

Solution

1. Understanding the business work-flow within your organisation would help with this. You would need to understand the part of the system/screen the person capturing the document would have access to. If you then go back to that module of your accounting system and search for the appropriate entry you should be able to retrieve and view the archived document.
2. When archiving documents, Spindle Document Capture associates the document to the particular entry from which you you archived the document. This may not be the screen you are looking on. For example if a Purchase Invoice was archived against the originating Purchase Order, the archived document may not be visible from the Transaction Enquiry screen on the Purchase Ledger.
3. If the system generates an error, please collate the Spindle Document Capture server and client log files and contact support. (Server log location - C:\ProgramData\Draycir\Spindle Document Capture\Server\Logs, client log location - C:\Users*username*\Documents\My Draycir Logs\Spindle Document Capture)
4. This is a server administrator task. On the server where the Spindle Document Capture service is running, open the Spindle Document Management Server Administration tool (Start>All programs>Draycir>Spindle Document Management>Server>Server Administration). Check the **Database Details**. Ensure the Server Name specified is the name of the SQL Server instance that your Spindle Document Management database resides on. If you have used Windows Authentication, ensure the Spindle Document Capture service user (SDCServiceUser) has DBCreator rights on SQL Server and this user is able to log into SQL Server Management Studio. If you have used SQL Server Authentication, ensure the User name and Password you have entered are correct and that this user has DBCreator rights on SQL Server.
5. This is a server administrator task. On the server where the Spindle Document Capture service is running, open the Spindle Document Management Server Administration tool (Start>All programs>Draycir>Spindle Document Management>Server>Server Administration). Click on **System Configuration** and **Archive Locations**. Copy the path of both locations and ensure you can access these via Windows Explorer. Try running Windows Explorer under the same

user that runs the Spindle Document Capture service. If this proves unsuccessful then you have a network problem between your application server and your data server.

6. This is a server administrator task. If you have changed your Archive Location(s), you will need to move any archived documents from the old location to the new location. This will ensure you are still able to retrieve these documents.
7. You do not have permission to view documents. Contact your system administrator and request to be given the appropriate view roles. To give you the additional role(s) the administrator will need to log onto the server where the Spindle Document Capture service is running, open the Spindle Document Management Server Administration tool (Start>All programs>Draycir>Spindle Document Management>Server>Server Administration). Click on **User Profiles**, select your user profile from the list and click **Edit User**. On the 'Edit User Profile' screen they will be able to add or amend your roles.
8. You may not have permission to view documents of that type. Contact your system administrator and ask them to check your document permissions i.e. which documents / Document Types you are allocated to see. To do this the administrator will need to log onto the server where the Spindle Document Capture service is running, open the Spindle Document Management Server Administration tool (Start>All programs>Draycir>Spindle Document Management>Server>Server Administration) and click on **Document Permissions**.

7.2 Client and Server communication problem

Problem

My Spindle Document Capture client is experiencing a problem connecting to the Spindle Document Management server.

Issue

Possible reasons:

1. Service Address not set correctly.
2. There may be a problem with your connection details to Microsoft SQL Server.
3. The Spindle Document Capture service may have stopped running.
4. Firewall or anti-virus blocking port or blocking the client process 'SDC UI Host.exe'
5. Known fault with Service Address Computer Name not being recognised on the client.

Solution

1. On the server, open the Spindle Document Management Server Administration tool (Start>All programs>Draycir>Spindle Document Management>Server>Server Administration). Check the **Service Addresses**.
   - Ensure the Host Name is set to the name of the server that the Spindle Document Capture service resides on. You will also need to check the clients are set to the correct Host Name. You can do this by opening the Spindle Document Capture Client Administration tool (Start>All Programs>Draycir>Spindle Document Management>Client Administration) on the client workstation. Click on **Service Addresses**. Ensure the Host Name is set the same as on the server. You can click **Test Connection** to prove the communication.
   - Ensure the Port to be used is set correctly (34251 is the default port). You will also need to check the clients are set to the same port. You can check the client port by opening the Spindle Document Management Client Administration tool (Start>All Programs>Draycir>Spindle Document Management>Client Administration on the client workstation. Click on **Service Addresses**. Ensure the client port is set the same as the server port.
2. On the server, open the Spindle Document Management Server Administration tool (Start>All programs>Draycir>Spindle Document Management>Server>Server Administration). Check the **Database Details**. Ensure the Server Name specified is the name of the SQL Server instance that your Spindle Document Capture database resides on. If you have used Windows Authentication, ensure the Spindle Document Capture service user (SDCServiceUser) has DBCreator rights on SQL Server and this user is able to log into SQL Server Management Studio. If you have used SQL Server Authentication, ensure the User name and Password you have entered are correct and this user has DBCreator rights on SQL Server.

3. On the server, navigate to the Control Panel>Administrative Tools>Services and locate the Spindle Document Capture service. Ensure the service is running. If it has stopped, you should be able to right-click on the service and select **Start**.
4. Check your firewall and anti-virus settings to ensure that the port the service is listening on has not been blocked, and the client process 'SDC UI Host.exe' is not being blocked. If it is, you will need to either open up the port by creating a rule to allow communication over this port, or you can change the port on both the server and client to one that is open and free. If the 'SDC UI Host.exe' service is being blocked you will need to unblock it.
5. On the server, open the Spindle Document Management Server Administration tool (Start>All programs>Draycir>Spindle Document Management>Server>Server Administration). Check the **Service Addresses -** Host Name. Establish the IP Address of this server. On the client, open the Spindle Document Management Client Administration tool (Start>All Programs>Draycir>Spindle Document Management>Client Administration). Click on **Service Addresses.** Change the Host Name to the IP Address of the server. Click **Set Service Address**.

7.3 Error archiving documents

Problem

I have installed the Spindle Document Management server and client, however I am unable to archive documents.

Issue

Possible reasons:

1. There may be a problem with your connection details to Microsoft SQL Server.
2. There may be a problem with the service user not having permission to write to the archive location.
3. Archive location is on a different server which is not reachable

Solution

1. On the server, open the Spindle Document Management Server Administration tool (Start>All programs>Draycir>Spindle Document Management>Server>Server Administration). Check the **Database Details**. Ensure the Server Name specified is the name of the SQL Server instance that your Spindle Document Management database resides on. If you have used Windows Authentication, ensure the Spindle Document Capture service user (SDCServiceUser) has DBCreator rights on SQL Server and this user is able to log into SQL Server Management Studio. If you have used SQL Server Authentication, ensure the User name and Password you have entered are correct and this user has DBCreator rights on SQL Server.
2. Two options:
   - give SDCServiceUser (or the Windows user that the Spindle Document Capture service runs under) permission to read and write to the archive location
   - run the archive under a different Windows User. You can do this by opening the Spindle Document Management Server Administration tool (Start>All programs>Draycir>Spindle Document Management>Server>Server Administration) on the server. Click **System Configuration** and then **Archive Permissions.** Select the Archive Location you are having a problem writing to. Select 'Use these Windows logon settings'. You can now specify a Windows User that has write access to the archive location. The documents will be archived under the credentials you enter here.
3. On the server where the Spindle Document Capture service is running, open the Spindle Document Management Server Administration tool (Start>All programs>Draycir>Spindle Document Management>Server>Server Administration). Click on **System Configuration** and **Archive Locations**. Copy the path of both locations and ensure you can access these via Windows Explorer. Try running Windows Explorer under the same user that runs the Spindle Document Capture service. If this proves unsuccessful then you have a network problem between your application server and your data server.

7.4 Problems connecting to SQL Server / database not being created

Problem

Spindle Document Capture is unable to connect to SQL Server resulting in the Spindle Document Capture database not being created.

Issue

Possible reasons:

1. There may be a problem with your connection details to Microsoft SQL Server.
2. The Spindle Document Capture service user cannot access SQL Server with Windows Authentication.

Solution

1. On the server, open the Spindle Document Management Server Administration tool (Start>All programs>Draycir>Spindle Document Management>Server>Server Administration). Check the **Database Details**. Ensure the Server Name specified is the name of the SQL Server instance that your Spindle Document Management database resides on. If you have used Windows Authentication, ensure the Spindle Document Capture service user (SDCServiceUser) has DBCreator rights on SQL Server and this user is able to log into SQL Server Management Studio. If you have used SQL Server Authentication, ensure the User name and Password you have entered are correct and this user has DBCreator rights on SQL Server.
2. Follow these steps to diagnose the problem:
   - Try logging onto SQL Server directly using Windows Authentication when logged onto the computer as the Spindle Document Capture service user (SDCServiceUser). ***Note*** - If the SQL database is on a different server to the Spindle Document Capture service, then you will need to make 'SDCServiceUser' a domain user as 'SDCServiceUser' will need DBCreator access to the SQL database.
   - If you are unable to login with Windows Authentication,
     - create a new User, for example 'SDCSQLUser' (the user will need to be a domain user if the SQL database is on a different server to the Spindle Document Capture service, else create a local user) and give the user DBCreator permissions on SQL Server.
     - on the server, open the Spindle Document Management Server Administration tool (Start>All programs>Draycir>Spindle Document Management>Server>Server Administration). Click the **Database Details**. Change the Authentication type to SQL Server Authentication and enter the details of the new user 'SDCSQLUser'.
     - Click **Test Connection** to ensure it is successful.

7.5 Controls overlap with other existing controls in Sage 200

Problem

Following the deployment of the "Add-Ons" Package to add the Spindle Document Capture controls into Sage 200, you may have found that the Spindle Document Capture controls overlap with other existing 3rd party controls.

Issue

Other existing controls are placed in the same location

Solution

If you experience this you can move these controls on affected client workstations. A separate XML file will be required for each Sage 200 Form that is affected.

1. Find out the name of the Sage 200 Form where you have this problem
2. Create a folder under C:\ProgramData\Draycir\Spindle Document Capture\Client
3. Name the new folder 'Sage 200 Integration'
4. Find out the area of the screen where you would like to move the controls too (a screen shot would be beneficial)
5. Contact support who will provide you with an XML file to drop into the new Sage 200 Integration folder which will move your Spindle Document Capture controls on that particular form
6. For the changes to take effect, you will need to close and re-open the Sage 200 form

7.6 Changes in System Configuration tools haven't been applied

Problem

Changes made in the System Configuration tools have not been applied when I check in Spindle Document Capture

Issue

The changes will not have been published to the Spindle Document Capture service

Solution

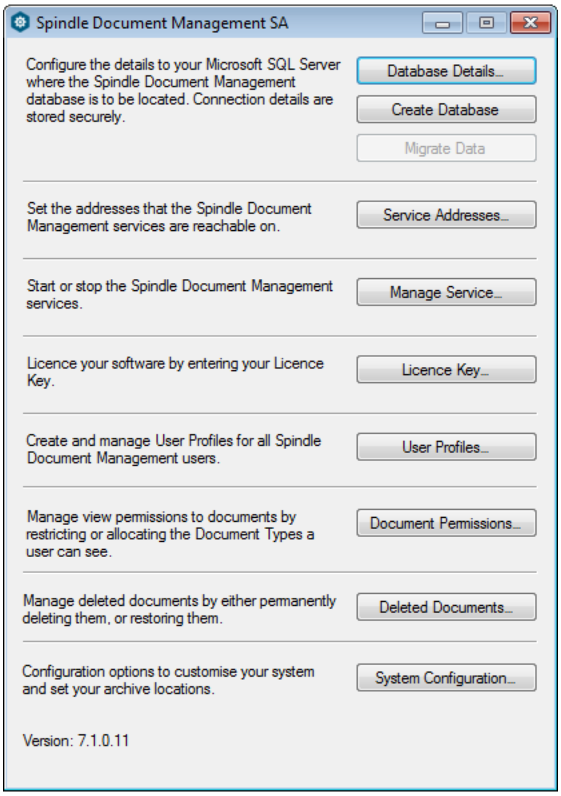
The Spindle Document Capture service will run on the server.

1. Open Services.msc (services snap-in from Control Panel>All Control Panel Items>Administrative Tools>Services)
2. Find and restart the Spindle Document Capture Service

Alternatively, you can use the Spindle Document Management Server Administration tool on the server:

1. Open the Spindle Document Management Server Administration tool

Start>All programs>Draycir>Spindle Document Management>Server>Server Administration



2. Click on **Manage Service**
3. Click on **Stop** and wait a minute for the service to fully stop
4. Click on **Start**

7.7 Cannot see a Document Type in accounting system

Problem

I can see the Document Type I want in the Spindle Document Management Server Administration tools > System Configuration options, however, I cannot see it when I log into the accounting system

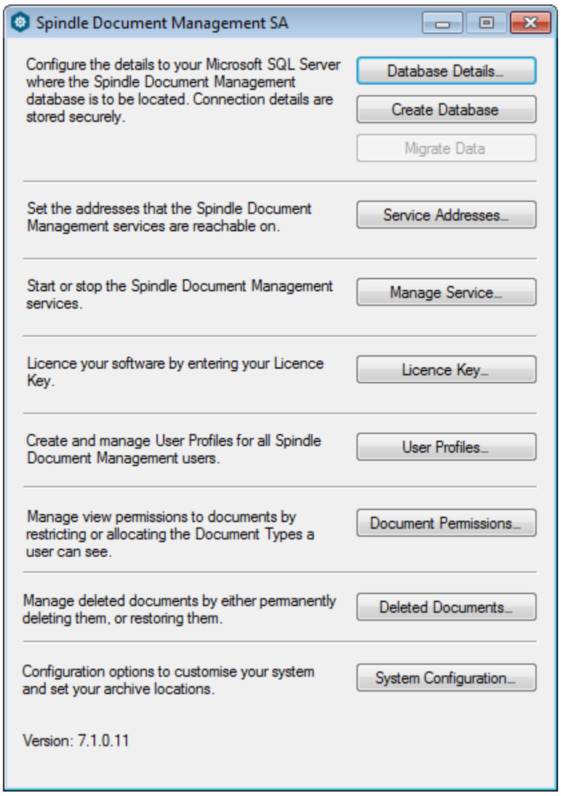
Issue

The Document Type may not have been made available in the module (where you are looking) if it has not been assigned to the correct 'group'.

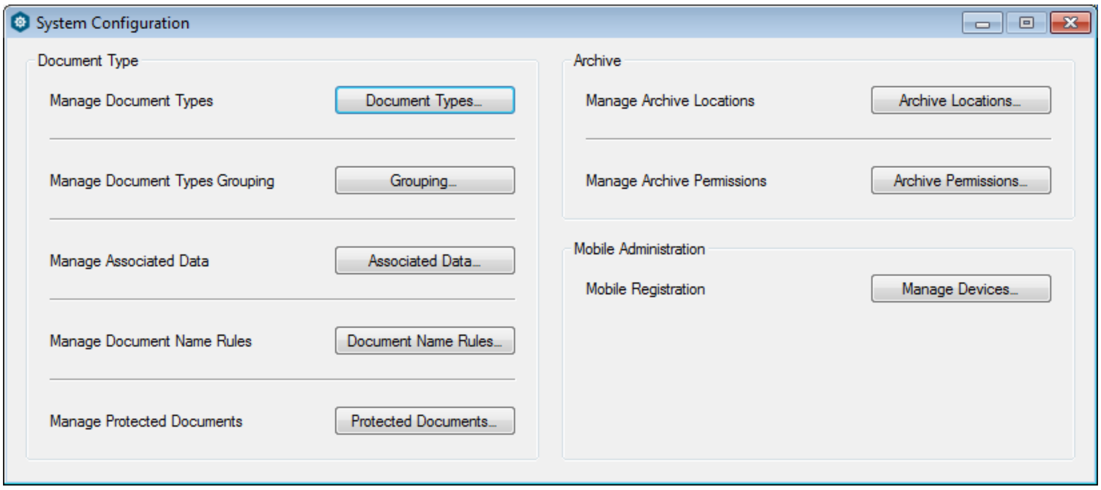
Solution

1. Open the Spindle Document Management Server Administration tool

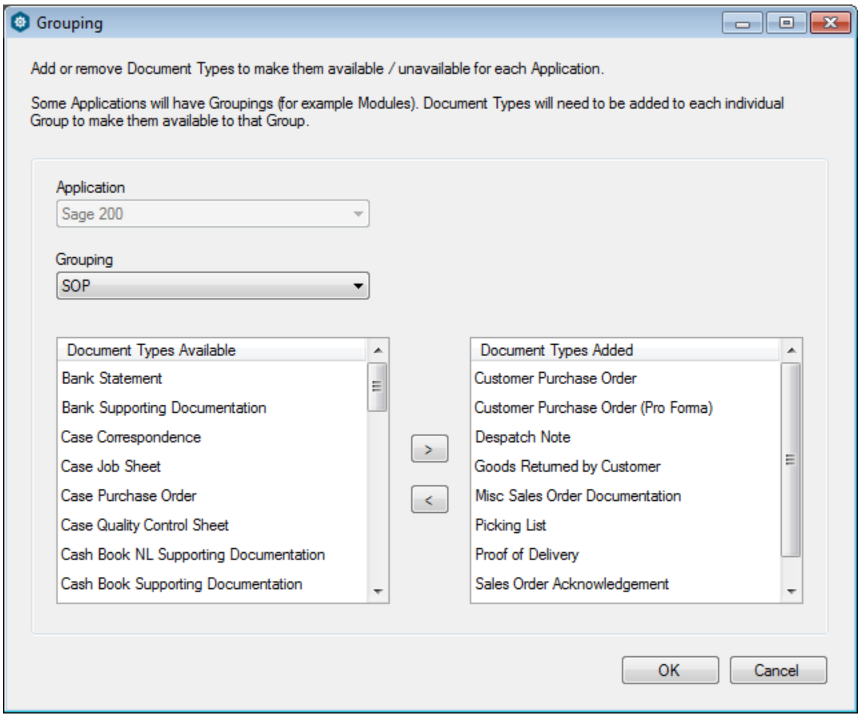
Start>All programs>Draycir>Spindle Document Management>Server>Server Administration



2. Click on **System Configuration**



3. Click on **Document Types** to ensure the Document Type exists in the list
   - If it doesn't, then you will need to re-add the Document Type as it doesn't exist in the system (See How do I?>Add a new Document Type (see page 74) for more information).
4. Once you are happy the Document Type exists in the system, click **Cancel** to close the Document Types window
5. Click **Grouping**



6. Drop down on Application and select your accounting system i.e. Sage 200
7. Drop down on Grouping and select the group you require the Document Type to belong in i.e. SOP module in Sage 200
8. Ensure the Document Type you require is in the 'Document Type Added' table. If it is not, you will see it in the 'Document Types Available' table.
9. If in the 'Document Type Available' table, click on the Document Type to highlight it and click on the 'right arrow' button to move it to 'Document Types Added' table

Note - you must restart the Spindle Document Capture service for these changes to take effect. See Troubleshooting>Changes in System Configuration tools haven't been applied (see page 93) for information on how to do this.

7.8 The Spindle Document Capture data requires migration to the latest version

Problem

When you attempt to capture or view documents, you get the message 'The Spindle Document Capture data requires migration to the latest version. Please use the Server Administration tool to perform the migration'.

Issue

Following an upgrade to the Spindle Document Capture server, some of the data (database or configuration files) needs to be migrated to the latest version.

Solution

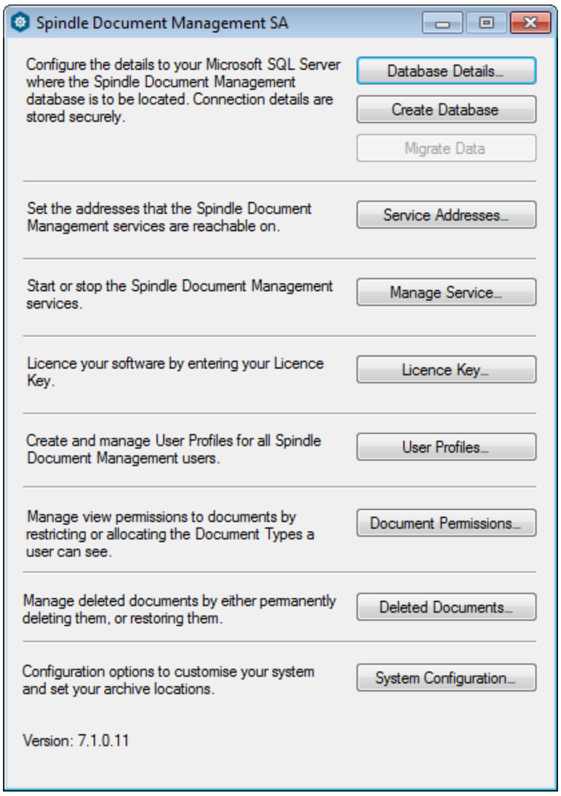
1. Backup your configuration data on the server

Commonly held in either - C:\ProgramData\Draycir\Spindle Document Capture\Server\Data\ Or C:\Documents and

Settings\All Users\Application Data\Draycir\Spindle Document Capture\Server\Data\

2. Backup your Draycir.SDC SQL database
3. Backup your archived documents
4. Open the Spindle Document Management Server Administration tool

Start>All programs>Draycir>Spindle Document Management>Server>Server Administration



5. Click on **Migrate Data**
6. At the next prompt, if you have backed up your data and documents (as mentioned in steps 1-3 above), click **Yes**
7. You should get a message to say that your 'Data migration completed successfully'.
8. The Spindle Document Capture service will automatically be restarted

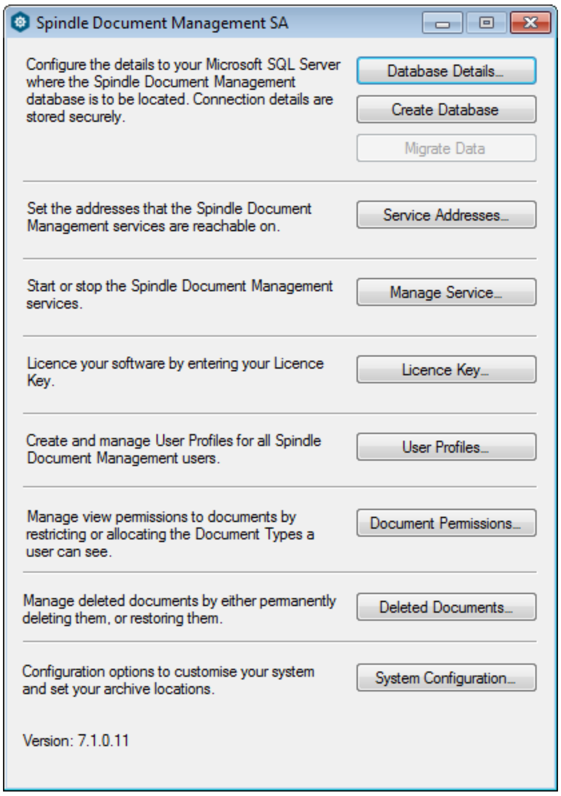
You should now be able to capture and view documents with Spindle Document Capture

7.9 Deleted Documents interface always pops up an 'Authentication Required' dialog

Problem

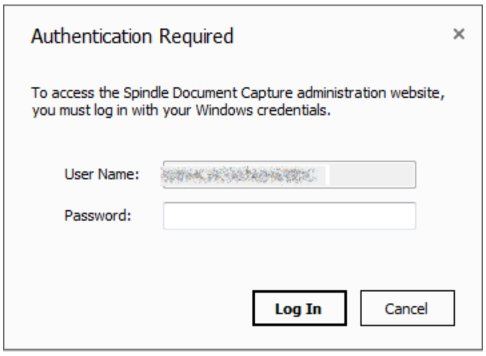
Open the Spindle Document Management Server Administration tool (on the server where the Spindle Document Capture service resides)

1. Start>All programs>Draycir>Spindle Document Management>Server>Server Administration



2. Click on **Deleted Documents**

3. The Spindle Document Capture Deleted Documents interface always pops up an 'Authentication Required' dialog



Issue

The Deleted Documents interface is a website. Your internet security settings do not allow the website to automatically log you in.

Solution

We recommend the following settings to ensure that you do not have to log in to the website when accessing Deleted Documents from the Spindle Document Capture Server Administration tool:

1. Open Internet Explorer>Tools>Internet Options>Security>Select **Local intranet** zone>Sites>Advanced

If 'http://localhost' is not already added to the zone, we recommend you add this.

Note - if you are not on a Server O/S, you may have an option to 'Include all local (intranet) sites not listed in other zones'. If this option is selected, you will not need to add the specific website in the Advanced settings.

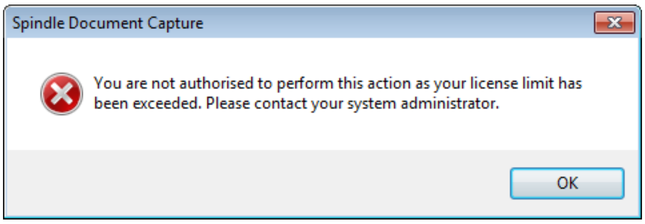
2. Open Internet Explorer>Tools>Internet Options>Security>Select **Local intranet** zone>Custom level

If 'Automatic logon only in Intranet zone' is not selected under 'User Authentication', we recommend you select this option.

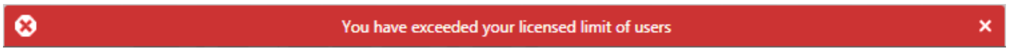
7.10 Cannot use controls in accounting system, Pending Tray and Document Search

Problem

In the accounting system, when clicking on any of the Spindle Document Capture controls, you see the following message:



In the Pending Tray and Document Search you see the following notification:



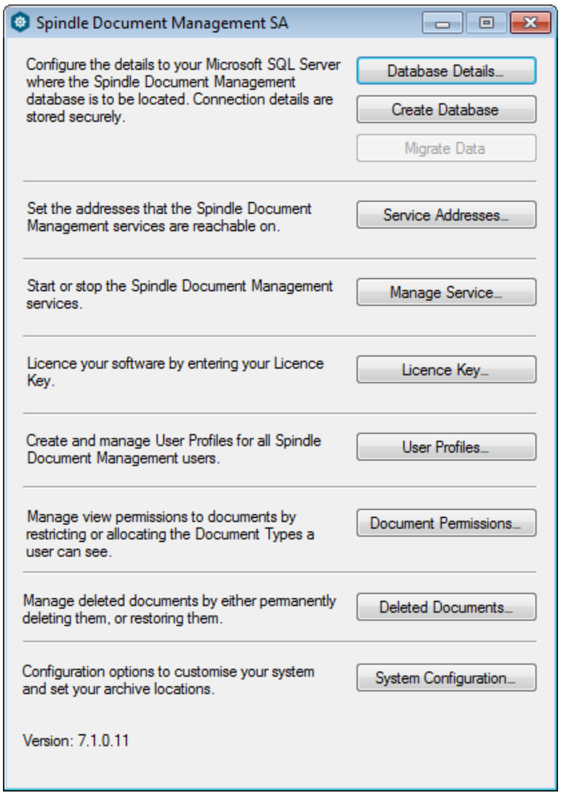
Issue

In the Spindle Document Management Server Administration tool > User Profiles, you have added more users than your licence permits.

Solution

1. Open the Spindle Document Management Server Administration tool on the server (this task may need to be performed by a system administrator)

Start>All programs>Draycir>Spindle Document Management>Server>Server Administration



2. Click on **Licence Key**
3. The Licence Key screen will inform you of the number of Capture and View users you are permitted to add
4. Click on **User Profiles**
5. The notification at the bottom of the User Profiles screen will inform you of the Licence Type that has been exceeded
6. To continue to use the software, you must either remove the additional users so that you are within your licensed limit, or request a new licence key that includes the additional users you require.

7.11 Cannot add User Profiles as licensed limit has been exceeded

Problem

When trying to add users in the Spindle Document Management Server Administration tool > User Profiles, you see a notification that says you have exceeded your licensed limit of users.

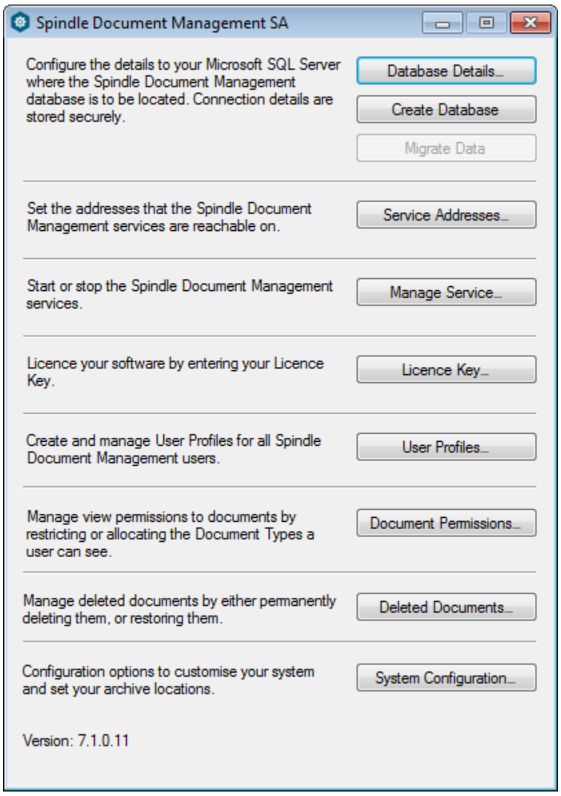
Issue

In the Spindle Document Management Server Administration tool > User Profiles, you have added more users than your licence permits.

Solution

1. Open the Spindle Document Management Server Administration tool on the server

Start>All programs>Draycir>Spindle Document Management>Server>Server Administration



2. Click on **Licence Key**
3. The Licence Key screen will inform you of the number of Capture and View users you are permitted to add
4. Click on **User Profiles**
5. The notification at the bottom of the User Profiles screen will inform you of the Licence Type that has been exceeded
6. To continue to use the software, you must either remove the additional users so that you are within your licensed limit, or request a new licence key that includes the additional users you require.

7.12 Scanner does not appear in the Scanning Device drop down / have a TWAIN driver

Problem

- My scanner does not appear in the Scanning Device drop down on the Spindle Document Capture scanning screen or Pending Tray
- My scanner does not have a TWAIN driver

Issue

If you would like to scan directly into Spindle Document Capture via the 'Capture a scan' option, or via the Pending Tray, your scanner must have a 32-bit TWAIN driver.

Solution

1. Check if there is a TWAIN driver available for your scanner make/model that is compatible with your operating system. If so, install the TWAIN driver on the client machine.

Note - if scanning over Terminal Services / Remote Desktop, you may find that TWAIN drivers are not available for your server operating system. There are third party tools available that will allow you to use your TWAIN scanner in your server environment. There will still be a requirement for the TWAIN driver to be installed on your client machine.

2. If your scanner does not have a TWAIN driver, you can alternatively scan your documents to a network location (independently of Spindle Document Capture) and use either the 'Capture a file' option in your accounting system, or the Pending Tray import option to capture your electronic documents.

Note - the import function in the Pending Tray will also recognise barcodes and split the documents appropriately. See section How do I?>Capture barcoded documents (see page 61) for more information.

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