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DOCUMENT IMAGING REFERENCE GUIDE

AppXtender Web Access version 7

Kent State University

Division of Information Services

AppXtender Web Access Help: For questions regarding AppXtender Web Access, please contact the Help Desk at 330-672-HELP (4357). They will assist you or open a ticket for the Document Imaging Support Staff. You can also open a ticket on your own at <https://support.kent.edu> and be sure to assign it to the Document Imaging queue.

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1 LOGGING INTO AND OUT OF APPXTENDER WEB ACCESS

1.1 SYNCING YOUR APPXTENDER PASSWORD WITH YOUR BANNER PASSWORD

The first time you login to AppXtender Web Access you will need go through Banner to sync your AppXtender Web Access password with your Banner password.

- a. Open INB (Internet Native Banner) in the 'instance' you need to sync the password.
- b. From the main menu form (GUAGMNU) click the BDM - Display Document icon in the toolbar.



- c. You will get a message that your password is being synced. Click OK even if the hour glass appears as if it's still thinking.
- d. You can close the INB session and stay in AppXtender Web Access.

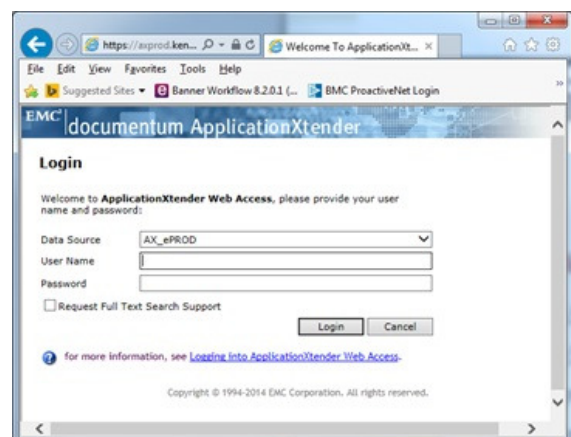
1.2 LOGGING INTO APPXTENDER WEB ACCESS

Open Internet Explorer and go to:

For Production: in FlashLine on the My Actions Tabs there is a link in the Workflow and Utilities section (Banner Integrated Document Imaging Applications (Admissions and Procurement) or go directly to Xtender with the following URL - <https://axprod.kent.edu/appxtender/login.aspx>

For Test: <https://axdev.kent.edu/appxtender/login.aspx> (select the appropriate Data Source)








- a. Enter your FlashLine User Name and Password
- b. 'Request Full Text Search Support' should be unchecked.
- c. Click Login



NOTE: Password must be synchronized with Banner before this login will work (see section 1.1).

1.3 APPXTENDER WEB ACCESS NAVIGATION MENU**

The AppXtender Web Access Navigation Menu changes depending on what view you are on, but the icons remain the same for each function.

| | |
|---|--|
|  | Logout, can also be done by going to File Logout |
|  | View/Modify your user setting |
|  | Application List, can also be accessed by going to View Applications |
|  | New Query, can also be accessed by going to Edit New Query |
|  | Query Results, can also be accessed by going to View Query Results |
|  | Batch List, Click to access Batch List view |
|  | Batch Import, Click to access Batch Import view |

****NOTE:** Depending on the privileges that were granted to you, you may not be able to use or see each function from the AppXtender Web Access Navigation Menu.

1.4 LOGGING OUT OF APPXTENDER WEB ACCESS

To Logout of AppXtender Web Access, go the File | Logout or click the Logout button.



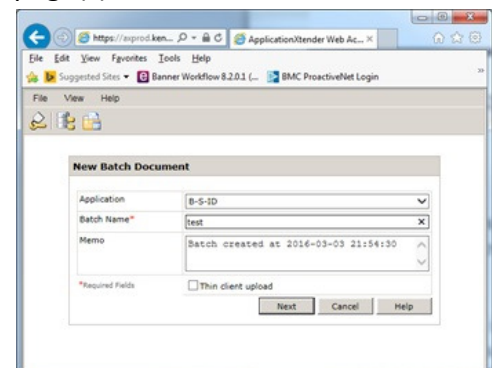
Be sure to always logout of your session and not just close your web browser so the license is available for the next user.

If your session is untouched for 15 minutes you will be automatically logged out; however, you may not realize it because the page will look the same as if you were still logged in.

2 ADDING DOCUMENTS

New documents can be **scanned** or **imported** into AppXtender Web Access. Regardless of the method you chose, the first step is to create a batch that will hold the new page(s). To create a batch, follow the steps below:

- a. From the Application view, right click the application name and go to Batch Import. The New Batch Document dialog box appears.

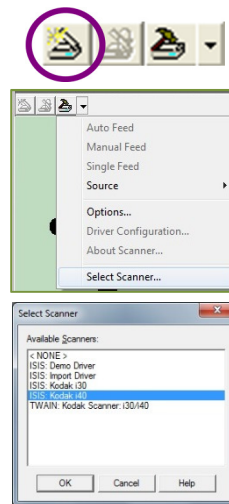


- b. Verify that your application is listed in the Application drop-down box.
- c. Type a name for the batch in the Batch Name field.
- d. Click Next. The Document Display Window appears.

2.1 ADDING DOCUMENTS – SCAN METHOD

e. Verify that your Scanner is ready. If the Scan button in the scan toolbar is not grayed out, you are ready. If this button is NOT enabled:

- i. Go to the Scanner Setup menu and go to Select Scanner. This will search your workstation for available drivers.
- ii. When the list populates, select the drivers you wish to use, and click OK. [Select the ISIS drivers for your scanners.]
- iii. After you scanner is ready you can review your scanner settings going to the scanning toolbar menu and then to Driver Configurations.



iv. To begin scanning, click the scan button from the Scanning Toolbar.



NOTE: Each scanner works differently. Depending on the model you are using, the prompts may appear in a different manner. You may not get any prompts; it may just begin scanning your batch.


Once you have finished scanning the batch you begin indexing it by clicking the 'New' button in the AppXtender Web Access Toolbar. This will bring up the first page of your batch and the index view. (See next section on **Indexing**)

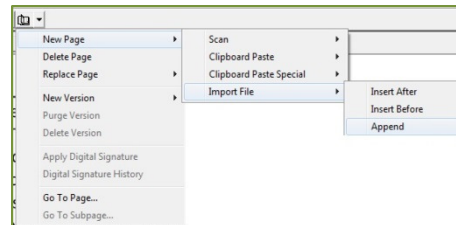


If you do not wish to index the batch at this time, use any icon from the toolbar to continue in AppXtender Web Access.

2.2 ADDING DOCUMENTS - IMPORT FILE METHOD

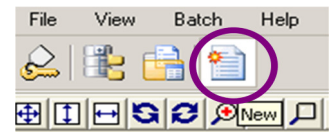
After you have completed Steps a through d above (creating a batch):

- f. Click the Page button on the Batch import window ().
- g. To import a new document choose New Page | Import File | Append.
- h. Browse to the file you wish to Import and click Open.



Repeat step e through g for every new image you wish to add to the batch.

Once you have finished scanning the batch, you begin indexing it by clicking the 'New' button in the AppXtender Web Access toolbar. This will bring up the first page of your batch and the index view. (See next section on **Indexing**)



If you do not wish to index the batch at this time, use any icon from the toolbar to continue in AppXtender Web Access.


2.3 ADDING DOCUMENTS – ADDING A SINGLE DOCUMENT

- a. Right click on the application name from the Application View and go to New Document
- b. This brings up the typical batch window, import or scan the document following the same procedures for a batch
- c. Click the New button to index the document (see section 3)
- d. After you save the document, all pages that were added become part of the document, you cannot do a batch of different documents using this functionality

2.4 ADDING DOCUMENTS – ADDING AN EMAIL

- a. From your email client, save the email as a PDF file (this can be accomplished by printing the email and sending it to a program such as CutePDF Writer)
- b. Right click on the application name from the Application View and go to New Document
- c. This brings up the typical batch window; import the saved PDF file by going to the Page Menu, New Page | Import File | Append
- d. Click the New button to index the document (see section 3)

2.5 ADDING DOCUMENTS – THROUGH BANNER INB


- a. From the associated form in Banner INB click the BDM – Add Document icon ()
- b. This will launch Xtender and take you to the batch window
- c. Scan or import a file (section 2 offer direction on both methods)
- d. Click the New button to index the document (see section 3). When indexing from Banner INB, it will pre-populate index fields based on the form the document was added from

3 MOVING/COPYING A DOCUMENT OR A BATCH

3.1 REORDERING PAGES IN A DOCUMENT

There are two ways to reorder pages within a document.

The first way is by using the Toggle Document Thumbnail View.

- a. From the opened document, click the “Toggle Document Thumbnail View” () icon. This will bring up a thumbnail view which you can resize if desired.
- b. Click the Reordering button above the thumbnails.
- c. Click on the page you wish to move, this will highlight the page in red.
- d. Drag the page to the desired location, a red line will appear between the two pages.
- e. If you plan to reorder more than one page the Reordering checkbox will need marked each time.
- f. To go back to the standard document view click on one of the images after while the Reordering checkbox is not marked or click on the “Toggle Document Thumbnail View”.

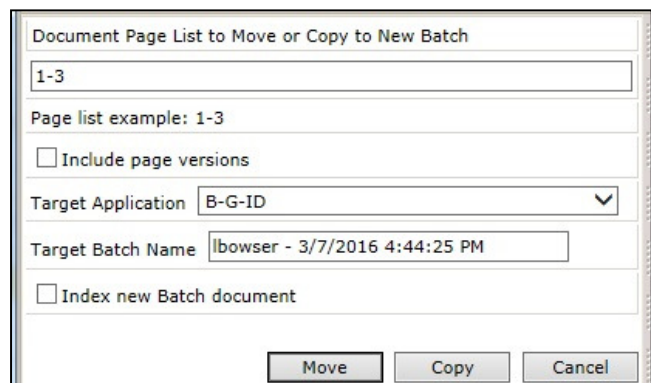
The second way to reorder pages is by using the Reorder options in the page menu.

- a. From the opened document, go to the Page Menu | Reorder Page | *Select location*

3.2 MOVING/COPYING A DOCUMENT OR PAGE

A document that has already been indexed can be moved or copied to another application or within the same application.


- a. Open the document you wish to move/copy
- b. From the Document Menu go to “Copy or Move Pages”
- c. Select the page range you wish to move or copy
- d. Select the target application if it is different from the application you are currently working in (**NOTE: if you are moving/copying a document to another application, you must have add privileges to the target application**)
- e. The batch name can be changed if desired

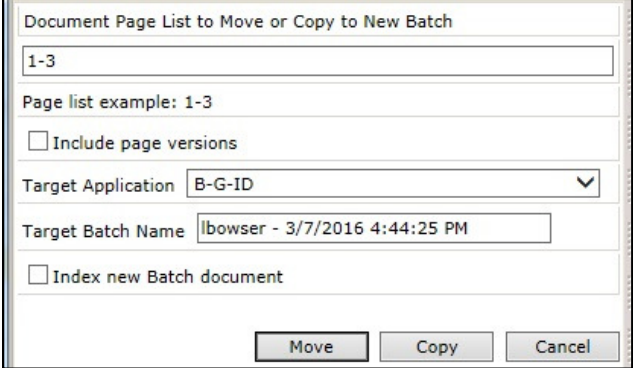


- f. Click “Index new Batch document” if you want to index the document right away
- g. Click “Move” to remove the document/pages from their current location
- h. Click “Copy” to copy the document/pages but leave the original in tact

3.3 MOVE/COPY A BATCH

A batch that has been scanned or imported can be moved or copied to another application or within the same application.


- a. Open the batch
- b. You must be in scanning mode to perform the move/copy, to get there click the “Return to Batch Scanning” () button
- c. From the Batch menu go to “Copy of Move Pages”
- d. Select the page range of the batch you want to move/copy if it is not the entire batch
- e. Select the target application if it is different from the application you are currently working in (**NOTE: if you are moving/copying a batch to another application, you must have add privileges to the target application**)
- f. Click “Index new Batch document” if you want to index the batch right away
- g. Click “Move” to remove the batch from its current location
- h. Click “Copy” to copy the batch but leave the original in tact




(NOTE: if you are moving/copying a batch to another application, you must have add privileges to the target application)

4 INDEXING

4.1 INDEXING - NEW IMAGES

A batch can be indexed directly from the Batch Scanning view by clicking the New Document button in the toolbar ().

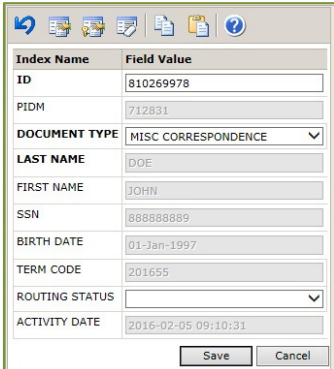
To open a previously created batch go to View | Batch List. Open the batch you wish to index by clicking on the folder icon ().


The first image in the batch will display along with the index view.


Enter the Index information and click Save. After ‘Saving’ the indexes, you can make changes by clicking Modify.


(If your application is using Auto Indexing or the Key Reference table, see section 3.2 or 3.3.)



Once you save the first page of the batch, the second page will appear.



If the next page is a new document, you MUST click the new document button.  Be sure not to type over the index information previously entered.

If the next page goes with the preview page you indexed, you can hit the Attach Current Page button from the Indexing Toolbar. 

If all the remaining pages in the batch go with the document you previously indexed, you can hit the Attach All Pages button from the Indexing Toolbar to attach all of them at once. 

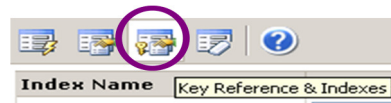
If the next page of the batch has the similar index information to the previously indexed document, click New () first then hit the Last Modified Index button to populate the index information you just entered, and then change the indexes that differ. This can save a considerable amount of retyping. 

4.2 INDEXING - USING THE KEY REFERENCE TABLE



If you have the Banner ID available, enter that value in the ID field then hit Tab. This will populate the PIDM, Last Name, First Name, SSN, and Birth Date based on Banner data.

If you do not have the Banner ID, enter a couple of index values such as Last Name and First Name or SSN.

Click the Key References and Index button in the toolbar. This will bring up any matched data in Banner or already indexed in your application.



To load matching Banner data, click on the blue paper icon next to the line that is only populated with the Banner data. This will populate the Banner ID, PIDM, Last Name, First Name, SSN, and BIRTH DATE. Continue manually indexing or using the Auto Index to complete the document indexes.

| Document 1 - 2 of 2 | | | | |
|---|-----------|------|------------------|------|
| | ID | PIDM | DOCUMENT TYPE | LAS |
|  | 800000001 | 1 | | SLOC |
|  | 800000001 | 1 | TEST SCORES INFO | SLOC |



4.3 INDEXING - USING AN AUTO INDEX TABLE

Your application may use an Auto Index table to assist in the indexes of your documents. To populate these fields, enter a small portion of your index data such as the Last Name, First Name, or Banner ID (provided they are also an Auto Index field).



Click on the Auto Index button in the toolbar.



If more than one match is found this will bring up the list of matches. Click on the blue paper icon for the index values you wish to populate. If only one match is found, the auto index fields will automatically populate upon clicking the Auto Index button.

| Matched Index 1 - 5 of 5 | | | |
|--|-----------|-----------|-----------------|
| | ID | TERM CODE | APPLICATION NUM |
|  | 000000001 | 200810 | 1 |
|  | 800000002 | 200810 | 1 |

4.4 ADDING PAGES TO A DOCUMENT ALREADY INDEXED

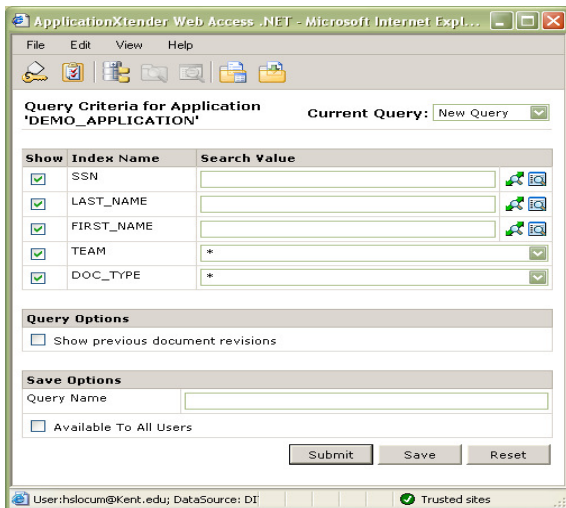
If you index a document and get the error “Unique Key Violation has occurred”, this means a document is already indexed under those same index values. If the document goes with the existing document, then say OK to the error. Then click the Select Indexes button (). Click the Attach button () to make the new page part of the existing document.

5 QUERIES AND SEARCHES

5.1 CREATING A QUERY

To create a new query, double click on the application you wish to run the query against or right click on the application name and go to ‘New Query’. This will open the Search Criteria Page.

SEARCH CRITERIA PAGE



Show - This option allows you to choose which index fields you would like displayed in the **Results Set** page (see p. 10). When the check box next to the index field is enabled, that field will be displayed as a column in the Result Set page.

Index Name - All searchable index fields are listed for the current application.

Search Value - Used to enter known index data for searching the current application for documents.



The Search Range search button allows you to create proper Range (Expression) syntax.



The Search List search button allows you to create proper List of Values search syntax.

5.2 SEARCH BY INDEX

Enter the value you wish to search for in the Search Value column.

| Show | Index Name | Search Value |
|-------------------------------------|------------|----------------------|
| <input checked="" type="checkbox"/> | ID | <input type="text"/> |

Note: If you enter the wrong format for a date field, you will get an error message which will state the correct format.


5.3 SEARCH BY WILDCARD

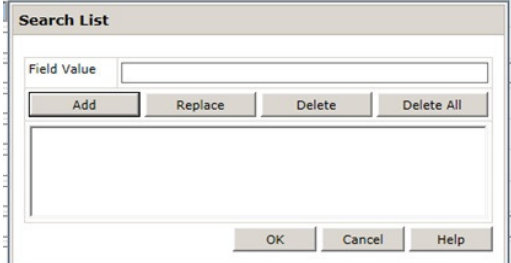
The asterisk (*) can be used as a Wildcard in AppXtender Web Access. Wildcards are valid for index fields with the data types Text, Time Stamp, SSN, Telephone, Zip Code, Boolean Choice, and User-defined List.

| Search Specification | Result |
|----------------------|---|
| SMITH | Returns all documents with a Name of "SMITH". |
| SM* | Returns all documents with a Name that begins with the characters "SM". |
| *ITH | Returns all documents with a Name that ends with the characters "ITH". |
| S*H | Returns all documents with a Name that begins with the character "S" and ends with the character "H". |
| *ITH* | Returns all documents with a Name that contains the character pattern "ITH". |

5.4 SEARCH BY LIST OF VALUES

List of Values logic allows you to define as many alternatives for every search field as possible.

- Click on the Search List button (), it will bring up the screen on the right.
- Enter a value for the list in the Field Value text box.
- Click Add to add the value to the list.
- Repeat steps b and c for each value you would like included.




To replace a pre-existing value with a new value, select the value from the list box, enter a new value in the Field Value text box, and click Replace.

To delete a single value, select the value from the list box, and click Delete.

- When you have finished adding values, click OK.

5.5 SEARCH BY RANGE (EXPRESSION)

An **Expression Search** allows you more options for narrowing a search within an index field. For index field expression searches, you use symbols representing expressions as part of the search criteria.

- Click on the Range button () to bring up the Expression Editor, as shown on the right.
- From the Type of Comparison drop-down list, choose an option.



- c. Enter a Value in the value text box. Note: If you have chosen between [], and remember to enter a value in the AND text box as well.
- d. Click OK. When you return to the Search Criteria Page, you will find the Expression syntax located within the Search Value text box.

| Show | Index Name | Search Value |
|-------------------------------------|------------|---------------------------------------|
| <input checked="" type="checkbox"/> | ID | Expression: ['280000000','280999999'] |

5.6 THE RESULTS SET

If one match is found, the document will automatically open.

If multiple matches are found, the Results Set Page appears.

To open a document, double click anywhere on the line or mouse over the blue paper icon and click or click the green arrow which will bring up the document menu, and go to the Open Document.

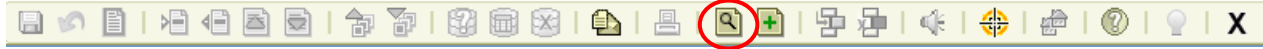
5.7 IMAGE TOOLBAR

Image Toolbar

| | | | | | | | | | | | | | | | | | | | | | | | |
|---|--|---------------------------------------|---|---|---|---|---|---|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|
| 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 11 | 12 | 13 | 14 | 15 | 16 | 17 | 18 | 19 | 20 | 21 | 22 | 23 | 24 |
| | | | | | | | | | | | | | | | | | | | | | | | |
| <p>You can mouse over each option to find the button's function.</p> | | | | | | | | | | | | | | | | | | | | | | | |
| 1. Fit to Window | 11. Previous Version | 17. Form Overlay (used for COLD/ERMx) | | | | | | | | | | | | | | | | | | | | | |
| 2. Fit to height | 12. Next Version | 18. Print Current Page | | | | | | | | | | | | | | | | | | | | | |
| 3. Fit to Width | 13. Show Text (not available if image is not an imported file) | 19. Print Document | | | | | | | | | | | | | | | | | | | | | |
| 4. Rotate Left | 14. Text Search (used with Show Text function) | 20. Display Information about image | | | | | | | | | | | | | | | | | | | | | |
| 5. Rotate Right | 15. Search Again (used with Show Text function) | 21. Previous Subpage | | | | | | | | | | | | | | | | | | | | | |
| 6. Zoom In | 16. Pan Mode | 22. Next Subpage | | | | | | | | | | | | | | | | | | | | | |
| 7. Zoom Out | | 23. Refresh | | | | | | | | | | | | | | | | | | | | | |
| 8. Magnify | | 24. Page Menu | | | | | | | | | | | | | | | | | | | | | |
| 9. Previous Page | | | | | | | | | | | | | | | | | | | | | | | |
| 10. Next Page | | | | | | | | | | | | | | | | | | | | | | | |

5.8 RETRIEVING DOCUMENTS THROUGH BANNER INB

To access imaged documents from within Banner, go to the appropriate form and perform a search. When the information is retrieved in Banner, you can then click the BDM - Display Document icon in the toolbar. This will sign you into AppXtender Web Access and take you directly to the corresponding images.



In some Banner forms it may be necessary to Next Block before clicking the BDM - Display Document icon.

NOTE: Context rules are set up for each form in Banner that direct Banner to pertinent documents depending on the form. See the Document Imaging Administrator for a list of context rules for your application.

6 ANNOTATIONS AND REDACTIONS

An **Annotation** is an explanatory label that is saved with an image. It can be in the form of lines, arrows, highlights, poly-lines, shapes, or text.

A **Redaction** is an annotation shape which is filled and opaque. It is used to secure or hide portions of an image (i.e., SSN) and text document pages.

Annotation Toolbar

A screenshot of the Annotation Toolbar, which contains 25 numbered buttons. The buttons are arranged in a single row and include icons for various drawing and editing tools. Below the toolbar, a list of 25 numbered items corresponds to the buttons, describing their functions.

You can mouse over each option to find the button's function.

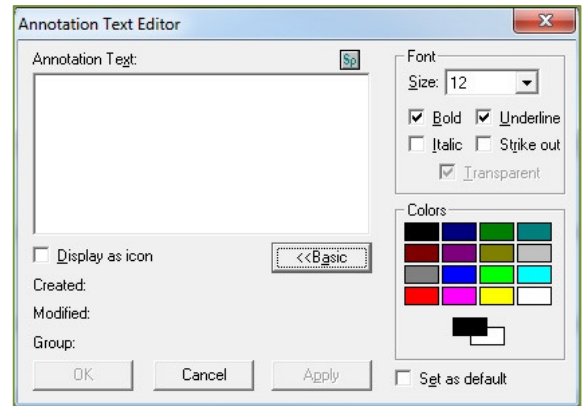
| | | |
|----------------------|-------------------|--------------------|
| 1. Select | 10. Polyline | 19. Show / Hide |
| 2. Text | 11. Polygon | 20. Line Width |
| 3. Highlight | 12. Eraser | 21. Color |
| 4. Freehand | 13. Fill | 22. Delete Item |
| 5. Line | 14. Redaction | 23. Save Changes |
| 6. Arrow | 15. Default Group | 24. Cancel Changes |
| 7. Rectangle | 16. Select All | 25. Rubber Stamp |
| 8. Rounded Rectangle | 17. To Front | |
| 9. Oval | 18. To Back | |

6.1 ADDING ANNOTATIONS

From the Annotation Toolbar, select the type of annotation you wish to use by clicking that button on the annotation toolbar.

Begin marking the image with your annotation.

When using a text annotation, once you click on the image, a box will pop up to enter your text. You can edit the font size, style, text color, and background color from this box by clicking “Advanced >>”.



6.2 ADDING REDACTIONS


To add a redaction, click the redaction button (#14 in toolbar above).



The illustration below shows what combination of buttons will create different effects.



6.3 RUBBERSTAMPS

If your application uses Rubberstamps, one can be applied by going to Rubberstamp dropdown () in the annotation tool bar and selecting the rubberstamp you wish to use.

This will turn your mouse into “+RS”, click on the image where you would like to apply the stamp

7 SAVING AN IMAGE ROTATION

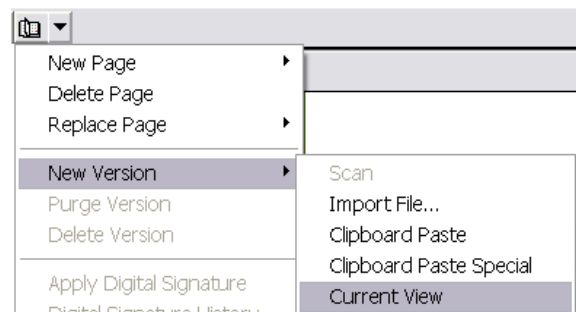
We have the ability to save the rotation of an image; however, it creates a new version of the page which can be removed after the new version of the page is created.

7.1 SAVING AN IMAGE ROTATION AS A NEW VERSION


If you would like to rotate the layout of a page and keep the change, do the following:

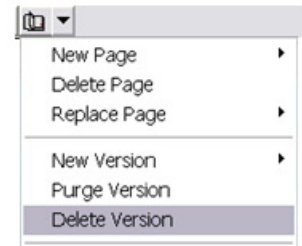
- Rotate the image to the new position
- From the Page Menu in the Image toolbar, go to New Version | Current View
- You will now see that there are two versions of the page

Version 2 of 2



7.2 DISCARDING THE ORIGINAL VERSION

- a. Switch to the previous version of the page by clicking the “Previous Version” () button in the Image toolbar
- b. To remove the original version go to the Page Menu in the Image toolbar then Delete Version



8 PRINTING


In AppXtender Web Access, you have a few different options for printing pages or documents. You can print one page, a range of pages, or an entire document using different methods.

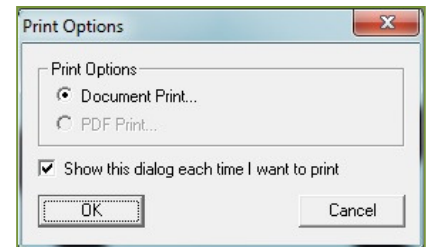
8.1 PRINTING PAGES



To print the current page, click the Print Current Page button from the Image Toolbar, this will automatically send the page you are on to the printer.

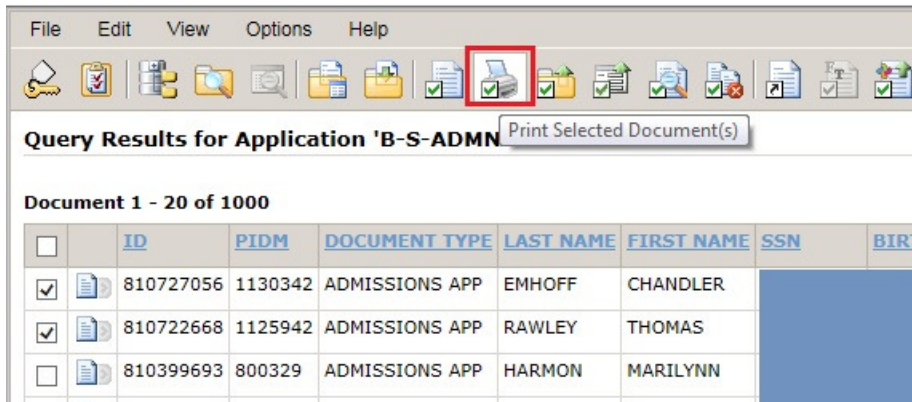
8.2 PRINTING A RANGE OF PAGES OR ENTIRE DOCUMENT

- a. Click the Print Document/PDF Print button from the Image Toolbar. 
- b. Select ‘Document Print...’ **Note:** If you do not intend to use PDF Printing, uncheck the ‘Show this dialog each time I want to print’ to skip this step in the future.
- c. Select the range of pages you want to print or Select All to print the entire document.
- d. You also have the option to ‘Hide Annotations’. Check this box if you would like to print the page(s) without annotations.



8.3 PRINTING DOCUMENTS

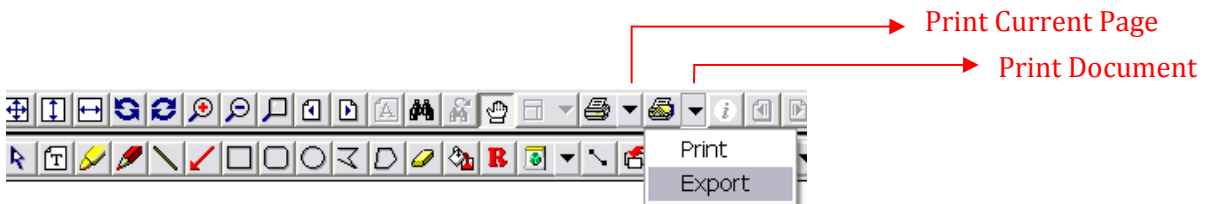
To print documents from the Results Set, mark the checkbox next to each document you want to print.



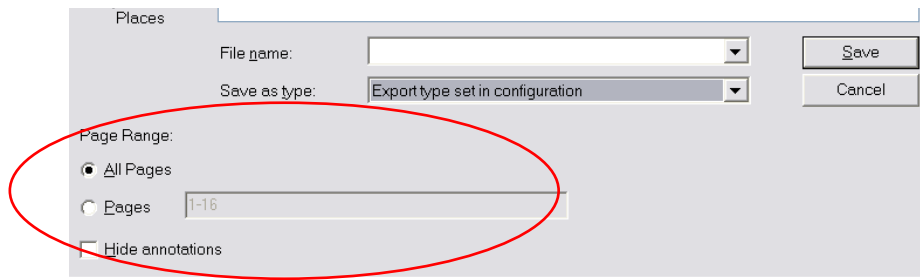
After you have selected the documents, click the Print Selected Documents from the AppXtender Web Access toolbar.

8.4 EXPORTING DOCUMENTS

- a. Open the document you wish to send
- b. If you want to send the entire document, click the Print Document button and go to Export. If you want to send just one page, browse to that page then click the Print Current Page button and go to Export.



- c. Browse to an appropriate location to where you wish to save your document. NOTE: You can chose a page range or to hide annotations if desired (these options are only available if you chose to export the entire document).

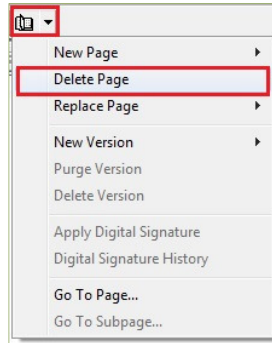


- d. Name your file, and click the Save button.
- e. Now this document can be added as an attachment from an email.

9 DELETING

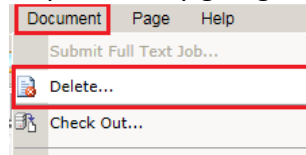
9.1 DELETING PAGES

To remove a page from a document, open the document and go to the page you wish to delete, click the Page Menu and go to Delete Page.

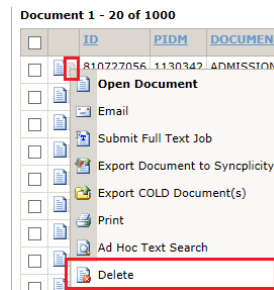


9.2 DELETING DOCUMENTS

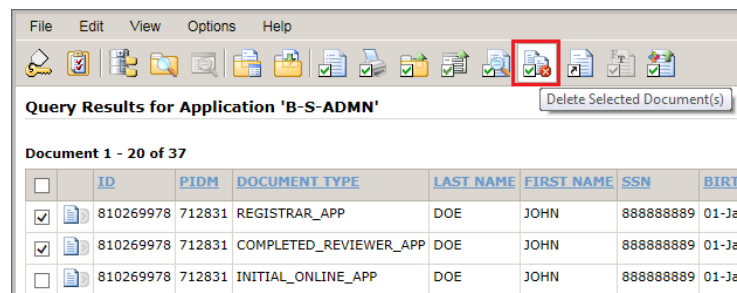
You can delete a document after you have opened it by going to Document | Delete



From the Results Set, you can delete a document by going to the Document Menu then Delete.



You can also delete several documents at one time by marking the check box next to each document you wish to delete in the results set, then clicking the Delete Selected Documents (s) icon from the AppXtender Web Access toolbar.



10 TERMINOLOGY

AppXtender Web Access Navigation Menu: The toolbar at the top of the frame. It allows you to perform basic functions from any page of AppXtender Web Access. This toolbar changes depending on the view you are accessing.

Document: A page or group of pages stored in an application and identified by index information. It can be one page or several hundred.

Page: May come from one of many different types of sources. Pages can be a very long word processing file, one scanned image, a video clip, etc.

Index: Information used to label a scanned document for easy retrieval in AppXtender

Annotations: An explanatory label that is saved with an image; can be in the form of lines, arrows, highlights, poly-lines, shapes, or text.

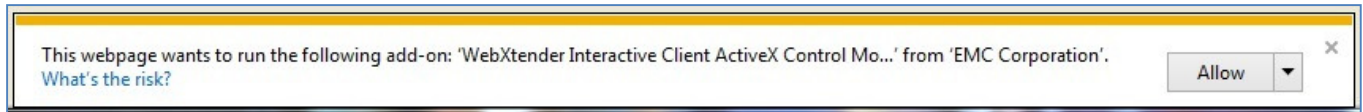
Redactions: Annotation shapes that are filled and opaque; used to secure or hide portions of image and text document pages.

APPENDIX A - DOWNLOADING THE INTERACTIVE CLIENT AND .NET COMPONENTS

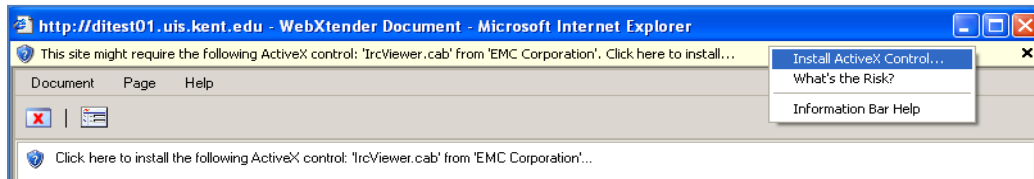
The first time you retrieve a document you will be prompted to download the Interactive Client view. You will only need to do this one time, unless you upgrade your browser or we upgrade AppXtender Web Access.

You will need **administrative access** to your computer for this to work properly. If you do not have administrative rights or if you are unsure, contact your local desktop support for assistance.

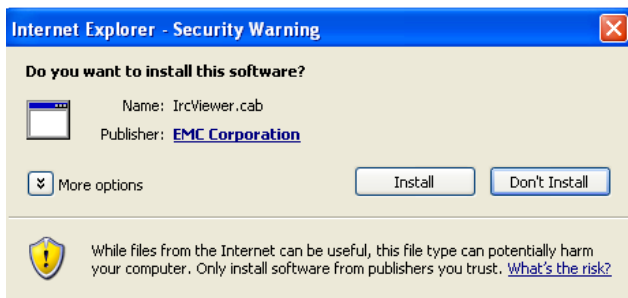
- When you retrieve your first document, the following popup will appear. Click OK on the Information Bar popup.



- Or you may see a message from EMC Corporation in a yellow ribbon. Click the yellow ribbon and choose to Install ActiveX Control...

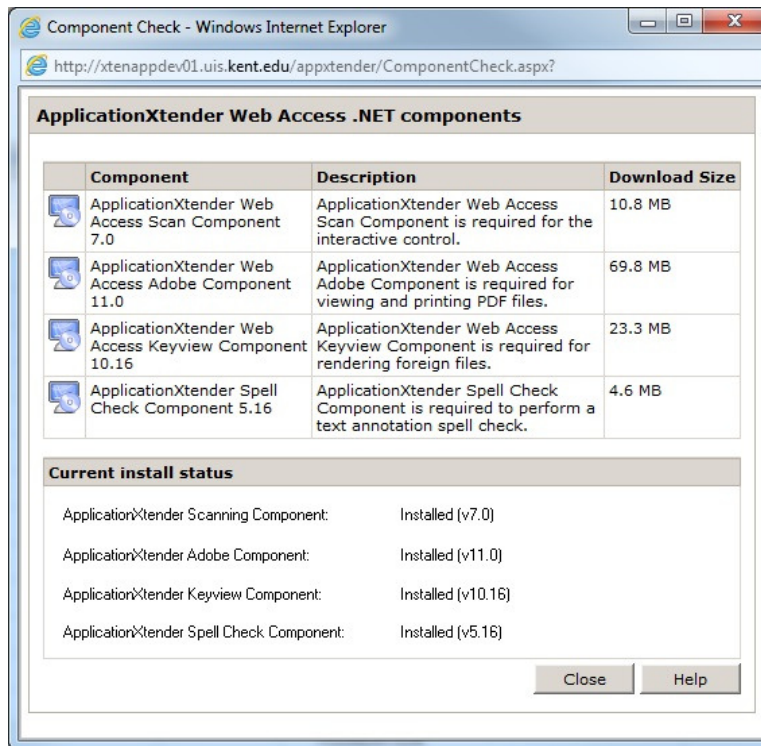


- When the Security Warning comes up, verify the Publisher is EMC Corporation, and then click Install or Run (depending on the button options on the Security Warning). After this completes, the image will load.



AppXtender Web Access .NET Components

Make sure you have AppXtender Web Access .NET Components installed. While you are logged into AppXtender Web Access, you can check these components by clicking on Help | Check Installed Components. Under "Current install status", make sure all four components are installed (as seen).




You will see a message saying they are “Not Installed” if there are any that still need to be installed. To install any of the missing components, click on the icon that looks like a computer and then follow the wizard to install the missing component. You will have to install each separately. Once they are installed, then log out of AppXtender and then close all open browser windows. Reopen Internet Explorer and log back into AppXtender


Alternatively, you also have the option to install the “KSU ApplicationXtender Web Client” utility which will install the four components for Xtender Web Access by installing the ApplicationXtender Web Client. This utility can be found in the Windows download section at <https://support.kent.edu> . Go to Download software > Windows Software for Faculty/Staff Only > KSU ApplicationXtender Web Client for Windows.

APPENDIX B – NEW ICONS (PLEASE DO NOT USE THESE)

There are some new icons and menu selections that have been added to the new version of AppXtender 7 which we will not utilize. These include:

- Configure Document Title (there is no icon, but you may see this as an option on the Document menu) – For data security purposes, documents are not allowed to be directly emailed out of AppXtender; therefore, there is no email server set up on the Document Imaging server.
 - If you do click on the button, then just click the “Cancel” button to close out of the window.

- Full-Text Query Criteria (a.k.a.: Submit Full Text Job)  – This feature would allow you to submit documents for full-text indexing from the query results set page; however, additional servers are required to support the full-text database server, and we will not be adding new servers for this feature; therefore, this feature will not be available.
 - If you click on it, just click the "OK" button to close it out.
 - If 'Full-Text Query Criteria' is not selected when you log in, then the icon will be greyed out on the task menu.

- Export Selected Document(s) to Syncplicity  – Syncplicity is a cloud-based file sharing system with additional costs through the vendor which we will not pursue.
 - If you click on Syncplicity, simply click the "Cancel" button to get out of it.
 - If you attempt to log into Syncplicity, you will get an error message. Just click the "OK" button to close the message.

Please note that these new icons cannot be removed from the application – these features were added by the makers of AppXtender and are unable to be disabled or removed from the application. Please just ignore them, and if any are accidentally clicked, then simply just cancel out of any of them.

APPENDIX C – TROUBLESHOOTING

YOU ARE INDEXING A PAGE THAT BELONGS WITH AN EXISTING DOCUMENT...

If you are indexing a page that belongs with a document that is already indexed, here is how you can attach the new page to the existing document:

- a. Enter in some of the index values, such as Banner ID, Last Name or First Name.
- b. Click the Select Indexes button.
- c. This will bring up any matches for the index information you entered. To add this page to your already indexed document, click the green plus sign on the results line.

YOU STARTED A NEW DOCUMENT WHEN YOU SHOULD HAVE ATTACHED IT...

If you accidentally hit the new document button when you should have clicked Attach Page, here is what you can do:



- a. Click the Last Modified Index Button. This will populate the index values from the last document you indexed.
- b. Click the Select Indexes Button.
- c. This will bring up any matches for the index information you entered. To add this page to your already indexed document, click the green plus sign on the results line.

YOU ATTACHED A PAGE WHEN IT SHOULD HAVE BEEN A NEW DOCUMENT...

If you accidentally attach a page when it should be a new document; here is how you can fix it:

- a. Exit the Batch Index view and query the document with the incorrect page.
- b. Go to that page in the document. From the Image Toolbar, go to the Print Current Page menu and select Export.
- c. Choose a location to save the image and click Save.
- d. From the application view, right click on the application name and go to the New Document. This will bring up the batch window.
- e. Go to the Page menu New Page Import File Append.

WHEN I SAVE A NEW PAGE I GET THE ERROR “UNIQUE KEY VIOLATION HAS OCCURRED”...

This means a document is already indexed under those index values. If the document goes with the existing document; say OK to the error. Then click the Select Indexes button (). Click the Attach button () to make the new page part of the existing document.

WHEN I TRY TO OPEN AN IMAGE I GET THE MESSAGE “ERROR: THE ‘IE’ BROWSER DOES NOT SUPPORT OR COULD NOT LOAD OBJECT...”

You need to install the ActiveX Controls, but it is not prompting you to because you are not an Administrator on your computer. Have your desktop support log on to your workstation as an Admin, then logon to AppXtender Web Access again and attempt to open an image; this time you will be prompted. Follow the instructions in Appendix A to complete this one time installation.

You also have the option to have your desktop support install the “KSU ApplicationXtender Web Client” utility which will install the four components for Xtender Web Access by installing the ApplicationXtender Web Client. This utility can be found in the Windows download section at <https://support.kent.edu> . Go to Download software > Windows Software for Faculty/Staff Only > KSU ApplicationXtender Web Client for Windows.

WHEN I ATTEMPT TO OPEN THE BATCH WINDOW NOTHING HAPPENS.

Make sure you have added *.kent.edu to your Popup Blocker. This also goes for a Google or Yahoo toolbar.

WHEN I TRIED TO OPEN AN APPXTENDER APPLICATION AND RECEIVED AN ERROR MESSAGE SAYING, "PERMISSION DENIED TO APPLICATION... YOU DO NOT HAVE ACCESS PERMISSION TO THIS APPLICATION."

You may not have security access to the application that you're trying to access. Please visit the Information Service's System Access page and look for the "Request for Banner Document Imaging" under the "Document Imaging" heading. Follow instructions located on form:
<http://www.kent.edu/is/security/systemsaccess/index.cfm>.

I AM TRYING TO SCAN AND I SEE THE "SCANNER FAILED TO LOAD" ERROR MESSAGE.

Please contact your local desktop support person. You may not have the AppXtender Web Client installed on your computer yet. You will want to make sure all of ApplicationXtender Web Access .NET Installed Components are there. You can check this by going to "Help" menu and then selecting "Check Installed Components." Look at the bottom of the window at the "Current install status" – if any of the 4 components say "Not installed" then please install each component by clicking on the computer icon and following the install wizard for each missing component.

I AM INTERMITTENTLY GETTING LOGIN SCREEN PROMPT MESSAGE WHILE I AM ALREADY LOGGED INTO APPXTENDER.

Please contact your local desktop support person. They may need to go through the AppXtender Configuration Checklist on your local computer. In the meantime, there are a couple of workarounds for this issue: If you get the AppXtender login screen when trying to open a document after launching from Banner, simply go back to the Banner INB screen and click the "BDM – Display Document" icon again OR close the AppXtender browser window in between working on the student's document.