

ACCORD ImageView Standard

Viewer User Guide

Release Level v8.5.x (Generic)

Base Version: January 29, 2021



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**32605 West Twelve Mile Road Suite 275
Farmington Hills, MI 48334**

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Contact Information

Correspondence regarding this publication should be forwarded to:

- Mail: Product Support, Yojna, Inc., 32605 W. Twelve Mile Rd., Suite 275, Farmington Hills, Michigan 48334.
- Telephone: 248-489-9650
- E-mail: support@yojna.com
- Web: www.yojna.com

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1 Preface

This manual describes all of the available features and functions available in the ImageView Standard application. Depending on the options purchased by the Financial Institution (FI), not all of these features and functions may be available to the end user. Also note that some features, such as Data Import, are specifically tailored to meet the needs of a given FI.

1.1 Purpose

The purpose of this guide is to provide information about the ImageView Standard Viewer application, including its features and functionality.

The user will be able to perform the following tasks with this guide:

- Define user configuration parameters.
- Define and execute queries to retrieve index data and the associated image records.
- View check images.
- View document images and related transaction data.
- Print/fax check and document images.
- Search for and print selected document index records.
- View and print CD reports.
- View document details.
- Assign notes and reference tags to various records for tracking purposes.
- Backup and restore notes and tags
- Connect to the financial institution's remote host to request and download index and image data.
- Perform ARP Processing for exception (Positive Pay) data.

The primary audience for this guide is the user.

1.2 Description

The ImageView Viewer User Guide is part of a library of guides for the ACCORD family of products that provides micro-to-micro integration across LANs/WANs and the Internet.

An ACCORD network can include computers running Windows Server 2019, Windows Server 2016, Windows Server 2012, Windows 10 (business editions), and/or Windows 8.1 (business editions).

The ACCORD products are modular and scaleable, and may be used independently or in combination.

The ImageView Viewer addresses a financial institution's requirement to offer its customers an efficient process to run queries to access disbursement check images, lockbox image data, deposited items/deposit tickets image data, returned items image data, and to view the associated transaction records. The application uses the ImageView Query Engine to access the ImageView index database, which is typically stored on local PC hard disk or a shared network folder/drive at the customer site.

The ImageView Viewer provides the following functionality:

- Index item display from the database.
- Check and document image access from data files downloaded by Yojna's SmartExchange delivery platform and registered into ImageView.
- Check and document image access from a CD/DVD or CDs/DVDs copied to hard disk.
- Check image retrieval from a remote host system.
- Access reports stored on a CD/DVD.
- Local configurable security for data.
- Check and document search.

- Note and tag attachment to index items for tracking purposes.
- Local configurable security for various functions provided by the software.
- Connect to Bank (remote access) functionality to a remote host system using the TCP/IP protocol.

1.3 Architecture

ImageView v8.5.x is a client/server application built using Microsoft .NET Framework v4.8. The application data is stored in a Microsoft SQL Server 2014 Express SP3 database. ImageView will install both the .NET Framework v4.8 and SQL Server 2014 Express SP3 on your computer, if these components are not already installed.

ImageView v8.5.x can be installed in the following configurations:

- Local Mode: in a local mode installation, the ImageView components and the SQL Server 2014 Express SP2 database are installed on the same computer.
- Distributed mode: in a distributed mode installation, the SQL Server 2014 Express SP3 database is installed on a server, and the ImageView components are installed on user workstations.

For more information on installing ImageView v8.5.x, refer to the *ImageView v8.5.x Installation and Upgrade Guide*.

The following figure shows a typical ImageView installation in distributed mode, with Connect to Bank support.

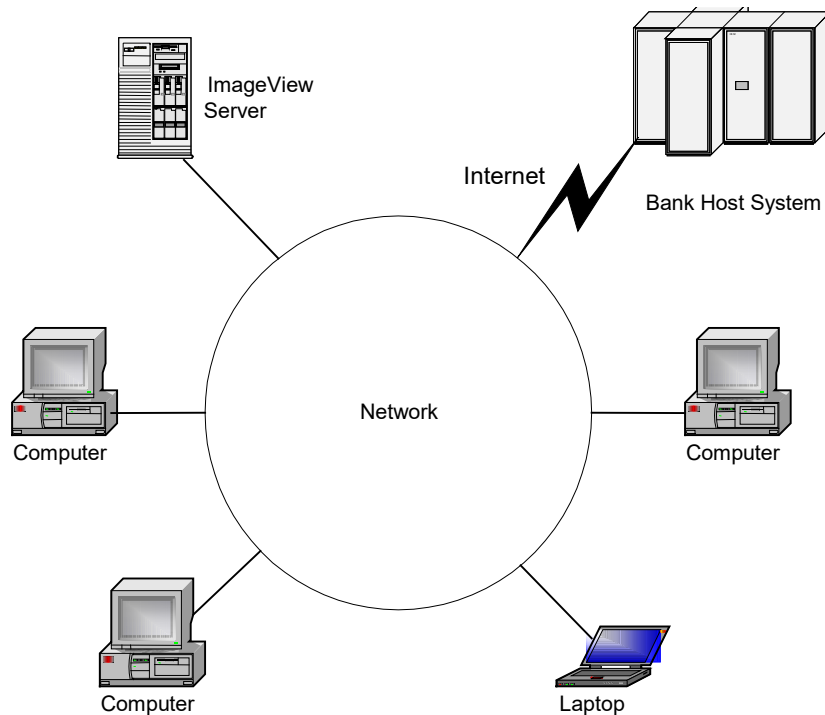


Figure 1: ACCORD ImageView architecture, with Connect to Bank support

1.4 System Requirements

A working knowledge of the following is required:

- Windows Server 2019, Windows Server 2016, Windows Server 2012, Windows 10, or Windows 8.1 operating systems.

- Installation procedures for software.

The minimum and recommended hardware to use the ACCORD ImageView suite of programs includes the following:

Minimum	Recommended
Intel Pentium IV or AMD 1.8 GHz or higher CPU (32-bit or 64-bit)	Intel Core i5 or AMD 2.4 GHz or higher CPU (32-bit or 64-bit)
2 GB RAM or higher Note: If large volumes of data are being registered, the minimum should be 2 GB RAM or higher.	4 GB RAM or higher Note: users who intend to perform high-volume exports should use at least 8 GB of RAM
Graphics memory of 256 MB, DirectX 9 graphics device with WDDM 1.0 or higher driver	Graphics memory of 512 MB, DirectX 9 graphics device with WDDM 1.0 or higher driver
40 GB or higher of free disk space *	80 GB or higher of free disk space *
CD/DVD-ROM drive**	CD/DVD-ROM drive**
Internet Explorer 11.0 ***	Internet Explorer 11.0 ***

Note: Intel Itanium hardware (e.g. IA-64 architecture) is not supported.

* The ImageView Standard v8.5.x application allows for copying check image CDs/DVDs to hard disk (**Note:** this is an optional feature). The maximum number of index records supported is 8 million (exact volume may vary, depending on the license agreement with Yojna Inc.). The actual size of the hard disk(s) required will depend on the volume of data to be stored to disk.

**The CD/DVD-ROM drive is required for CD/DVD viewing support.

*** Internet Explorer v11 is *required* for remote access (Connect to Bank) support.

The ImageView application is best viewed with a screen resolution of 1024 x 768 or higher.

1.5 Related Material

In addition to this user guide, please also refer to the following documents:

- *ImageView Standard v8.5.x Installation and Upgrade Guide*
- *ImageView Standard v8.5.x Administrator's Guide*
- *ImageView Standard v8.5.x Connect to Bank Guide*

1.6 Conventions

The following conventions are used in this guide:

- The first letter of a keyboard key name is a capital. For example: Enter.
- When two keys are used together for an operation, they are joined with a (+) sign. This means that while holding down one key, press the other. For example: Alt+D.
- Commands that are to be typed and that appear on the screen are shown in bold. For example: **ADMIN**
- "Click" refers to pressing and releasing the mouse button. In this guide, a standard right-handed mouse is assumed.
- "Choose" refers to clicking a mouse or using a key combination to select an option that begins an action.

- “Select” refers to highlighting an option; it does not in itself initiate an action.
- “Operating system”, “workstation”, and “PC” are used generically for products marketed under proprietary names.
- “Installing software” refers to copying the software from the release CD-ROM or diskette(s) to the hard disk using a setup or install program.
- ImageView is the standard product name for the Yojna check image viewer, which may be rolled out under a trademarked or service marked name by the Financial Institution to its customer base
- Items contained within angle brackets (“<” and “>”) indicate either path placeholders or variables. For example: <app install path> indicates the logical drive and folder to which ImageView has been installed.

1.7 Technical Support

If you obtained this software from a financial institution:

- You should first contact this institution to obtain technical assistance. If the FI is unable to resolve your issue, they will in turn contact Yojna, Inc. for further assistance.

If you obtained this software directly from Yojna, Inc:

- Contact Yojna Inc. to obtain technical assistance.

When reporting an issue, please provide the following information to technical support:

- The operating system version, including service packs, if any.
- The exact version number of ImageView. This can be obtained by clicking Help | About on the ImageView main menu bar.
- The exact error message or sequence of error messages you received. Also describe the steps you took that resulted in the error message(s). This will help in attempting to reproduce the issue.
- Send screen prints of error messages as supporting documentation. To take a screen print, press the Print Screen button (captures the entire display) or Alt+Print Screen buttons (captures the active window). Open a Word document and Paste the screen capture, then save the document.
- Send the application log files.

1.8 Capacity

The total number of documents the ImageView application can support is negotiated with the Financial Institution at the time the viewer is licensed and is defined in the Statement of Work (SOW) document.

- ImageView Standard v8.5.x is capable of registering up to 8 million documents.

Note: a document is defined as the record set consisting of one index record and its associated images.

Typically, a check image CD-ROM volume can hold 20,000 documents (a document is defined as one check and its associated images and index information). However, the “cleaner” the check image is, the smaller the file size. For “busy” checks, the capacity may be 18,000 images. For a clean check, it may be closer to 30,000.

- The ImageView Viewer by design supports copying CD/DVD volumes to hard disk. Additional increments of storage can be purchased from Yojna, Inc., and a revised license file will be sent to you after placing the order. Please contact Yojna’s Marketing Department if you need to increase the storage capacity for your installation of ImageView. **Note:** for storing over 8 million records, it is recommended that you use Yojna’s ImageView Corporate product, which can store up to 25 million records using SQL Server 2014 (Standard or Enterprise editions) as the database.

A warning message will be displayed in the Data Manager component when the total number of registered documents approaches this limit, and you will not be able to register additional volume sets if doing so would exceed the licensed limit.

1.9 Summary of Changes

Base Version:	<ul style="list-style-type: none">• Base content brought forward from ACCORD ImageView v8.4.x Viewer User Guide <p>New Features</p> <ul style="list-style-type: none">• Introduced support for Windows Server 2019.• Updated section 1.4: System Requirements
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2 ImageView Viewer

2.1 Installation

To install the application, please refer to the *ImageView Standard v8.5.x Installation and Upgrade Guide*.

2.2 Supported Platforms

ACCORD ImageView Standard v8.5.x is supported only on the following Microsoft operating systems:

- Windows 8.1 Professional and Enterprise (with Upgrade 1)
- Windows 10 Pro or Enterprise
- Windows Server 2012
- Windows Server 2012 R2
- Windows Server 2016
- Windows Server 2019

For the above platforms, both 32-bit and 64-bit versions are supported. **Note:** Server 2012/Server 2012 R2, Server 2016, and Server 2019 are only available in 64-bit versions.

ACCORD ImageView Standard v8.5.x is supported in the following virtual machine environment, using the above supported guest operating systems:

- Microsoft Hyper-V

VMWare: Yojna has not qualified ImageView Standard v8.5.x on virtual machine instances of Windows running on VMWare products. ImageView Standard v8.5.x should run fine provided the guest instance of Windows is installed and operating correctly on a VMWare host.

2.2.1 Unsupported Platforms

The following platforms are not supported:

- * Windows 8.1 Basic (consumer) edition.
- * Windows 10 Home
- Retired versions of Windows, such as Windows 7, Windows Vista, Windows 8, Windows XP, Windows 9x, Windows ME, Windows NT 4, Windows 2000 (Server or Professional), Windows Server 2003, or Windows Server 2008/2008R2.

* Supported versions of Windows must have the ability to be joined to a Windows Server domain with Active Directory services.

2.3 Initializing the Application

Before signing on to ImageView, ensure that the SQL Server (IMAGEVIEWER84 or YOJNAINSTANCE) service is running on your computer. This item can be checked under Administrative Tools | Services.

Note: during ImageView installation, your system or network administrator should have configured this service to start automatically when you boot your computer.

To start the ImageView application, do one of the following:

- Go to Start | Programs | <ImageView 8.5> and click the ImageView 8.5 icon.

- Click the ImageView 8.5 icon on the Windows Desktop.
- On the Apps page/list (Windows 8.1, Windows 10, Server 2012, Server 2016, Server 2019), click the ImageView 8.5 icon.

The application will begin initializing, and you will receive a prompt asking you to change the screen resolution if your display is not already set to 1024 x 768 (or higher).

- Click the Yes button to change the screen resolution to 1024 x 768.
- Place a check mark in the 'Do not ask this question again' box if you do not want to be prompted to change the screen resolution each time you start ImageView.

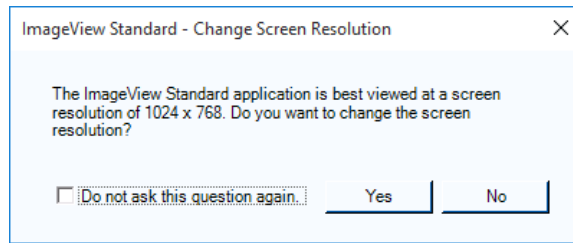


Figure 2: Resize screen resolution message

2.4 First Steps

After completing the installation of ImageView Standard v8.5.x, launch the application and sign on.

Important: on initial installation of ImageView Standard v8.5.x, you will be prompted to create a user name and password. The user ID that is initially created will automatically be assigned to the application Administrators group. All subsequent users must be created using the Profile Manager component, and these users will sign on using the procedures described in section 2.6

- Start the application as described in section 2.3.
- The Sign On dialog box will be displayed (refer to figure 3. **Note:** this specific signon dialog will only be displayed when the first user signs on after installation). Enter the following:
 - User Name: enter the user name.
 - Password: enter a password. **Note:** the password must be between 6 and 20 characters long, and must also meet complexity requirements as described in section 2.6.2.
 - Confirm Password: re-enter the password you just created.
- Click OK to continue.
- Create the Password Reset Questions and Answers, as described in section 2.6.4.
- The application main window will now be displayed. **Note:** in v8.5.x, the installation mode (local mode or distributed mode) is displayed in the main title bar.

Note: when subsequently signing on to ImageView Standard with the user ID created during initial signon, follow the process described in section 2.6.1 i.e. sign on as any other ImageView Standard local user would.

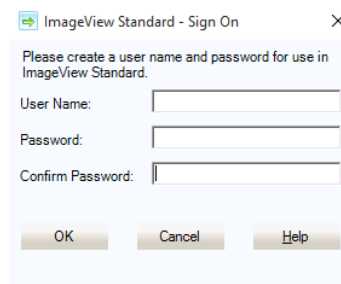


Figure 3: Post-installation Sign On dialog box

After the initial authentication, you should do the following:

- a) Start Profile Manager and define users, any additional groups, and assign application functionality. Profile Manager is located under the Application | Administration option.
- b) Run System Configuration and assign the default application settings as desired. System Configuration is located under the Application | Administration option.
- c) Run Data Manager and define your default volume folder(s). Data Manager is located under the Application | Data Manager option.
- d) Register one or more volume sets.
- e) If account access restrictions are required, return to Profile Manager and assign accounts as necessary to the respective groups. **Note:** The list of available accounts is built as volumes are registered.
- f) You are now ready to use ImageView.

2.5 User Functionality

In ImageView Standard v8.x, application functionality and access rights can be assigned at either the group level or the individual user level. All application users are assigned to at least one group. Groups and users are defined in the ImageView Profile Manager component.

Additional application configuration is performed in the ImageView System Configuration component. Settings defined in System Configuration are applied to all users.

Refer to the *ACCORD ImageView Standard v8.5.x Administrator's Guide* for instructions on using the Profile Manager and System Configuration components.

2.6 Signing On

There are two methods of signing on to ImageView v8.x, depending on whether your application user ID is defined as a local user or as a network user. All application user IDs are defined in the Profile Manager component.

- Local user: a local user exists only within the ImageView application. Local users will always be presented with the ImageView signon dialog box when starting ImageView.
- Network user: a network user is imported into Profile Manager from Windows Active Directory. Network users only need to sign on to their computer; the ImageView application will start automatically when launched, provided that your Windows user ID has been imported into Profile Manager. **Note:** network users have the option of signing off ImageView and logging back on as a local user. To do this, select the File | Sign On As menu option.

Important: When signing on, ImageView network user IDs take precedence over ImageView local user IDs. This point needs to be taken into consideration if you have created any new groups by importing an Active Directory (AD) group. For example: you have imported the AD group "Domain Users" as an ImageView group, and your network user ID (Windows user account) is a member of the Domain Users group on your Windows network. When you launch ImageView, the application will start automatically as per network user signon, and you will have access to the range of application functionality that has been assigned to the imported Domain Users group. This will occur regardless of whether or not you also have been given an ImageView local user ID. If you also have an ImageView local user ID and want to use that instead, log out of ImageView using the File | Sign On As menu option and sign back in with the local user ID.

2.6.1 Local User Signon

ImageView local users are required to logon to use the application, using a defined user ID and password. All local user IDs and passwords are defined using the Profile Manager component.

Double-click the ImageView icon in the ImageView program group folder. The ImageView Sign On dialog box will appear.

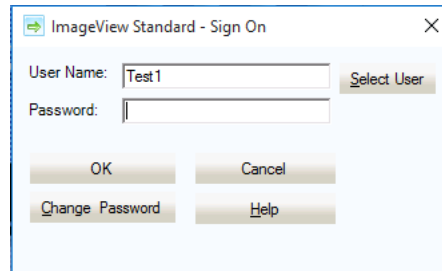


Figure 4: Standard Sign On dialog box

Enter your user name and password, and then click OK. You can also click the Select User button. The 'Is Administrator' checkbox indicates if a user has application administrator rights, and is defined in Profile Manager when creating users.

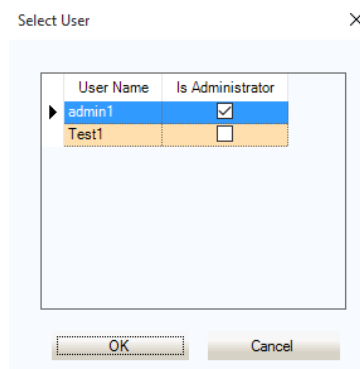


Figure 5: Select User screen

When you sign on to ImageView for the first time, you will need to change the default password given to you by your Administrator. You will see a prompt indicating that your password has expired.

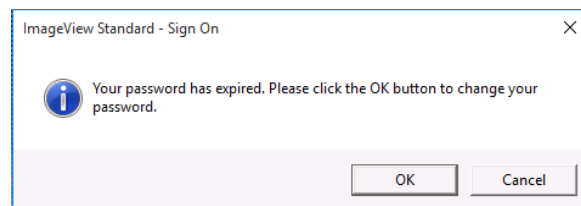


Figure 6: Expired password message box

Click OK to close this message. The Enter Password dialog box will now be displayed.

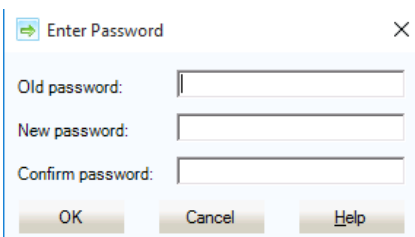


Figure 7: Enter password dialog box

Do the following to create a new password:

- a) Old password: enter the expired password.
- b) New password: enter the desired new password.
- c) Confirm password: re-enter the desired new password.
- d) Click the OK button. ImageView will process your new password to ensure that it meets the password validation requirements (refer to section 2.6.2).

You can subsequently change your password at any time using one of the following methods:

- By entering your user ID/password and clicking the Change Password button during signon.
- By using the Change Password option under User Configuration.

To change your password during signon:

- a) Enter your user ID and password, and then click the Change Password button.
- b) The Enter Password dialog box will be displayed. Follow the instructions above to create a new password.

If your User ID has become disabled, you will need to contact your Administrator.

Note: if the initial administrator password becomes disabled and you have no other user IDs available to access Profile Manager, you will need to contact either the Financial Institution from whom you licensed the software, or Yojna, Inc. *It is suggested that you create at least one additional administrator user account.*

Note: valid users must be predefined in the ImageView database using Profile Manager. As a security measure, the user name and password are validated against the ImageView database. Refer to the *ACCORD ImageView v8.5.x Administrator's Guide* for details on creating a valid user name and password.

The ImageView main screen (figure 8) will appear following successful authentication. **Note:** in v8.5.x, the installation mode (local mode or distributed mode) is displayed in the main title bar.

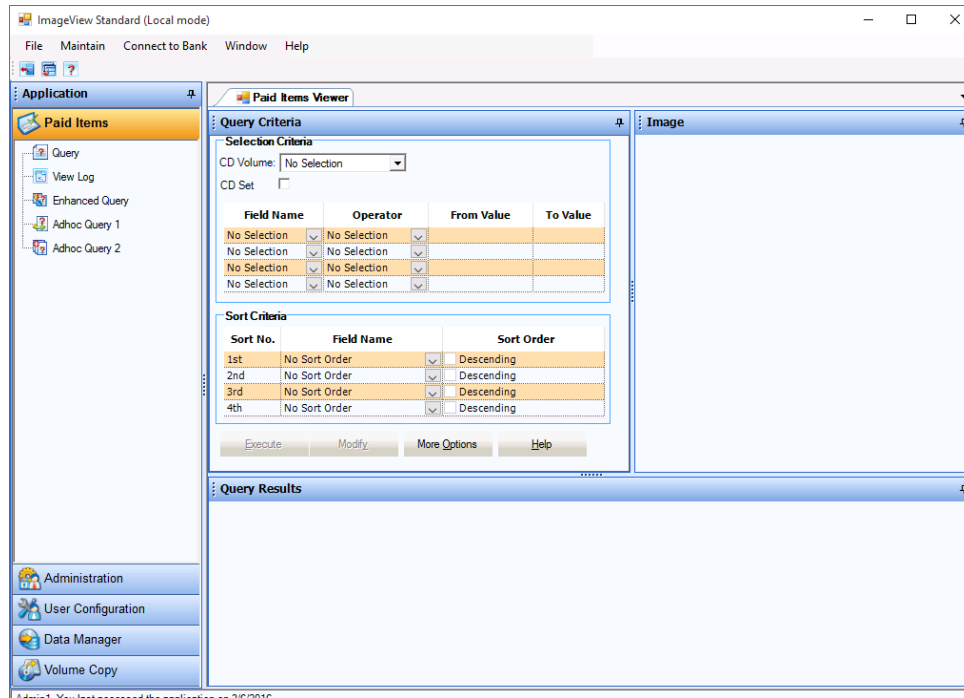


Figure 8: ImageView main screen

2.6.2 Password Validation

If your password does not meet the validation requirements, a message box will be displayed. **Note:** additional messages may be displayed: for example, if the password is not long enough.

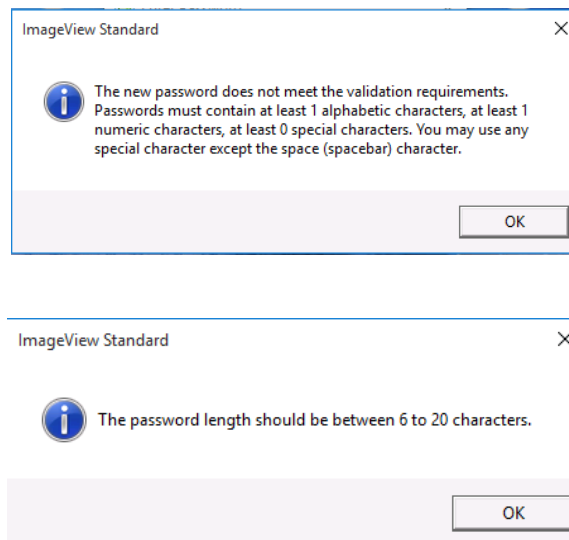


Figure 9: Password validation warning messages

Passwords in version 8.5.x can contain:

- Alphabetic characters (A – Z, a – z)
- Numeric characters (0 – 9)
- Special characters (\$ * % < “, etc). Any special character except the space character (spacebar) may be used.

Note: Passwords are case-sensitive.

For example, your password may need to contain 3 alphabetic characters, 1 numeric character, and 1 special character to be successfully validated.

Note: The exact number of characters from a given character set can be configured under Administration | System Configuration | Password. In addition, the financial institution may have imposed specific requirements for the application passwords as part of the default configuration.

2.6.3 Logon Purge

When signing on to your ImageView session, you may receive a prompt asking you to purge (delete) log data. This purge cleans out data older than <x> days from the system. The time interval to retain log data is configured under the Purge function.

For additional information, refer to the *ImageView Standard v8.5.x Administrator's Guide*.

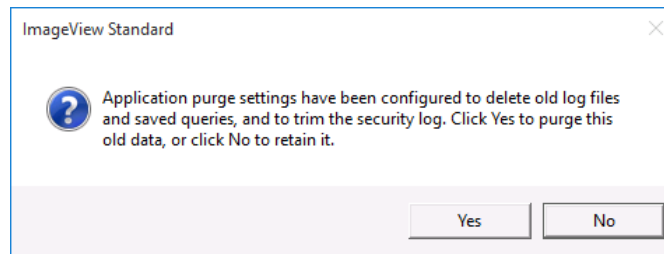


Figure 10: Logon purge message

2.6.4 Password Challenge Signon

In ImageView Standard v8.5.x, all local users will need to create a set of password challenge questions and answers during their initial authentication to the application. This password challenge will be used to change a user password.

After the initial authentication has been successfully validated, the Password Reset Questions and Answers dialog box will be displayed:

A screenshot of a dialog box titled "Password Reset Questions and Answers". The dialog contains several input fields for creating password challenge questions and answers. The fields are organized into two sections, one for question #1 and one for question #2. Each section includes a field for the question, a field for the answer, and a field for re-entering the answer. At the bottom of the dialog, there are three buttons: "OK", "Cancel", and "Help".

Figure 11: Password Reset Questions and Answers dialog box

Note: you must enter your password questions and answers. If you click Cancel, you will not be able to proceed, and the application will automatically exit.

- a) Question # 1: enter a question e.g. What is your mother's maiden name?
- b) Answer # 1: enter the answer for question # 1. **Note:** the answer must be at least 1 character long. Special characters may be used.
- c) Confirm Answer # 1: re-enter the answer to question # 1.
- d) Question # 2: enter a question e.g. What is your favorite hobby?
- e) Answer # 2: enter the answer for question # 2. **Note:** the answer must be at least 1 character long. Special characters may be used.
- f) Confirm Answer # 2: re-enter the answer to question # 2.
- g) Click the OK button to save and complete the initial signon.

After saving your password reset questions and answers, you can subsequently change the questions and answers using the User Configuration page (refer to section 3.2.5).

2.6.4.1 Using Password Challenge Signon

To use this feature, do the following:

- Sign on to ImageView as noted above. If you provide an invalid password, a message will be displayed indicating that your password is invalid, and also asking if you want to reset the password.

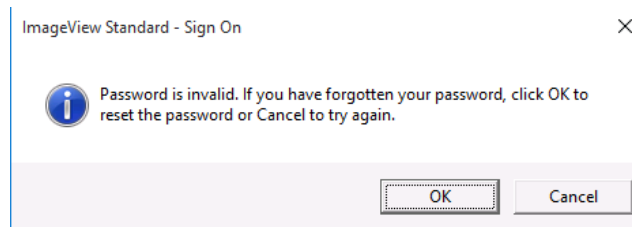


Figure 12: Invalid password message box

- If you click Cancel, the signon dialog box will be displayed again, and you can retry signing on. **Note:** your user ID will be locked out after a specified number of invalid attempts, and you will need to contact an application administrator to re-enable your user ID.
- If you click OK, the Password Reset Answers dialog box will be displayed.

Figure 13: Password Reset Answers dialog box

- a. Enter the correct answers to both questions and click OK. If you answer your password questions correctly, an Enter Password dialog box will be displayed.

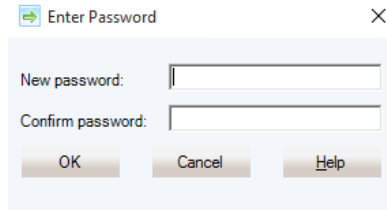


Figure 14: Enter Password dialog box

- b. Enter a new password. A message will be displayed indicating that your password has been reset. Now sign on to ImageView using this new password.
- c. If you fail to answer your challenge questions correctly, the following message will be displayed:

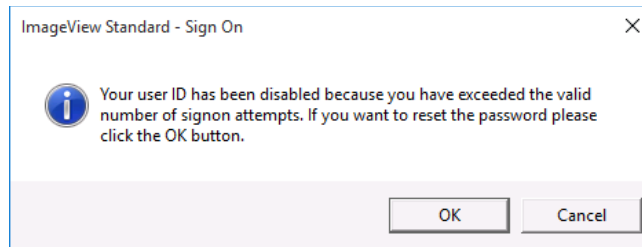


Figure 15: Exceeded valid number of retries message

If you receive this message, click OK to close it, and ImageView will exit. You will need to contact an ImageView administrator, who can re-enable your user ID. Or, you can retry the password challenge cycle described above.

2.6.5 Network User Signon

ImageView network users are user IDs that have been imported into Profile Manager from Windows Active Directory. Network user IDs are then assigned to groups just like local users, and application functionality is determined by group membership.

Network user signon procedure:

- a) Log on to your computer using the standard Windows logon process.
- b) Double-click the ImageView icon in the ImageView program group folder. ImageView will start and display the application main screen. The ImageView signon dialog box is bypassed. **Note:** in v8.5.x, the installation mode (local mode or distributed mode) is displayed in the main title bar.

Network users can log out of their session and log back on to ImageView using a local user ID.

2.6.6 Distributed Mode Signon Considerations

When ImageView v8.5 is installed in distributed mode, several users can sign on to the application simultaneously.

If, however, the same user ID is used to sign on to two or more sessions (i.e. from different computers), ImageView will check for an existing session and prompt you to either continue logging on, which will log you out of the existing session, or to cancel logon to a new session.

Example: user ID “Administrator” has logged on to ImageView from computer A and leaves the session running. If “Administrator” then tries to login to ImageView from computer B, the following message will be displayed:

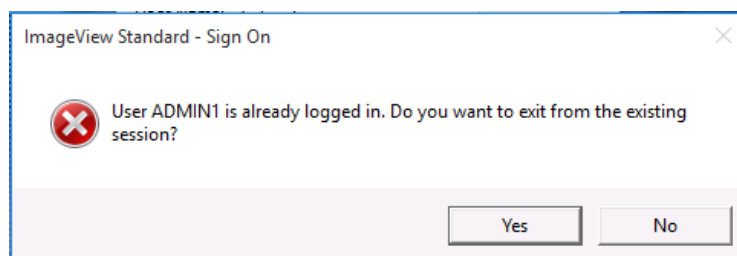


Figure 16: User ID already logged on message

- Clicking Yes will allow the user to login to ImageView on computer B, but will terminate the session on computer B.
- Clicking No exits the logon on computer B and leaves the session on computer A active.

If the user clicks Yes and logs on to ImageView from computer B, and then returns to computer A and tries to use that session, the following message will be displayed:

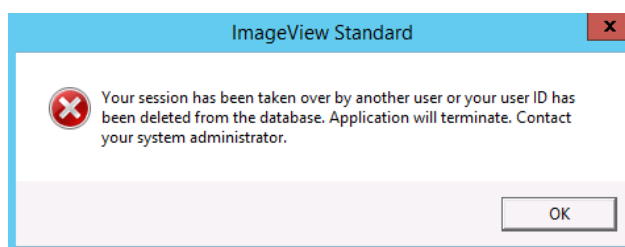


Figure 17: Session terminated message

Clicking OK will terminate the ImageView session on computer A.

2.7 Signing Off

To exit ImageView, select the File | Exit menu option.

If you are logged in as a network user, and want to log on as a local user, select the File | Sign On As menu option.

2.8 Application Option

The Application option allows you to access the various ImageView components:

- Administration
- User Configuration
- Data Manager
- Volume Copy
- Paid Items Viewer

- Lockbox Items Viewer
- RemitTrack Viewer
- Deposited Items Viewer
- Letters of Credit Viewer
- Returned Items Viewer
- Reports Viewer

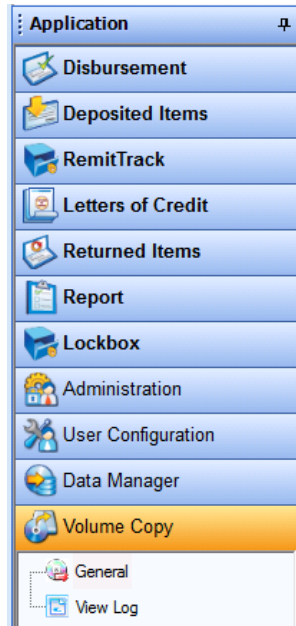


Figure 18: Application pane

2.8.1 Administration

The Administration component provides access to the following functions:

- Profile Manager
- System Configuration
- Manual Purge

Refer to the *ACCORD ImageView Standard v8.5.x Administrator's Guide* for complete instructions on using these components.

2.8.2 Data Manager

The Data Manager component is used for CD volume management, including registration and unregistration of CD volumes. In addition, Data Manager can register volumes imported as flat files received from the financial institution. Refer to the *ACCORD ImageView Standard v8.5.x Administrator's Guide* for complete instructions on using this component.

2.8.3 User Configuration

User Configuration is applied to the logged on user's settings. Refer to section 3 of this manual for instructions on using User Configuration.

2.8.4 Volume Copy

Volume Copy is a utility for copying image CDs to a location on hard disk. Refer to the *ACCORD ImageView Standard v8.5.x Administrator's Guide* for complete instructions on using this component.

2.8.5 Viewers

ImageView v8.x contains several image viewers. The viewers that are available in your installation are pre-configured for the financial institution from which you obtained the ImageView software.

2.9 Working with the Application Windows

The ImageView main frame contains 3 windows for working with the application:

- Query Criteria: this window is used to specify the query criteria to be used for retrieving index and image data.
- Image: this window is used to display the selected image segments.
- Query Results: this window is used to display the matching results after processing your query criteria.

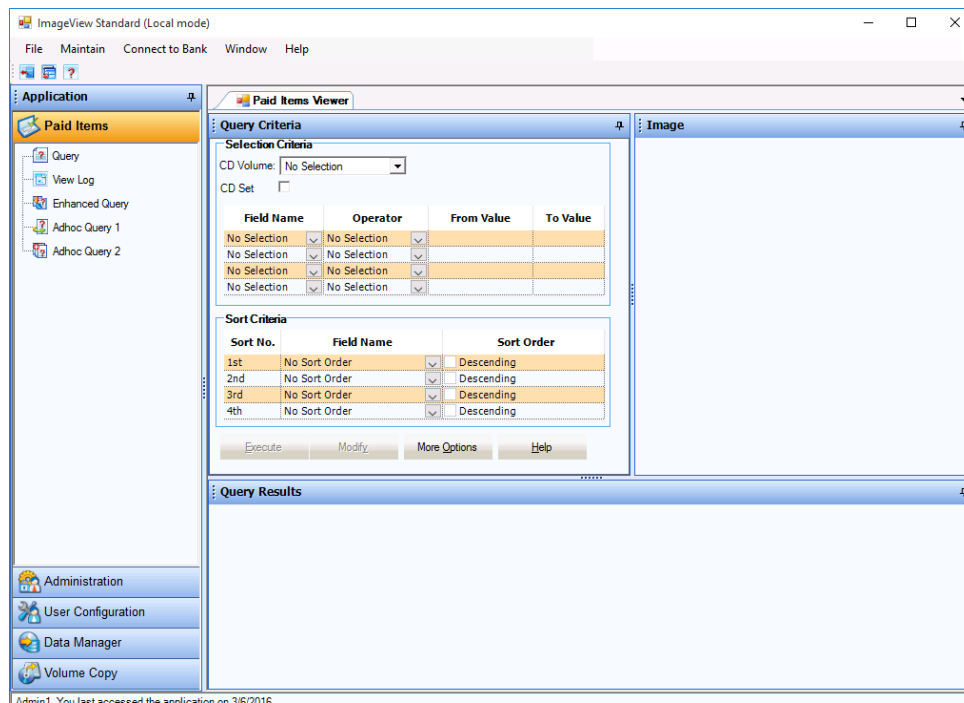


Figure 19: Paid Items Viewer main window – sample default view

In all of the window panes in ImageView v8.x, an orange title bar indicates the active window. In figure 20 (below), the Image window is the active window. Clicking anywhere in another window will make that window the active window, and the previous active window will have its title bar color changed to light blue. **Note:** the color scheme described here is based on using the default Windows 10 display appearance. If you have changed the appearance, or are using themes, or are using a different version of Windows, the color scheme will be different.

After execution of a query that returns matching results, the Query Criteria window will be minimized to a tab on the left side of the window (default operation), and the Query Results and Image windows will be displayed. The Image window will automatically display an image for the first listed result (provided that the image is available).

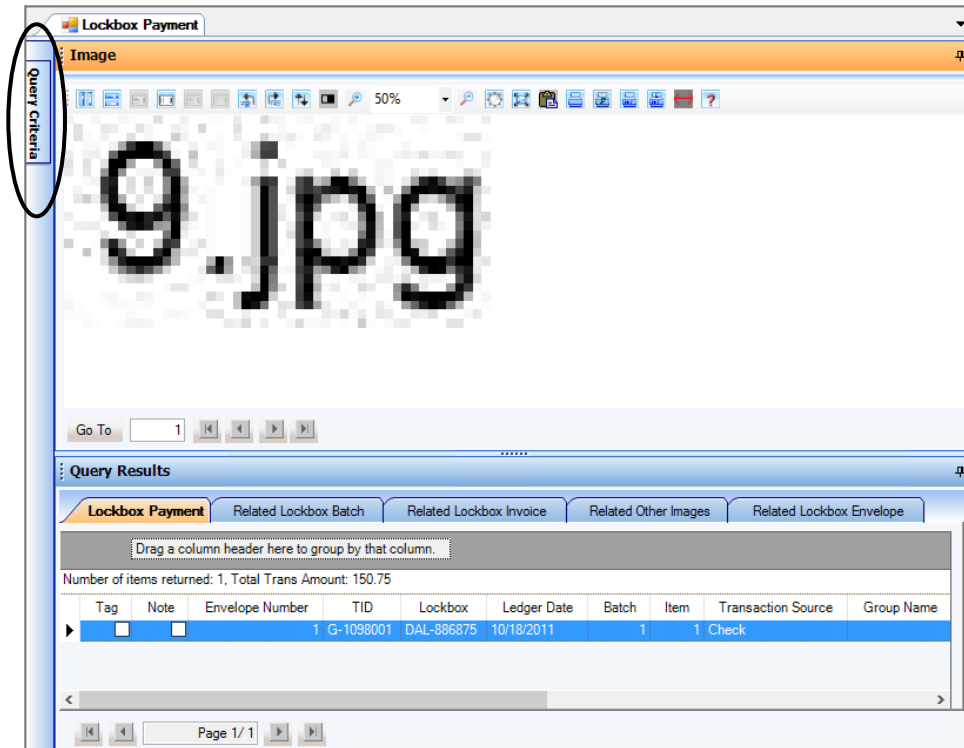


Figure 20: Lockbox Items results and image display, Query Criteria tab circled

To re-open the Query Criteria window, place the cursor over the Query Criteria tab: the window will “fly out”. Now, slowly move the cursor over the title bar, and click the pin icon to anchor the window in place (refer to figure 21). Clicking the pin icon again will cause the active window to “fly in” i.e. to close down to a tab. The Image and Query Results windows behave in the same manner.

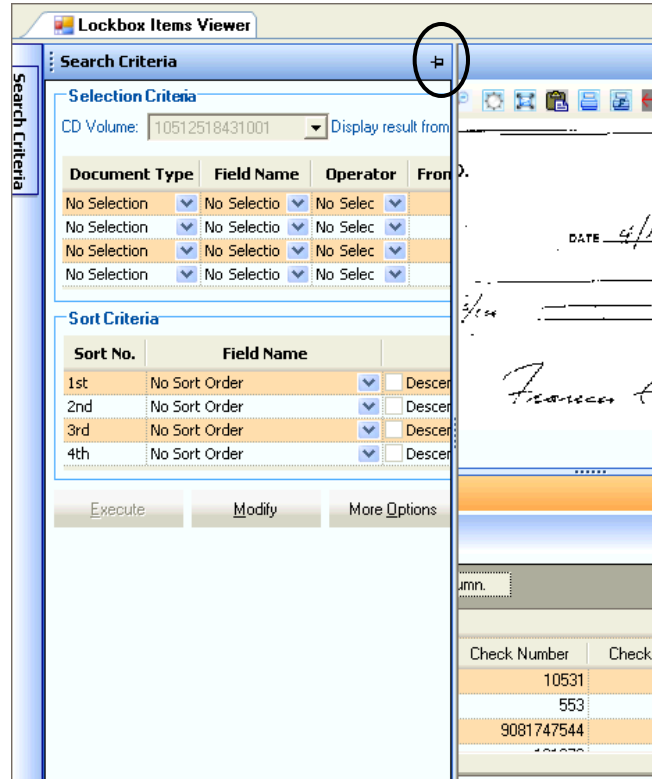


Figure 21: Query Criteria window “flying out”, pin icon circled

To restore the default window arrangement at any time, click the Reset Window Layout toolbar button, or select the Window | Reset Window Layout menu option.

You can also re-position any of the windows. To do this, place the cursor over the title bar of a window and drag the window. You will now see some positioning icons displayed: drag the window to any of these icons, and the windows will be rearranged.

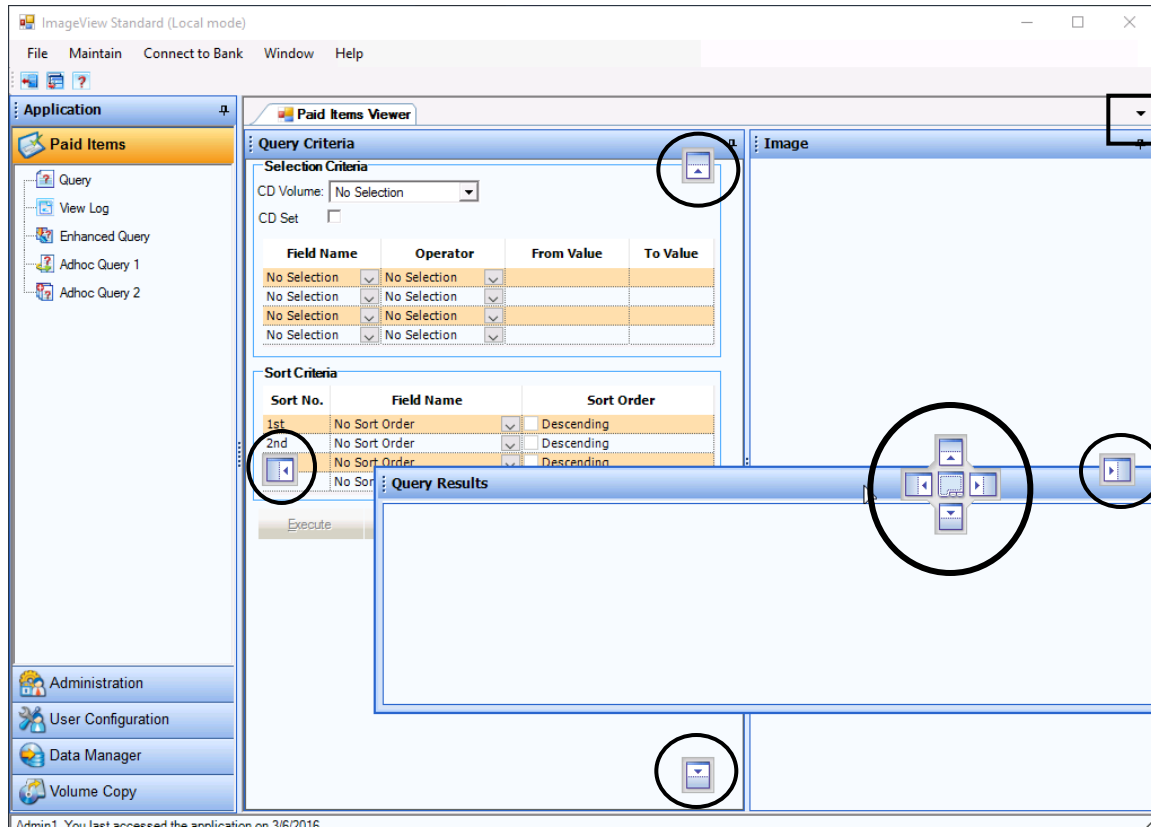


Figure 22: Dragging a window, positioning icons (circled) displayed

To restore the default window arrangement at any time, click the Reset Window Layout toolbar button, or select the Window | Reset Window Layout menu option.

In the upper right-hand corner is a small downward-pointing arrow (refer to the square box in the upper right corner of figure 22).

- Left-clicking this arrow with the mouse displays the current viewer application name.
- Right-clicking this arrow with the mouse displays a popup menu with the option 'Exit'. Clicking on Exit closes the currently open viewer. To re-open the viewer, either select the Window | Refresh menu option or click the viewer name in the application pane.

3 User Configuration

The User Configuration function allows you to configure settings specific to your user ID.

The following items may be configured:

- Log Level
- Change Password
- Password Reset Questions and Answers
- Change Resolution
- Tip of the Day
- Query Result Parameters
- Printing Parameters

The screenshot shows the 'User Configuration' window with the following sections:

- Log Level:** A dropdown menu currently set to 'ERROR'.
- Change Password:** Fields for 'New password:' and 'Confirm password:'.
- User Reset Password Questions and Answers:** Two sets of questions and answers. Question #1 is 'q' and Answer #1 is '*****'. Question #2 is 'a' and Answer #2 is '*****'.
- Change Resolution:** A checkbox labeled 'The Image Onsite application is best viewed at a screen resolution of 1024 x 768. Do you want to ask for resolution change at startup?' which is checked.
- Tip of the Day:** A checkbox labeled 'Show tips on startup' which is unchecked.
- Query Result Parameters:** A field for 'Maximum number of records to be returned' set to '100000'.
- Printing Parameters:** A field for 'Maximum number of records for printing' set to '1000'.

At the bottom are buttons for 'Undo', 'Save', and 'Help'.

Figure 23: User Configuration page (local user view)

Click the Save button to save the parameter values. A confirmation message will be displayed.



Figure 24: User Configuration – save confirmation message

Click the Undo button to cancel your current changes. **Note:** once you have clicked Save, you will need to re-edit your changes if you decide to change them or revert back to your original settings.

Click the Help button to access context-sensitive Help.

Note: for network users, the Change Password and User Reset Password options are hidden, as password changes are performed using Windows.

Figure 25: User Configuration page (network user view)

3.1 Log Level

Log Level allows you to configure the degree of detail recorded into the application log files. Select the desired level of logging from the dropdown list.

The available options are:

- **Info:** This level logs everything, including the program execution flow, debug messages, warnings, error messages, and fatal errors.
- **Debug:** This level logs debug message, warning messages, and fatal errors. Examples of Debug messages are parameters passed to functions, SQL statements, etc.
- **Warn:** This level logs warnings, error messages, and fatal messages. Examples of warnings are no accounts are assigned to the user, CD not found at the specified location.
- **Error:** This level logs errors and fatal errors. These errors are recoverable errors i.e. the application can recover from these errors.
- **Fatal:** This level logs only fatal errors. These are errors from which the application cannot recover, and are likely to result in program termination.

The default log level is Error. If you encounter an issue, increase the log level (e.g. to Info), reproduce the issue, and send the log files to technical support.

The log level can be changed while ImageView is running: changes in the degree of logging will take place as soon as they are saved, and you do not need to restart the application.

Refer to section 6 for the list of application log files.

3.2 Change Password

The Change Password option allows you to change your password. Enter the desired password into the New Password text box, and then re-enter this password into the Confirm Password text box.

Click Save to update your password. If the new password does not meet the password validation requirements (refer to section 2.6.2), corresponding messages will be displayed and you will need to re-enter the new password.

3.3 User Reset Password Questions and Answers

This feature allows you to change your password reset questions and answers.

To change your password reset questions and answers, do the following:

- a) Question # 1: enter a question e.g. What is your mother's maiden name?
- b) Answer # 1: enter the answer for question # 1. **Note:** the answer must be at least 1 character long. Special characters may be used.
- c) Confirm Answer # 1: re-enter the answer to question # 1
- d) Question # 2: enter a question e.g. What is your favorite hobby?
- e) Answer # 2: enter the answer for question # 2. **Note:** the answer must be at least 1 character long. Special characters may be used.
- f) Confirm Answer # 2: re-enter the answer to question # 2
- g) Click the Save button to save your changes.

3.4 Change Resolution

The Change Resolution option allows you to change the screen resolution. Enable this checkbox if you want to display the Change Resolution dialog box (refer to Figure 2) when launching ImageView.

Note: the Change Resolution dialog box will only be displayed if your screen resolution is lower than 1024 x 768 e.g. 800 x 600.

3.5 Tip of the Day

This function displays application hints and suggestions for making best use of ImageView. The Tip of the Day dialog box is displayed when you start the application. Uncheck the 'Show tips on startup' box if you do not want this dialog box displayed when launching ImageView.

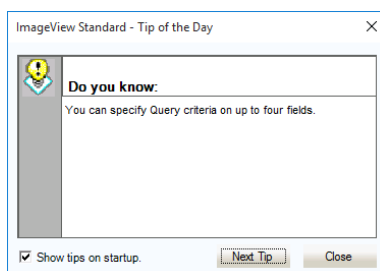


Figure 26: Tip of the Day dialog box

3.6 Query Result Parameters

This option allows you to specify the maximum number of records that will be returned by a given query. The default value is 100,000. Enter the desired value for 'Maximum number of records to be returned' if you want to change this value. **Note:** increasing the value above the default may result in slower search times.

3.7 Printing Parameters

This option allows you to specify the maximum number of image records that will be printed from a given set of query results. The default value is 1,000. **Note:** increasing the value above the default may result in significantly slower printing performance by the application.

4 ImageView Viewers

ImageView v8.5.x supports several image viewers:

- Paid Items
- Lockbox Items (used for lockbox data generated from the Vicor system)
- Deposited Items/Deposit Tickets
- Letters of Credit
- Returned Items
- Reports)
- RemitTrack Lockbox (used for legacy lockbox data).

Note: Depending on the packaging requirements of either your organization or the Financial Institution, not all viewers, or their full set of functions and features, may be available to you.

Each viewer supports specific types of index and image data either recorded to CD-ROM, or imported as flat files. The search and image viewing capabilities of ImageView are shared by all of the individual viewers.

4.1 Paid Items Viewer

The Paid Items Viewer addresses a Financial Institution's requirement to offer its customers an efficient process to run queries to access disbursement check images and to view the associated transaction data. The application uses the Paid Items Viewer Query to access the ImageView index database, which is typically stored on local PC hard disk or a shared network folder/drive at the customer site. In addition, with Connect to Bank features, ImageView can access the Financial Institution's remote host and download Intracycle, Adhoc, and ARP check index and image data.

Queries can be executed and images viewed once CD volumes or imported files have been registered into the ImageView database using the Data Manager component (**Note:** If your installation of ImageView includes support for the Connect to Bank feature set, the Paid Items Viewer will be displayed by default).. Refer to the *ImageView Standard v8.5.x Administrator's Guide* for instructions on using Data Manager.

The Paid Items Viewer provides the following features and functions:

- Index item display and associated image access from a CD and / or archive.
- Report access from a CD and / or archive.
- Local configurable security for data available on a CD / archive.
- Search across CDs / archives.
- Mass Note and Tag attachment to index items for tracking purposes.
- Local configurable security for various functions provided by the software.
- Connect to Bank (remote access) to a remote host.
 - Remote host access managed by the Financial Institution
 - Intracycle index and check image download.
 - Adhoc index and check image download.
 - ARP index and check image download.
 - Positive Pay.
 - Issues/Voids.

4.2 Lockbox Items Viewer

The Lockbox Items Viewer is designed to address a financial institution's requirement to offer its customers an efficient process to select different lockboxes, run queries on different documents assigned to a lockbox, to access index and related items and to view the associated and / or related document transactions and image information. In ImageView v8.5.x, the Lockbox Items Viewer works with lockbox data generated from the Vicor system.

The product uses the ImageView Query Engine to access the Lockbox Items database, which is typically stored on local PC hard disk or a shared network folder/drive at the customer site.

The Lockbox Items Viewer provides the following functionality:

- Allows selection of an account, lockbox, and any document types assigned to it.
- Allows definition of a query for the selected lockbox and their document types.
- Document index item display and image access from a CD and/or database of any document types associated with lockboxes, also their related documents index item display and images from a CD and/or archive.
- Local configurable security for data available on a CD/archive.
- Document related search across CDs/archives.
- Local configurable security for various functions provided by the software.
- Supports color images.
- Identifies lockbox transactions from various sources e.g. checks, correspondence, EDI, wires.

4.2.1 Disclosure Agreement

In ImageView Standard v8.5.x, the Lockbox Items Viewer now requires that you accept a disclosure agreement before you can use the Lockbox Items Viewer to query lockbox volumes produced from the Vicor system. If you do not accept the agreement, you will not be able to use the Lockbox Items Viewer.

The disclosure agreement will be displayed when you access the Lockbox Items Viewer after registering the first Vicor lockbox volume into the system. Enable the “Click here to accept the disclosure agreement” checkbox, and click OK to continue.

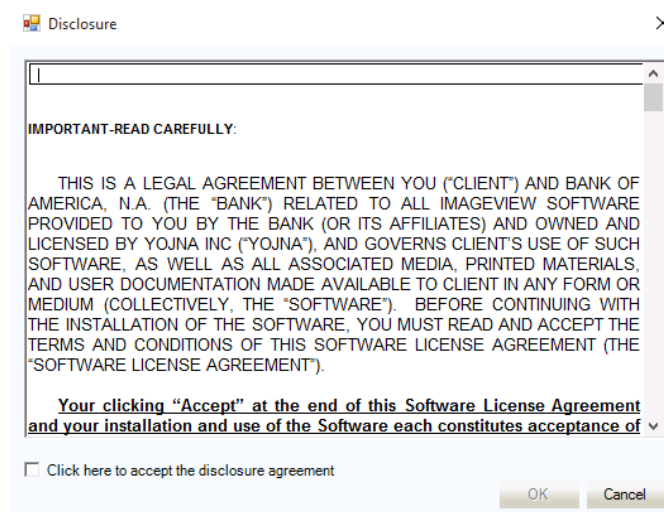


Figure 27: Disclosure Agreement dialog box

If you do not accept the agreement, you can subsequently do so by clicking another option in the Application pane, and then clicking the Lockbox Items Viewer option again – this will re-display the disclosure dialog box.

This disclosure agreement is not applicable to the RemitTrack Viewer, used to query legacy non-Vicor lockbox volumes.

4.3 Deposited Items/Deposit Tickets Viewer

The Deposited Items Viewer addresses a Financial Institution's requirement to offer its customers an efficient process to run queries to access deposited check images and associated deposit tickets. Transaction data and reports are also supported. The application uses the ImageView Query Engine to access the ImageView database, which is typically stored on local PC hard disk or a shared network folder/drive at the customer site.

The Deposited Items Viewer provides the following features and functions:

- Index item display and associated image access from a CD and / or archive. The images that can be displayed include deposit tickets and associated deposited checks.
- Report access from a CD and / or archive.
- Local configurable security for data available on a CD / archive.
- Search across CDs / archives.
- Mass Note and Tag attachment to index items for tracking purposes.
- Local configurable security for various functions provided by the software.
- Import of transmission files, which can contain both deposited items data and paid items data.
Note: in this case, registration of transmission files containing paid items data will enable the Paid Items Viewer.

4.4 Letters of Credit Viewer

The Letters Of Credit Viewer product is designed to address a financial institution's requirement to offer its customers an efficient way to run queries on different letter of credit cover letters, to access images of a selected letter of credit cover letter and its supporting documents.

The Letters Of Credit Viewer accesses the ImageView database, which is typically stored on local PC hard disk or a shared network folder/drive at the customer site.

The Letters Of Credit Viewer provides the following functionality:

- Register / unregister / delete document CD volumes.
- Allows user to execute queries on "Letter of Credit Number" and/or payment number or any other fields that are defined for the document.
- Allows user to execute queries against one or multiple CD volumes that are already registered in the system.
- Print the selected image of the document or any associated documents.
- Select and print the document image and images of any associated documents.
- Export images

4.5 Returned Items Viewer

The Returned Items Viewer product is designed to address a financial institution's requirement to offer its customers an efficient way to run queries on returned items and view the corresponding index and image data.

The Returned Items Viewer accesses the ImageView database, which is typically stored on local PC hard disk or a shared network folder/drive at the customer site.

The Returned Items Viewer provides the following functionality:

- Using Data Manager, import returned items files received from the financial institution and register them into the ImageView database.
- Execute queries to search for the returned items data.
- View and print the returned items index records and the associated images.

- Export the returned items index and image records.

4.6 Reports Viewer

The Reports Viewer is designed to address a financial institution's requirement to offer its customers an efficient way to run queries on reports such as bank statements and brokerage statements. Supported report file formats are .PDF and .TXT. PDF reports often support the ability to view images (such as check images) via hyperlinks embedded in the report.

Note: to view PDF reports, Adobe Reader, (v10 or higher is recommended) must also be installed on your computer.

The Reports Viewer accesses the ImageView database, which is typically stored on local PC hard disk or a shared network folder/drive at the customer site.

4.7 RemitTrack Lockbox Viewer

The RemitTrack Viewer is designed to address a financial institution's requirement to offer its customers an efficient process to select different lockboxes, run queries on different documents assigned to a lockbox, to access index and related items and to view the associated and / or related document transactions and image information. **Note:** the RemitTrackViewer supports legacy lockbox data, for data that was not generated out of the Vicor system.

The product uses the ImageView Query Engine to access the Lockbox Items database, which is typically stored on local PC hard disk or a shared network folder/drive at the customer site.

The Lockbox Items Viewer provides the following functionality:

- Allows selection of an account, lockbox and any document types assigned to it
- Allows definition of a query for the selected lockbox and their document types
- Document index item display and image access from a CD and/or database of any document types associated with lockboxes, also their related documents index item display and images from a CD and/or archive.
- Local configurable security for data available on a CD/archive
- Document related search across CDs/archives.
- Local configurable security for various functions provided by the software.

5 Common Viewer Functionality

Each of the individual viewers packaged within ImageView shares the same functionality in regards to searching for index data and viewing the results and associated images. This section and its subsections describe the usage of these shared components:

The main frame of the viewer window is subdivided into three sections:

- **Query Criteria:** the Query Criteria window is used to define and execute the queries used to retrieve index records and the associated image data.
- **Query Results:** the Query Results window displays the matching index records found after executing queries.
- **Image:** the Image window displays the corresponding image data for index records selected from the Query Results window.

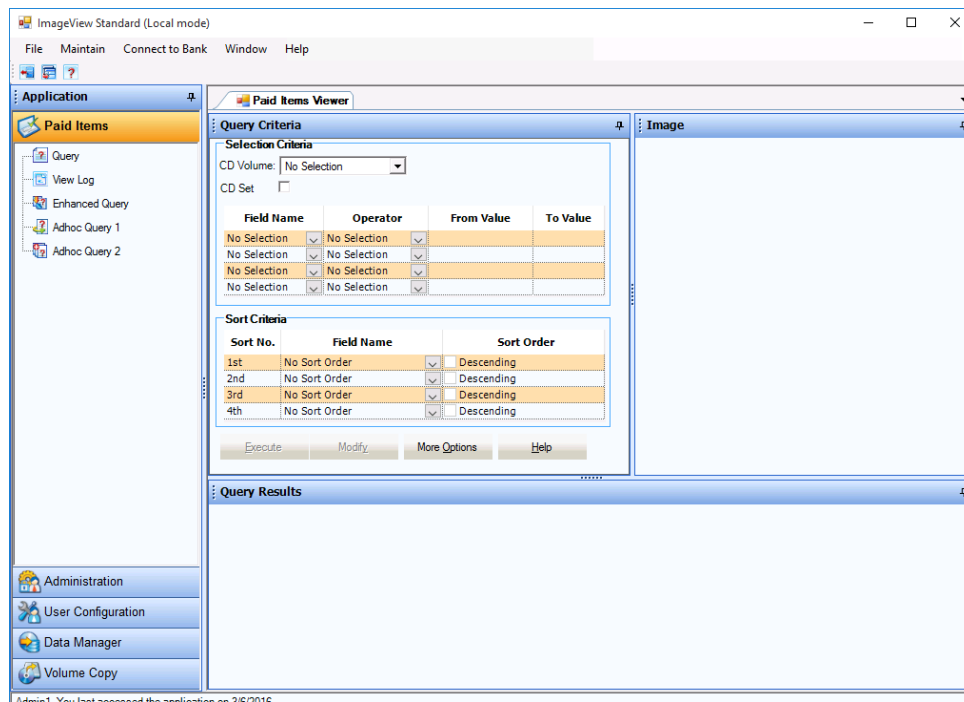


Figure 28: Paid Items main screen (sample)

Basic menu functionality:

- **File:** Exits the application, sign on with a different user ID.
- **Maintain:** Maintain Tags, Backup Notes and Tags, and Restore Notes and Tags options.
- **Connect to Bank:** Access Connect to Bank options. **Note:** Connect to Bank is an optional feature.
- **Window:** Reset Window Layout and Refresh options.
- **Help:** Access the help file contents or the About box.

Advanced menu functionality: the following options become available on the menu after executing a query.

- **Index:** Print index options.
- **Image:** Print image options, Compare Image function.
- **Export:** Index and image export options.
- **Document:** View Details option.
- **Assign:** Assign Notes and Tags, and Unassign Tags options.

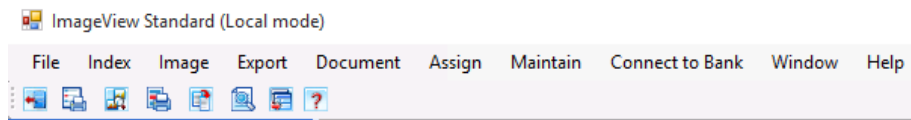


Figure 29: Advanced menu options

Toolbar button functionality:









	Exit: exits the program
	Print All Indices: prints all indices for records displayed in the Query Results window
	Print All Images: prints all images for records displayed in the Query Results window
	Compare Images: access the Compare Image function
	Export All: exports all images for records displayed in the Query Results window
	View Details: displays the View Details window
	Reset Window Layout: restores the default application window layout
	Help: opens the Help file contents or "About" box.

Table 1: Toolbar buttons on the Viewer main screen

5.1 Query Criteria

Each of the viewers available in ImageView v8.x uses the same search mechanism. The only difference the user will see when switching from, for instance, the Paid Items Viewer to the Lockbox Items Viewer, is in the contents of the dropdown lists used to define the search and sort criteria.

The primary method of searching for document index information and the associated images consists of choosing selection criteria, such as Account Number, Lockbox Number, or CD Name. In addition, sort criteria can be applied to arrange the returned results in the desired order, such as sorted by Check (Serial) Number or Paid Date. Up to four selections and four sort definitions may be applied to a given CD volume or to intracycle index items, and the associated document images.

Selection and sort criteria should be fine-tuned as necessary in order to make processing document information more manageable. For example, select all items whose amount is greater than \$100,000.00, sorted in descending order.

Note: The available selection and sort options may vary depending on what functions the Financial Institution chooses to offer as part of its release package.

Note: the captions for the selection and sort options displayed in the dropdown lists may also be changed using the System Configuration component.

Note: in ImageView Standard v8.5.x, using the System Configuration component, you can now define default selection options for the following query items:

- Display result from (Default Selection Criteria Document)
- Field Name
- Operator

Refer to the *ACCORD ImageView v8.5.x Administrator's Guide* for instructions on using the System Configuration component.

5.1.1 Selection Criteria

To enter query criteria, do the following:

- Select the desired viewer option under the Application pane. **Note:** at least one corresponding image CD or import file must be registered before a Viewer option becomes enabled. Click Window | Refresh to update the Application pane contents.
- Go to the Query Criteria window to define the query criteria.

Query Criteria

Selection Criteria

CD Volume: No Selection Display result from: Disbursement Che

CD Set ☐

Field Name	Operator	From Value	To Value
No Selection	No Selection		
No Selection	No Selection		
No Selection	No Selection		
No Selection	No Selection		

Sort Criteria

Sort No.	Field Name	Sort Order
1st	No Sort Order	<input type="checkbox"/> Descending
2nd	No Sort Order	<input type="checkbox"/> Descending
3rd	No Sort Order	<input type="checkbox"/> Descending
4th	No Sort Order	<input type="checkbox"/> Descending

Execute Modify More Options Help

Figure 30: Paid Items Query Criteria screen

To define a set of query criteria, enter the following information:

- a) CD Volume: select the desired volume to be searched from the dropdown list. **Note:** in v8.5.x, CD volume IDs are displayed with the most recently registered volumes at the top of the list.
 - If the CD Set box is checked, the dropdown list displays full volume sets.
 - If the CD Set box is unchecked, the dropdown list displays each disk within a volume set.**Note:** the CD Set checkbox is unchecked by default.

Field Name	CD Name	CD Volume	CD Label
No Selection	No Selection	No Selection	No Selection
No Selection	07-31-2004 (1 of 1)	20040731056801	20040731056801
No Selection	04-03-2003 (1 of 2)	20030403048601	20030403048602
No Selection	04-03-2003 (2 of 2)	20030403048602	20030403048602
No Selection	02-28-1997 (1 of 1)	19970228155501	19970228155501
No Selection	080713100006 (1 of 1)	08071310000601	Date Range: 12/30/1899 - 12/30/1899
No Selection	12-22-1994 (1 of 1)	19941222000001	19941222000001

Figure 31: CD Volume dropdown list – Paid Items (sample)

Field Name	Operator	From Value
No Selection	No Selection	
No Selection	No Selection	
No Selection	No Selection	
No Selection	No Selection	

Figure 32: Display result from dropdown list – Lockbox Items (sample)

- b) Display result from: select the desired category of records to be searched e.g. Paid Items Checks, Reports, Lockbox Invoices, etc. **Note:** this field may not always be visible. It is hidden until volumes are registered that contain more than one category of index data e.g. Paid Items CDs with both checks and report data, Lockbox CDs with both invoices and payments, etc. **Note:** the 'Display result from' option is not available in the Reports Viewer.
- c) CD Set: if checked, this option searches an entire volume set. If you want to search individual volumes from a multi-disk volume set, leave the box unchecked and select the specific disk from the CD Volume dropdown list.
- d) In the Selection Criteria frame, select the top row in the query grid, and perform steps e - h.
- e) Document Type: select the document type to be searched for from the dropdown list. The following options are available:
 - Paid Items Check: this document type consists of index records loaded from paid items CDs. This is the standard document type used by ImageView.

- Reports: this document type consists of index records stored within CD reports found on the document image CDs. **Note:** CD Reports is an optional feature that is not supported by all financial institutions. The Reports option will not be displayed if the volume being searched does not contain any reports.

Note: the Document Type field is not present for all viewers. In addition, it may be hidden until volumes are registered that contain more than one category of index data e.g. Paid Items CDs with both checks and report data, Lockbox CDs with both invoices and checks, etc.

- e) Field Name: select the field on which to search e.g. Amount, Account Number, Check Number, Lockbox Number, Remitter Account, etc.
- f) Operator: select the desired matching operator from the dropdown list. Refer to section 5.1.2 for more information on using the Operator field.
- g) From Value: select or enter a value for the From Value field. Depending on your selection for Field Name, you may be presented with a dropdown list, or you will need to type a value e.g. a date.
Note: the From Value is required.
- h) To Value: enter a value into the To Value field, if you have selected a range as an operator e.g. to find amounts within a certain range, or to find paid dates within a certain range.
- i) To fine-tune your query, repeat steps e – h for additional rows. **Note:** up to 4 rows may be selected, and all 4 rows (if selected) are applied to one query i.e. each row does not represent a separate query.

For example, if you want to define a query using Account Number and Check Number as the query criteria, use Account Number in the first row and Check Number in the second row. The top row takes the highest precedence and the bottom row takes the lowest precedence when executing the query.

- j) Sort Criteria: Select the desired sort order parameters, if any. Refer to section 5.1.3 for more information on using the Sort Criteria fields.
- k) Review your selections, and click the Execute button to process the query. Matching results (if any) will be displayed in the Query Results window. Refer to section 5.3 for information on using the Query Results window.

Note: if the query returns more records than are defined by the parameter “Maximum number of records to be returned, a message will be displayed accordingly. Click OK to close this message, and then refine the query to reduce the number of records that are returned. Refer to section 3.6 for more information on query result parameters settings.

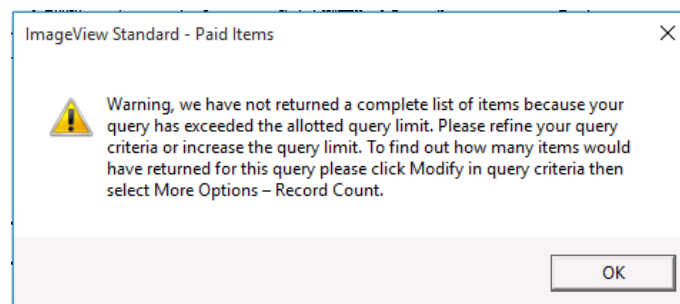


Figure 33: Too many records warning message

- l) In the event that no matching records are found, the message shown in the following figure will be displayed.

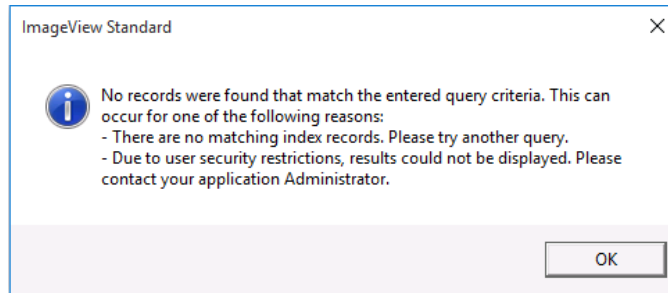


Figure 34: No matching records message

5.1.1.1 Reports Selection Criteria

Some financial institutions offer reports, such as bank statements, on their document image CDs. To search for report data, typical selection criteria consist of:

- Selecting a volume ID.
- Selecting the “Reports” option in the ‘Display result from’ dropdown list.
- Clicking the Execute button.

Note: if reports are saved to the CD in the .PDF file format, Adobe Reader, version 10 or higher, needs to be installed on your computer in order to read them. The Adobe Reader is available as a free download from www.adobe.com.

5.1.1.2 Lockbox Criteria – Lockbox Option

For the Lockbox Viewer, the Query Criteria options include a dropdown list that allows you to select specific lockboxes. **Note:** this option is not available in the RemitTrack Viewer.

When using the Lockbox dropdown list, you must also select a CD volume; you cannot search by the lockbox ID alone.

Field Name	Operator	From Value	To Value
No Selection	No Selection		
No Selection	No Selection		
No Selection	No Selection		
No Selection	No Selection		

Sort No.	Field Name	Sort Order
1st	No Sort Order	Descending
2nd	No Sort Order	Descending
3rd	No Sort Order	Descending
4th	No Sort Order	Descending

Figure 35: Lockbox criteria screen with Lockbox dropdown selector

5.1.2 Operator

The operator allows you to specify matching conditions, such as “equal to”, “greater than”, “lesser than or equal to”, or “include range”. The choice of matching operators available is determined by the option chosen in the Selection Criteria Field Name drop-down list.

For each selection item, choose the appropriate operator and then enter the desired matching value(s).

For example, to search for check amounts equal to \$100.00, select Amount from the Field Name list, select “Equal to” from the Operator list, and enter 100 or 100.00 in the From Value field.

- Equal to
- Not equal to
- Less than
- Less than or equal to
- Greater than
- Greater than or equal to
- Approximately equal to: specifies a range of +10 to -10 from the specified value. For example if \$100.00 is selected, the search will return any items ranging from \$90.00 to \$110.00. **Note:** this operator option is only available when “Amount” or “Transaction Amount” are selected in the Field Name dropdown list.
- Include Range – Searches for items within the specified range e.g. all amounts between \$100 and \$150
- Range Exclude – Searches for items outside of the specified range e.g. searching by Amount, using the Range Exclude option, with a minimum amount of \$100 and a maximum amount of \$150 will return any items whose amount value is less than \$100.00 or greater than \$150.00
- Starts With: Searches for items that *begin* with the specified text. The * symbol is supported as a wildcard character e.g. search for any text that starts with abc* - this will return any item that contains a text string beginning with “abc”
- Match Any: Searches for items that *contain* the specified text. The * symbol is supported as a wildcard character e.g. search for any text that contains abc* - this will return any item that contains the text string “abc”
- Include – Searches for items that include a specific value e.g. search for all Intracycle items whose value *includes* “ER”
- Exclude – Searches for items that exclude a specific value e.g. search for all Intracycle items whose Type *excludes* “GW”. This search will return Intracycle items that meet any of the pre-defined Types except “GW”.

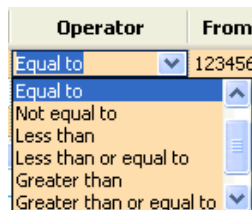


Figure 36: Operator field dropdown list (sample)

5.1.3 Sort Criteria

You can select a maximum of four separate sort criteria from the options described below. Sort criteria are applied in the specified order i.e. 1st Sort takes precedence over 2nd Sort as the query is executed. The 2nd,

3rd and 4th Sort drop-down lists are disabled until an option is selected from the preceding level i.e. to select a 2nd Sort option, you must first select a 1st Sort option.

No sort order is applied until an option has been selected from the 1st Sort drop-down list. After selecting a sort option, the sort will be applied in ascending order. Selecting an option from the sort list will also enable the corresponding Descending order checkbox – place a check mark in this box if you want to sort in descending order.

For queries, select a maximum of four separate sort criteria from the following options:

- No Sort Order: This is the default setting, and no sort order will be applied
- Account Name
- By Account Number: Sort by account number.
- By Amount: Sort by amount.
- By Volume ID: Sort by CD Volume ID.
- By Check Number: Sort by check (serial) number.
- By Customer Data: Sort by Customer Reference, if available.
- By Note: Sort by attached note
- By Tag: Sort by attached tag
- By Issue Date: Sort by the date that the item was written.
- By Paid Date: Sort by the date on which the financial institution paid the item.
- R/T Number: sort by the bank routing number.
- Sequence
- State
- Updated On
- By User Defined 1.
- By User Defined 2.
- By User Defined 3.
- By User Defined 4.
- By User Defined 5.
- By User Defined 6.

5.1.4 Execute Button

Click the Execute button to process your query after entering the selection criteria as described above.

Note: the Execute button and CD Volume ID dropdown list become disabled after processing a query. Click the Modify button to enter new queries. An exception to this case is when a query returns no matching records: if this occurs, the Execute button remains enabled.

5.1.5 Modify Button

The Modify button is disabled when entering a new query and becomes enabled after processing a query.

Click the Modify button to define and process new queries after the previous query has been completed.

Note: clicking the Modify button will also clear the contents of the Query Results and Image windows

5.1.6 More Options Button

Click the More Options button to access additional query options:

- Save Query
- Open Query

- Clear Query
- Export
- Record Count

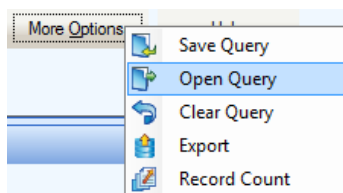


Figure 37: More Options button popup menu

5.1.6.1 Save Query

The Save Query option allows you to enter a set of query criteria and execute the query at a later time.

Note: Save Query only saves the query criteria. It does not save any query results.

Note: Saved queries are not saved indefinitely. The retention period for saved queries is defined on the System Configuration | System page. Saved queries older than the retention period will be automatically purged by the application. In addition, saved queries may be manually purged by ImageView administrators using the Manual Purge function.

To save a query:

- On the Query Criteria screen, enter the desired query criteria.
- Click the More Options button and then select the Save Query option.
- The Save Query dialog box will be displayed.

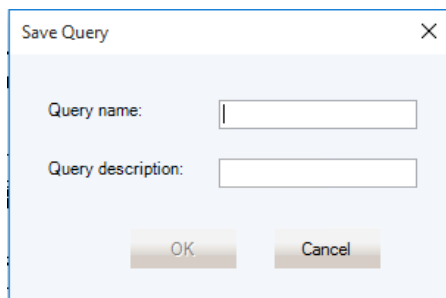


Figure 38: Save Query dialog box

- Enter the following:
 - Query Name: enter a name for the query.
 - Query Description: enter a description of the query. **Note:** this field is optional.
- Click the OK button. The query will be saved, and a confirmation message displayed.

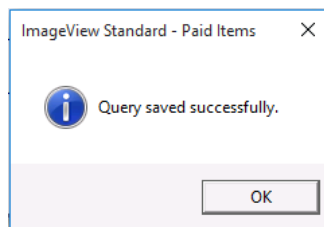


Figure 39: Query saved confirmation

5.1.6.2 Open Query

The Open Query option allows you to select a previously saved query from a list, and process this query. To open a previously saved query:

- a) Click the More Options button and select Open Query from the popup menu. The Open Query dialog box will appear.

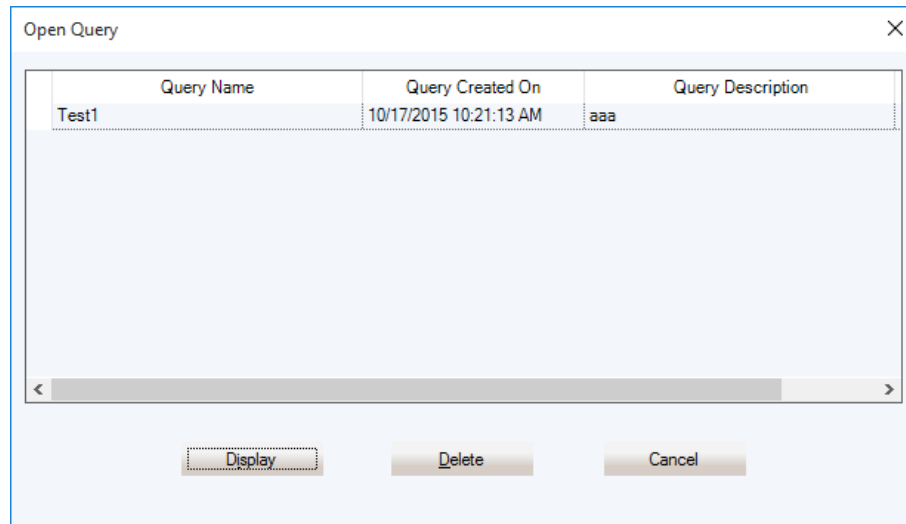


Figure 40: Open Query dialog box

- b) Select the desired query from the list and then click the Display button.
- c) The Query Criteria screen will be updated to show the saved parameters
- d) Click the Execute button to execute the query.

Click Cancel to close the Open Query dialog box without opening a saved query.

5.1.6.2.1 Deleting a Saved Query

To delete a previously saved query:

- a) Click the More Options button and select Open Query from the popup menu. The Open Query dialog box will appear.
- b) Select the desired query from the list and then click the Delete button.
- c) Click the Delete button. A confirmation message will be displayed: click Yes to delete the saved query.

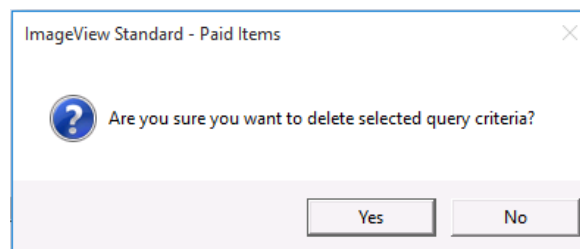


Figure 41: Delete saved query confirmation message

5.1.6.3 Clear Query

The Clear Query button resets the Query Criteria screen to its default values i.e. any selected fields or entered data is cleared.

Click the More Options button and then click Clear Query from the popup menu to clear the currently displayed query criteria and enter new criteria.

5.1.6.4 Export

Note: the Export functionality is not available in the Reports Viewer.

The Export function allows you to export the index records and/or corresponding images from a query result set directly to a file.

- Index records can be saved to a text (.TXT) or comma-separated value (.CSV) file. This exported data file can then be imported into a spreadsheet, a word-processing document, or a database for further processing.
- Images can be saved to several file formats (see below under Image Export Settings).

When Export is selected from Query Criteria, the Export dialog box is displayed.

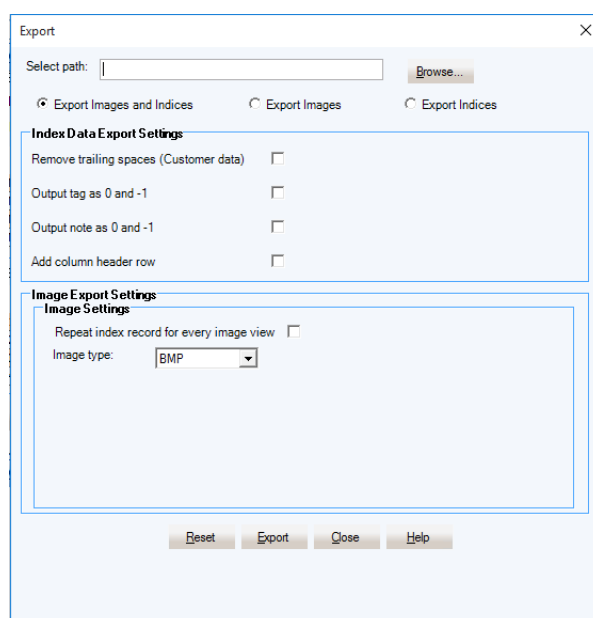


Figure 42: Export dialog box

The following is a description of the fields found on the Export dialog box:

- Select path: allows you to specify the output folder where the exported data will be stored. You can either manually type the path, or click the Browse button to select a folder.
- Export Images and Indices: this option exports both images and index records.
- Export Images: this option exports images.
- Export Indices: this option exports index records only.

Index Data Export Settings

These settings apply to exported index records:

- Remove trailing spaces (customer data): if enabled, any trailing space characters found in the Customer Data field will be stripped. **Note:** in ImageView v7.x, the default behavior is to strip the trailing spaces.
- Output tag as 0 and –1: if enabled, any tags will be output using the values 0 (no tag) and –1 (tags are assigned). **Note:** in ImageView v7.x, the default behavior is to output tags using the values 'Yes' and 'No'.
- Output note as 0 and – 1: if enabled, any notes will be output using the values 0 (no note) and –1 (notes are assigned). **Note:** in ImageView v7.x, the default behavior is to output notes using the values 'Yes' and 'No'.
- Add column header row: if this setting is enabled, the exported file will contain the column headers at the top of the file

Image Export Settings

These settings apply to exported image records:

- Image type: select the desired export file format from the drop-down list. Images can be exported to the following file formats:
 - PNG: Images will be exported to the PNG file format, with .PNG extension.
 - TIFF: Images will be exported to the TIFF file format, with .TIFF extension.
 - BMP: Images will be exported to the BMP file format, with .BMP extension.
 - JPEG: Images will be exported using default compression to the JPEG file format, with .JPG extension.
 - PDF: Images will be exported to the PDF file format, with .PDF extension. **Note:** Adobe Reader is required to read images stored to a .PDF file.
- Repeat index record for every image view: if this setting is enabled, ImageIndex.TXT will contain a listing for each image segment that was exported e.g. front black and white, back gray, etc
- First Image/Second Image: You can select up to 2 image segments to be exported for each index record.

Note: the following 3 options are hidden by default, and are displayed only when the TIFF or PDF image types are selected.

- Append Images: this setting allows you to save TIFF or PDF images to a single file. **Note:** the Append Images option is only available for images exported to the TIFF or PDF formats. For the other available file formats, each image is saved to a separate file, and the Append Images checkbox is hidden.
- Ask for the image file name: if this setting is enabled, you will be prompted to specify a filename if you are exporting images with the Append Images option enabled. **Note:** the Append Images option is only available for images exported to TIFF or PDF files.
- Include image page number into the corresponding index record: this option is hidden by default. It is displayed if you select the TIFF or PDF format, and is enabled when placing a check mark in the 'Repeat index record for every image view' box and enable the Append Images checkbox.

5.1.6.4.1 Exporting Index Records

Note: the Export functionality is not available in the Reports Viewer.

To export index records to a file from the Query Criteria screen:

- a) Enter the desired query criteria.
- b) Click the More Options button and then click Export from the popup menu.
- c) If matching records that satisfy the query criteria are found, a “records found” message-box will appear, indicating the number of records that are available for export.

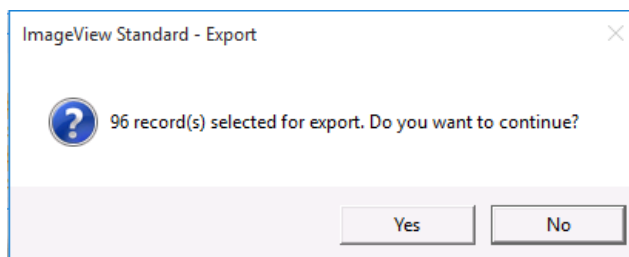


Figure 43: Records found for export message box

- d) Click the Yes button to continue, or click No to cancel. After clicking Yes, the Export dialog box will be displayed.
- e) Enter the following information:
 - Select path: enter the desired path into the text box, or click the Browse button to select the folder.
 - If you click Browse, a Browse for Folder dialog box will be displayed: select the desired folder (or computer). If necessary, click the Make New Folder button to create a new folder in the desired path. Close the Browse for Folder dialog box when you are finished.
 - Click the Export Indices option.
 - Remove trailing spaces: check this box if you want any trailing space characters found in the Customer Data field to be stripped.
 - Output tag as 0 and –1: check this box if you want any assigned tags to be noted in the output file. Tags will be output using the values 0 (no tag) and –1 (tags are assigned). **Note:** the actual tags will not be contained in the export file.
 - Output note as 0 and –1: check this box if you want any assigned notes to be noted in the output file. Notes will be output using the values 0 (no note) and –1 (notes are assigned). **Note:** the actual notes will not be contained in the export file.
 - Add column header row: check this box if you want the export file to list the corresponding column headers at the top of the file.
- f) After making your selections, click the Export button to continue. A Save As dialog box will be displayed, opened to the folder specified by the ‘Select path’ field.

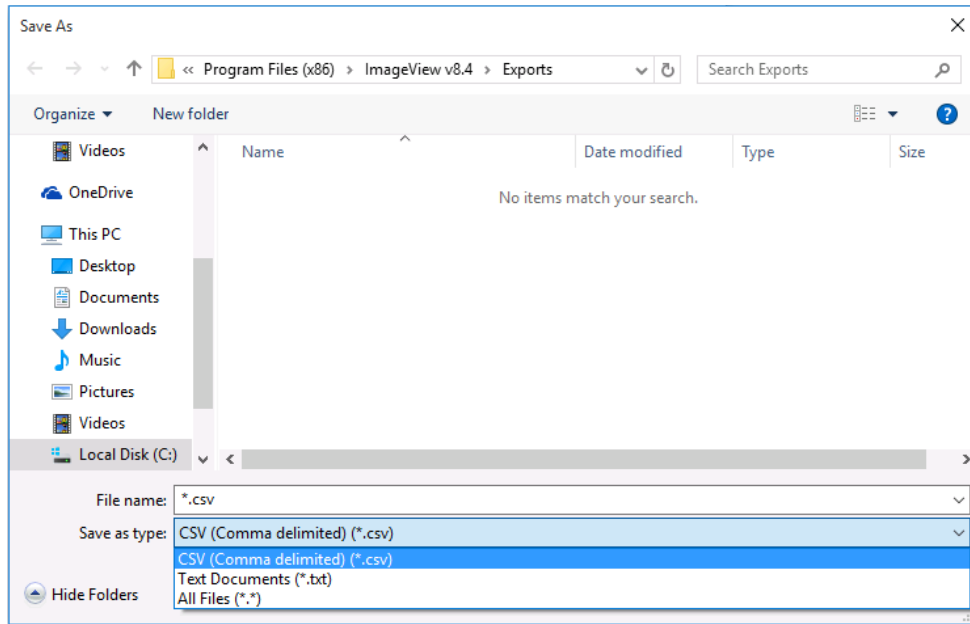


Figure 44: Save As dialog box

- g) Enter the desired filename, and select the desired file type (.TXT or .CSV). You may also change the folder, if desired. Now click the Save button to save the file, or Cancel to abort. After clicking Save, the Save As dialog box will be closed and a progress meter will be displayed along the bottom of the Export screen, indicating file creation progress.

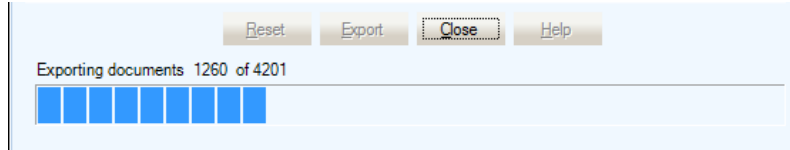


Figure 45: Export file creation progress indicator

- h) When the export has completed, a message box will be displayed showing the number of documents that were exported. Click OK to close this message. **Note:** after clicking OK to this message, the Export screen will also be closed.

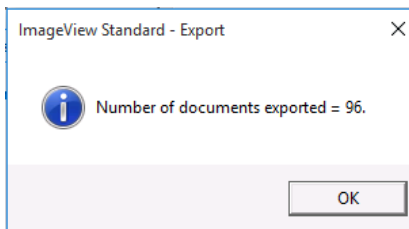


Figure 46: Exported documents confirmation message

Note: the Export button on the Query Criteria screen exports all matching index records for the selected criteria. Execute a query and then go to the Query Results window to export selected index records.

5.1.6.4.2 Exporting Images

When the Export Images option is selected, the export process will output the selected images, and create an associated text file that contains the corresponding index records and the names of each image file that was output. The default name for this text file is ImageIndex_<date/time>.TXT. **Note:** If you selected the TIFF or PDF file format, and enabled the 'Ask for the image file name' option, this text file will instead have the same name as the image file that is created by the export process.

Note: in ImageView Standard v8.5.x, you can now override the default filename created for exported image files, using the Export Naming Convention settings found under System Configuration. The file extension type (e.g. .BMP, .JPG) is still selected as described below. Refer to the *ImageView Standard v8.5.x Administrator's Guide* for further information.

To export images to a file or files from the Query Criteria screen:

- a) Enter the desired query criteria.
- b) Click the More Options button and then click Export from the popup menu.
- c) If matching records that satisfy the query criteria are found, a "records found" message-box will appear, indicating the number of records that are available for export.

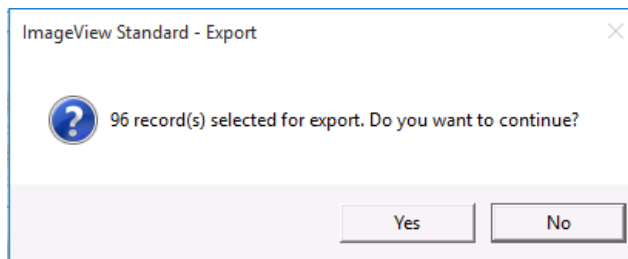


Figure 47: Records found for export message box

- d) Click the Yes button to continue, or click No to cancel. After clicking Yes, the Export dialog box will be displayed.
- e) Enter the following information:
 - Select path: enter the desired path into the text box, or click the Browse button to select the folder.
 - If you click Browse, a Browse for Folder dialog box will be displayed: select the desired folder (or computer). If necessary, click the Make New Folder button to create a new folder in the desired path. Close the Browse for Folder dialog box when you are finished.
 - Click the Export Images option.
 - Image type: select the desired output file format from the list.
 - If the TIFF or PDF format is selected, the Append Images checkbox will be displayed. Check the Append Images box if you want all of the TIFF or PDF images exported into a single file. **Note:** the default behavior of the Export function is to export images into one file for each available image view, not as one master file containing all exported images.
 - Repeat index record for every view: enable this box if you want the index record to list each image segment. **Note:** enabling this checkbox will also make a new checkbox visible – 'Include image page number into the corresponding index record' – if you have also selected the TIFF or PDF format.
 - Ask for the image file name: if this option is enabled, you will be prompted to enter the name of the image file to be output. **Note:** this option is enabled only if you select images for export to the TIFF or PDF file formats in append mode.
 - Include image page number into the corresponding index record: this option is hidden by default. It is displayed if you select the TIFF or PDF format, and is enabled if you check the

- 'Repeat index record for every view' box and enable the Append Images checkbox. When enabled, the ImageIndex<date>.TXT file will contain the page number of the corresponding image.
 - First Image: select the desired primary image segment(s) to be exported.
 - Second Image: select the desired secondary image segment(s) to be exported, or select No Selection (the default for Second Image).
- f) Click the Export button to begin the export process.
- g) If you selected the TIFF or PDF file format, and enabled the 'Ask for the image file name' option, a Save As dialog box will appear, asking you to enter the name for the image file that will be created. Enter the desired filename and click Save to continue.
- h) On the Export screen, a progress meter will be displayed at the bottom of the screen.

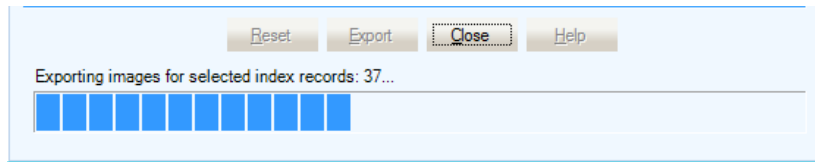


Figure 48: Exporting images progress meter

- i) After the selected images are exported, a message is displayed indicating how many views were successfully exported and how many were skipped. **Note:** These numbers may not match with the number of index items found in step c. These numbers indicate the total number of views that were either exported or skipped, and each index may have more than one (maximum of four) view attached to it

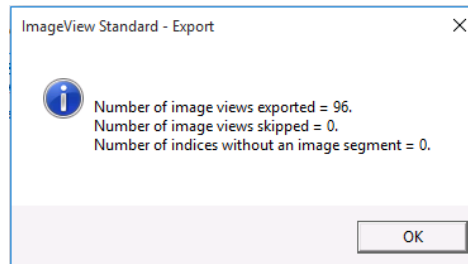


Figure 49: Export results message box

You will be prompted to load the corresponding CD volume as necessary.

Note: the Export button on the Query Criteria screen exports all matching image records for the selected criteria. Execute a query and then go to the Query Results window to export selected image records.

5.1.6.4.3 Exporting Images and Indices

When the Export Images and Indices option is selected, the export process will output the selected images, and create 2 text files:

- The associated text file that contains the corresponding index records and the names of each image file that was output. The default name for this text file is ImageIndex_<date/time>.TXT. **Note:** If you selected the TIFF or PDF file format, and enabled the 'Ask for the image file name' option, this text file will instead have the same name as the image file that is created by the export process.

- A text file that contains just the index records (and column headers, if selected). This file does not contain the image file name(s), and is the same type of index file created by the procedure described in section 5.1.6.4.1.

To export both images and indices, enter your selections as described above, and then click the Export button. After clicking the button, you will be prompted to enter the file name for the index file as described in section 5.1.6.4.1. If you have also selected the TIFF or PDF file format and enabled the 'Ask for the image file name' option for your image selections, you will next be prompted to specify the image file name.

5.1.6.5 Record Count

The Record Count option allows you to determine the *total* number of records that satisfy a given set of query criteria.

To execute a Record Count query:

- a) On the Query Criteria screen, enter the desired query criteria.
- b) Click the More Options button and select Record Count from the popup menu. A message box will be displayed indicating the total number of matching records found.

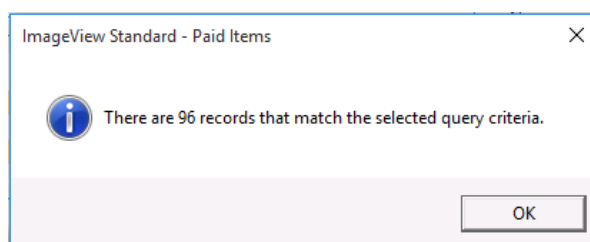


Figure 50: Record Count indicator – Paid Items sample

- c) Click the OK button to return to the Query Criteria screen.

5.2 Query Results Option

The following sections describe the Query Results window functionality, and the application functions that may be accessed by right-clicking a record in the window to display a popup menu. **Note:** the options displayed in the popup menu can also be accessed from the ImageView main menu and toolbar.

The results for an executed query are displayed in the Query Results window, in table grid form. From this grid, the user can then select the actual images to be viewed.

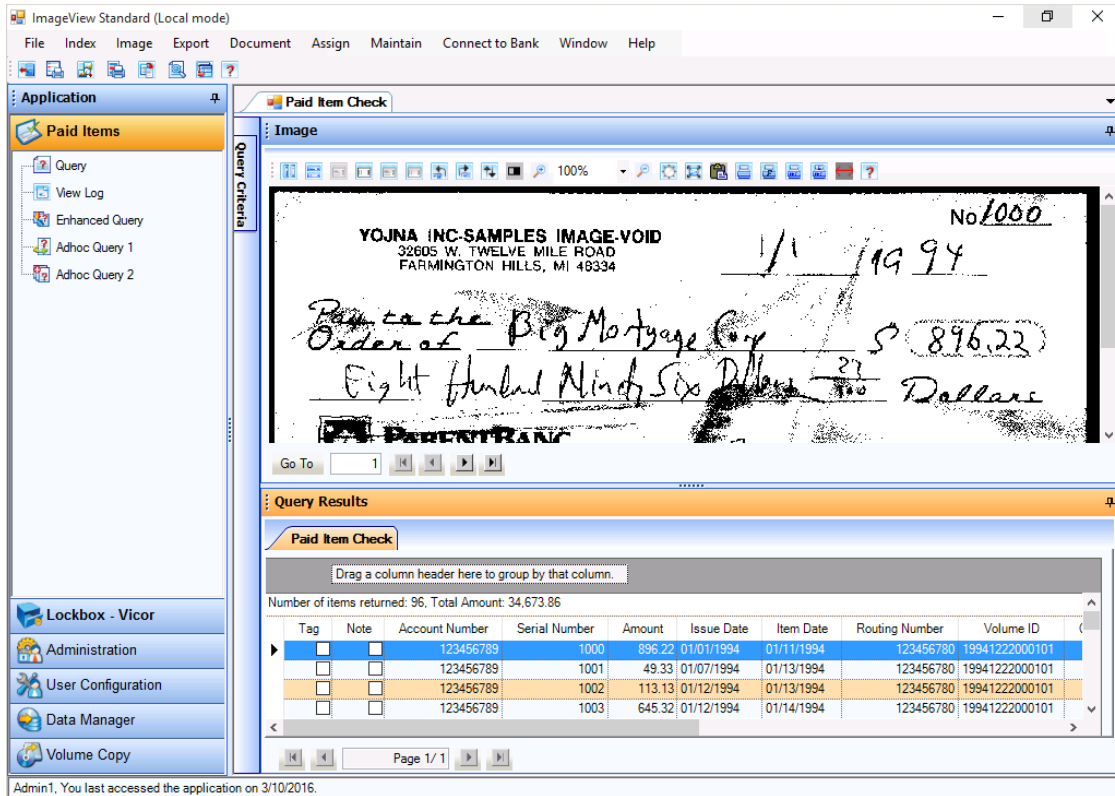


Figure 51: ImageView screen after query execution returning matching records (sample)

After successful completion of a query:

- The Query Criteria window will be minimized to a tab (refer to the figure above). Click the Query Criteria tab to re-open the Query Criteria window at any time.
- The Query Results window will be populated with matching index records.
- The Image window will display an image for the first record in the results list. **Note:** the front image for the first record in the grid is automatically displayed in the Image window IF the corresponding image volume has been copied to disk or the correct CD is loaded into your CD-ROM drive (you will be prompted to load the corresponding volume if it is not loaded).

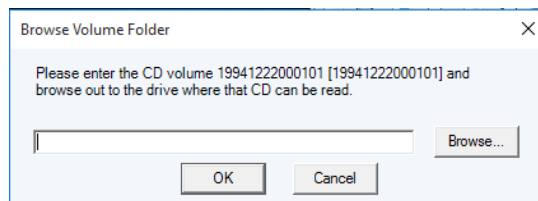


Figure 52: Browse Folder dialog box (prompt for image)

Note: The ImageView main menu options and toolbar buttons will be refreshed after successful execution of a query, as shown below:

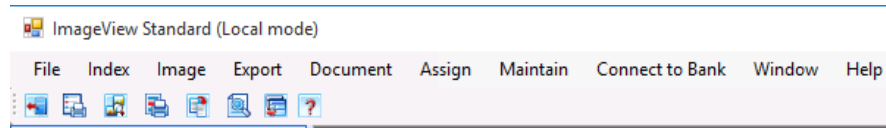


Figure 53: ImageView menu and toolbar buttons after query completion

Note: the Image and Export menu options are not available in the Reports Viewer.

5.2.1 Query Results

This section describes the main functionality of the Query Results window. The popup menu options are described in subsequent sections.

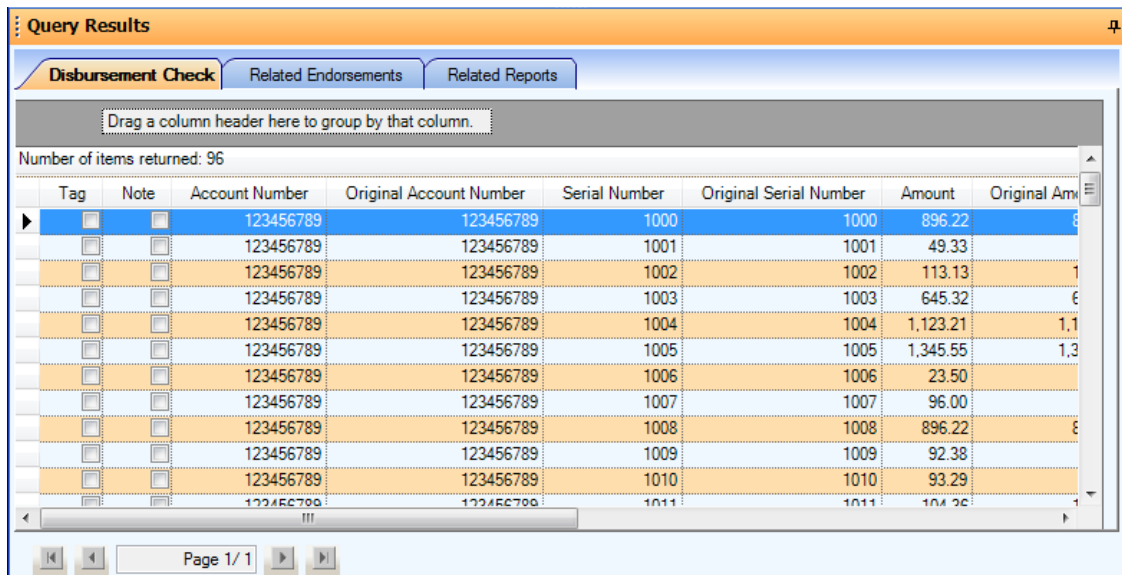


Figure 54: Paid Items Query Results screen

The following is a description of the different fields and information that appears on the Query Results screen for any of the available viewers.

The details of the current query results set will appear as follows:

- Number of items returned: This field displays the total number of matching records found for the query.
- Page indicator: the Query Results window displays results in blocks of pages, which can be navigated using the buttons. The indicator shows the current page of the results set being viewed, in the format <current page>/<total number of pages>.

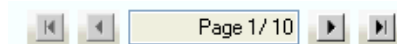




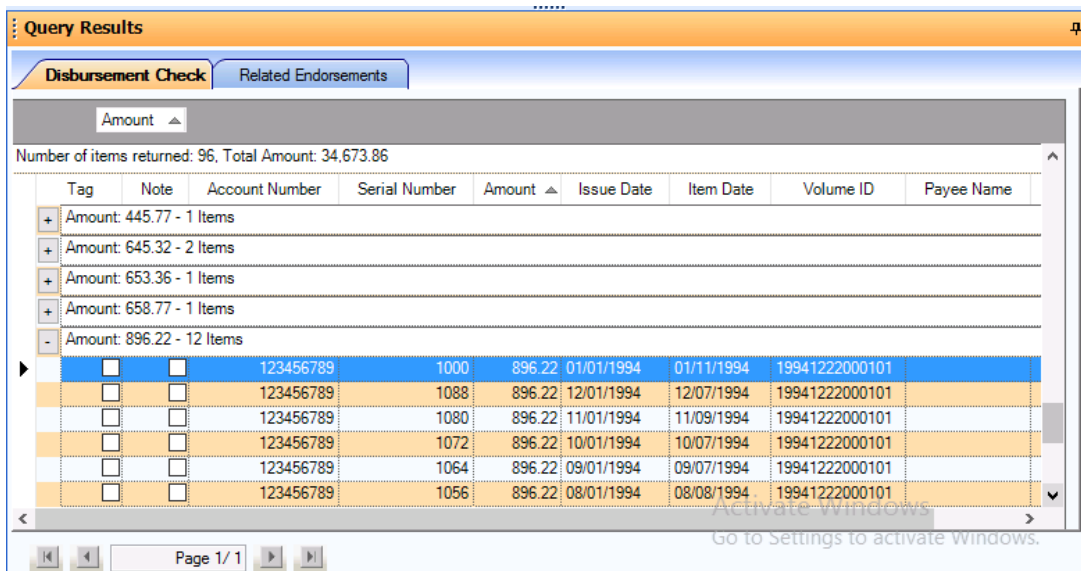


Figure 55: Page indicator and navigation buttons

- Page navigation buttons: these buttons can be used to move through the various pages available within a given results set.
 - : move to the first page
 - : move to the previous page
 - : move to the next page
 - : move to the last page
- Results grid: displays the documents returned by the query, with each item displayed on individual rows.
 - To change the sort order of the results displayed in the grid, click a column header (e.g. Amount). The results grid will be sorted in ascending order using the selected column header as the primary sort option. Click the column header once again to change the sort order to descending order. An arrow will be displayed on the right side of the column header to indicate the sort direction you have selected.
 - To change the order of the columns (e.g. to have the Account Number field displayed as the first column on the left of the grid), drag a column header to the desired location in the grid.
- Grouping: you can also sort the results by groups. To sort by group:
 - Place the cursor over a column header
 - Press the left mouse button, and drag the column header to the box labeled “Drag a column header here to group by that column”. The cursor will display a large “X” symbol during this operation.
 - After dragging the column header, the results grid will refresh to display the new groupings. The following example shows a result set grouped by Amount. The grouping applies to all pages of a result set.



Tag	Note	Account Number	Serial Number	Amount	Issue Date	Item Date	Volume ID	Payee Name
+ Amount: 445.77 - 1 Items								
+ Amount: 645.32 - 2 Items								
+ Amount: 653.36 - 1 Items								
+ Amount: 658.77 - 1 Items								
- Amount: 896.22 - 12 Items								
		123456789	1000	896.22	01/01/1994	01/11/1994	19941222000101	
		123456789	1088	896.22	12/01/1994	12/07/1994	19941222000101	
		123456789	1080	896.22	11/01/1994	11/09/1994	19941222000101	
		123456789	1072	896.22	10/01/1994	10/07/1994	19941222000101	
		123456789	1064	896.22	09/01/1994	09/07/1994	19941222000101	
		123456789	1056	896.22	08/01/1994	08/08/1994	19941222000101	

Figure 56: Results grid in group mode display

- Click the “+” node to expand the contents of a group, click the “-” node to collapse a group.

Amount: 23.50 - 2 Items							
<input type="checkbox"/>	<input type="checkbox"/>	123456780	123456789	123456780123456789	1030	13713713	23.50 4/16/1994
<input type="checkbox"/>	<input type="checkbox"/>	123456780	123456789	123456780123456789	1038	13631631	23.50 5/17/1994

Figure 57: Sample expanded group contents

- e) To restore the results grid to the default view, drag the column header from the bar back to the results grid
- Tags tab: when tags have been assigned to documents, the Query Results window displays a separate tab for the tagged records. The Tags tab is split into two sections, both of which display a table grid:
 - The left grid displays the tags assigned to the current selected index record.
 - The right grid displays additional index records, if any, that have the same tag attached. Scrolling through the index records in the right grid displays the corresponding image in the Image window (you will be prompted to load the volume/point to the current volume location as necessary).

Query Results

Disbursement CheckTagsRelated Endorsements

Drag a column header here to group by that column.

Number of items returned: 2

Tag Name	User	Document Type	Context	Tag Data
Tag1	admin1	Disbursement Check		
Tag2	admin1	Disbursement Check		

< >

Drag a column header here to group by that column.

Number of items returned: 5, Total Amount: 119.14

Tag	Note	Volume ID	Item Date	Account Number
<input checked="" type="checkbox"/>	<input type="checkbox"/>	15042710007501	10/17/1994	72364248
<input checked="" type="checkbox"/>	<input type="checkbox"/>	15042710007601	10/17/1994	72364248
<input checked="" type="checkbox"/>	<input type="checkbox"/>	15042710007701	10/17/1994	72364248
<input checked="" type="checkbox"/>	<input type="checkbox"/>	15061210006801	10/17/1994	12345678
<input checked="" type="checkbox"/>	<input type="checkbox"/>	15061210006801	12/19/1994	12345678

< >

Figure 58: Query Results | Tags tab

Various operations can be performed on the current documents via the menu and also via the pop-up menu that appears when the user right-clicks with the mouse on a row in the result grid. Double-clicking anywhere on a row will display the corresponding image, as long as the correct image CD is currently inserted into your CD drive (if no CD is in the drive, or an incorrect CD is in the drive, you will be prompted to insert the correct CD), or CD image data is stored on local hard disk or network drive/share mapped as a logical drive and configured as a volume folder in Data Manager.

The following figure displays the popup menu options available to you if you right-click any row in the table grid. The popup menu options can also be accessed from the ImageView main menu.

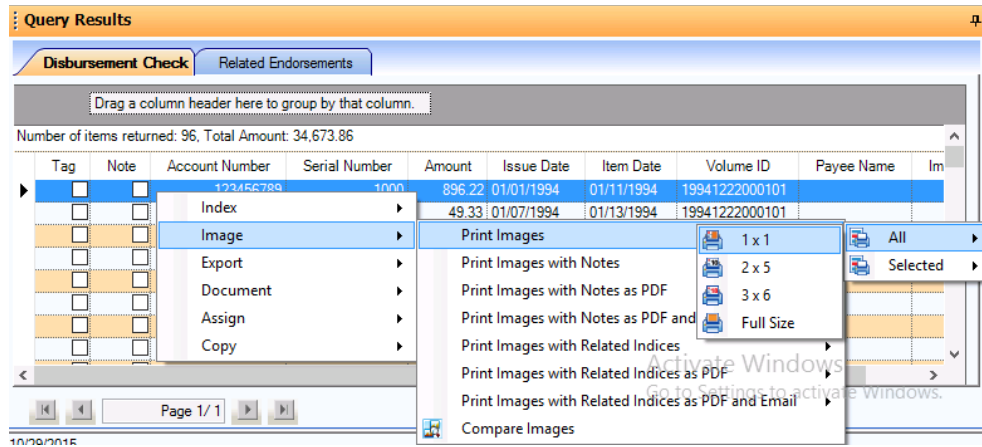


Figure 59: Query Results popup menu

The various options available to the user are:

- Index
 - Print Indices
 - All.
 - Selected.
 - Print Indices as PDF.
 - All.
 - Selected.
 - Print Indices as PDF and Email.
 - All.
 - Selected.
- Image
 - Print Images.
 - All
 - 1 x 1: The 1 x 1 option prints 1 image per page
 - 2 x 5: The 2 x 5 option prints 10 images per page
 - 3 x 6: The 3 x 6 option prints 18 images per page
 - Full Size
 - Selected.
 - 1 x 1: The 1 x 1 option prints 1 image per page
 - 2 x 5: The 2 x 5 option prints 10 images per page
 - 3 x 6: The 3 x 6 option prints 18 images per page
 - Full Size
 - Print Images with Notes.
 - All.
 - Selected.
 - Print Images with Notes as PDF.
 - All.
 - Selected.
 - Print Images with Notes as PDF and Email.
 - All.
 - Selected.
 - Print Images with Related Indices.
 - All.
 - Selected.

- Print Images with Related Indices as PDF.
 - All.
 - Selected.
- Print All Images with Related Indices as PDF and Email.
 - All.
 - Selected.
- Compare Images.
- Export
 - Export All.
 - Export Selected.
- Document
 - View Details.
- Assign
 - Assign Notes.
 - Assign Tags.
 - Unassign Tags.
- Copy
 - Copy Cell.
 - Copy Record.

Note: Using the toolbar button to print images will print all images in 1x1 mode only.

The user can also view the image for a document by double-clicking on the document row.

5.2.2 Printing/Faxing Index Records

This section describes the procedures for printing or faxing multiple document index items. This feature will generate a report listing specified index items and the associated document details. This report does not include the corresponding check images.

There are three primary options, each of which has suboptions for printing all index records or selected index records:

- Print Indices
 - Print All Indices: prints all of the index records listed on the Query Results screen.
 - Print Selected Indices: prints selected index items listed on the Query Results screen.
- Print Indices as PDF
 - Print All Indices as PDF: prints all of the index records listed on the Query Results screen to a .PDF file.
 - Print Selected Indices as PDF: prints selected index records listed on the Query Results screen to a .PDF file.
- Print Indices as PDF and Email
 - Print All Indices as PDF and Email: prints all of the index records listed on the Query Results screen to a .PDF file, and then opens a new message in your email client with the PDF file copied into the message as a zip file.
 - Print Selected Indices as PDF and Email: prints selected index records listed on the Query Results screen to a .PDF file, and then opens a new message in your email client with the PDF file copied into the message as a zip file.

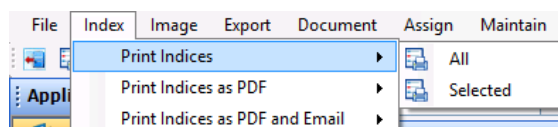


Figure 60: Index menu options

The email functionality works with the following email applications:

- Microsoft Outlook

Note: To fax this report, you must have fax software installed and configured on your PC.

When printing/faxing the index record reports, you will be presented with a Print dialog box: select the desired device from the list of installed printer or fax devices.

Note: The options displayed on the Print dialog box will vary depending on the printer(s) and printer driver(s) installed on your PC.

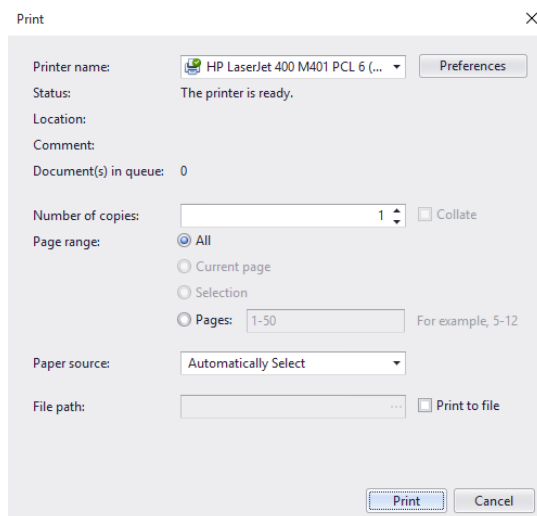


Figure 61: Print dialog box (Windows 10)

The default orientation of the index report is “Landscape Mode”.

5.2.2.1 Print Indices: All

To print all index records listed in the Query Results window, do the following:

- Using one of the following methods, select the Print Indices | All option.
 - Select the Index | Print Indices | All option on the main menu.
 - Click the Print All Indices toolbar button.
 - In the Query Results window, right-click a row in the grid and select Index | Print Indices | All from the popup menu.
- The Print dialog box will be displayed. Select the printer, and any other desired printing options (e.g. number of copies, page ranges, etc) and click OK.
- The index records will be printed to the selected printer.

5.2.2.2 Print Indices: Selected

To print selected index records listed in the Query Results window, do the following:

- a) On the Query Results grid, select the desired documents by highlighting the desired rows and pressing the Control (Ctrl) key. You can also hold down the Shift key to select a contiguous block of records.
- b) Using one of the following methods, select the Print Indices | Selected option.
 - Select the Index | Print Indices | Selected option on the main menu.
 - In the Query Results window, right-click a row in the grid and select Index | Print Indices | Selected from the popup menu.
- c) The Print dialog box will be displayed. Select the printer, and any other desired printing options (e.g. number of copies, page ranges, etc) and click OK.
- d) The index records will be printed to the selected printer.

5.2.2.3 Print Indices as PDF: All

To print all index records listed in the Query Results window to a PDF file, do the following:

- a) Using one of the following methods, select the Print Indices as PDF | All option.
 - Select the Index | Print Indices as PDF | All option on the main menu.
 - In the Query Results window, right-click a row in the grid and select Index | Print Indices as PDF | All from the popup menu.
- b) The Save As dialog box will be displayed. Enter the filename and location for the PDF file and click OK. The index records will be written to the file.
- c) Open the file with Adobe Reader, to view and print the file.

5.2.2.4 Print Indices as PDF: Selected

To print selected index records listed in the Query Results window to a PDF file, do the following:

- a) On the Query Results grid, select the desired documents by highlighting the desired rows and pressing the Control (Ctrl) key. You can also hold down the Shift key to select a contiguous block of records.
- b) Using one of the following methods, select the Print Indices as PDF | Selected option.
 - Select the Index | Print Indices as PDF | Selected option on the main menu.
 - In the Query Results window, right-click a row in the grid and select Index | Print Indices as PDF | Selected from the popup menu.
- c) The Save As dialog box will be displayed. Enter the filename and location for the PDF file and click OK. The index records will be written to the file.
- d) Open the file with Adobe Reader to view and print the file.

5.2.2.5 Print Indices as PDF and Email: All

To print all index records listed in the Query Results window to a PDF file and then email the file, do the following:

- a) Using one of the following methods, select the Print Indices as PDF and Email | All option.
 - Select the Index | Print Indices as PDF and Email | All option on the main menu.
 - In the Query Results window, right-click a row in the grid and select Index | Print Indices as PDF and Email | All from the popup menu.
- b) The Save As dialog box will be displayed. Enter the filename and location for the PDF file and click OK. The index records will be written to the file.
- c) After the PDF file has been created, it will be automatically zipped and pasted into a new email message. Enter the recipient's address, and any additional information in the message body, to send the file.
- d) Unzip the file, and then open it with Adobe Reader, to view and print the file.

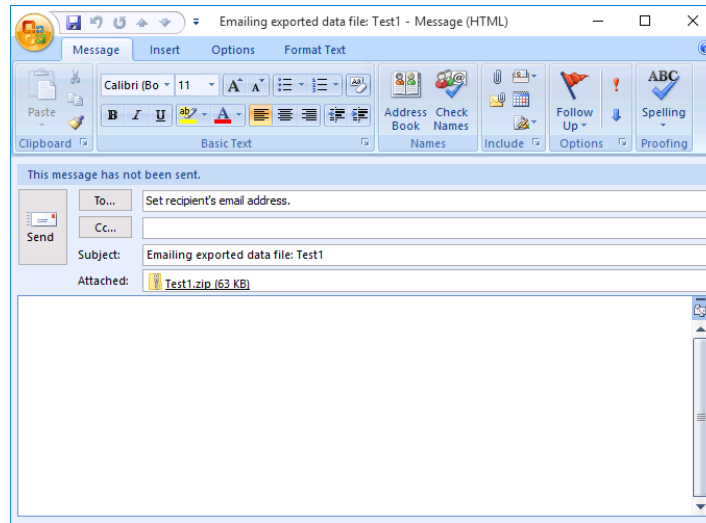


Figure 62: Sample email message with zipped PDF file attached

5.2.2.6 Print Indices as PDF and Email: Selected

To print selected index records listed in the Query Results window to a PDF file and then email the file, do the following:

- On the Query Results grid, select the desired documents by highlighting the desired rows and pressing the Control (Ctrl) key. You can also hold down the Shift key to select a contiguous block of records
- Using one of the following methods, select the Print Indices as PDF and Email | Selected option.
 - Select the Index | Print Indices as PDF and Email | Selected option on the main menu.
 - In the Query Results window, right-click a row in the grid and select Index | Print Indices as PDF and Email | Selected from the popup menu.
- The Save As dialog box will be displayed. Enter the filename and location for the PDF file and click OK. The index records will be written to the file.
- After the PDF file has been created, it will be automatically zipped and pasted into a new email message. Enter the recipient's address, and any additional information in the message body, to send the file.
- Unzip the file, and then open it with Adobe Reader, to view and print the file.

5.2.3 Printing/Faxing Multiple Document Images

This section describes the procedures for printing or faxing multiple document images. This feature will print the selected document images, with each document being printed on a separate page and the corresponding index information printed at the bottom of the page. Each page can contain two document image views i.e. front and back.

Note: To fax this report, you must have fax software installed and configured on your PC.

When printing check images, you can also print attached notes. Notes will be printed on a separate page, hence if this option is selected, there will be 2 pages associated with each check: an image page and a Notes page.

There are eight options common to the Paid Items, Deposited Items, Lockbox Items, Returned Items, and RemitTrack Viewers:

- Print Images

- All: prints all image items listed on the Query Results screen along with any endorsements, if available.
- Selected: prints selected image items listed on the Query Results screen along with any endorsements, if available.
- Print Images with Notes
 - All: prints all image items listed on the Query Results screen along with any attached notes and endorsements.
 - Selected: prints selected image items listed on the Query Results screen along with any attached notes and endorsements.
- Print Images with Notes as PDF
 - All: prints all image items listed on the Query Results screen along with any attached notes to a PDF file.
 - Selected: prints selected image items listed on the Query Results screen along with any attached notes.
- Print Images with Notes as PDF and Email
 - All: prints all image items listed on the Query Results screen along with any attached notes to a PDF file and then opens a new message in your email client with the PDF file copied into the message as a zip file.
 - Selected: prints selected image items listed on the Query Results screen along with any attached notes to a PDF file and then opens a new message in your email client with the PDF file copied into the message as a zip file.

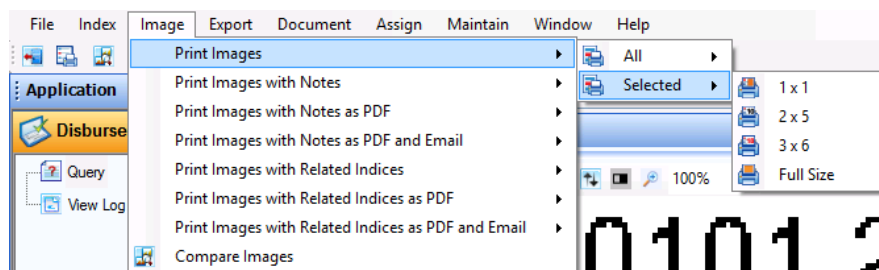


Figure 63: Image menu options

There are six additional options common to the Paid Items, Deposited Items, Lockbox Items, and RemitTrack Viewers:

- Print Images with Related Indices
 - All: prints all image items listed on the Query Results screen along with any related document indices (such as deposited tickets), if available.
 - Selected: prints selected image items listed on the Query Results screen along with any related document indices (such as deposited tickets), if available.
- Print All Images with Related Indices as PDF
 - All: prints all image items listed on the Query Results screen along with any related document indices (such as deposited tickets), if available, to a PDF file.
 - Selected: prints selected image items listed on the Query Results screen along with any related document indices (such as deposited tickets), if available, to a PDF file.
- Print Images with Related Indices as PDF and Email
 - All: prints all image items listed on the Query Results screen along with any related document indices (such as deposited tickets), if available, to a PDF file and then opens a new message in your email client with the PDF file copied into the message as a zip file.

- **Selected:** prints selected image items listed on the Query Results screen along with any related document indices (such as deposited tickets), if available, to a PDF file and then opens a new message in your email client with the PDF file copied into the message as a zip file.

The email functionality works with the following email applications:

- Microsoft Outlook

As with printing index reports, you will be presented with a Print dialog box: select the desired device from the list of installed printer or fax devices.

Note: the options displayed on the Print dialog box will vary depending on the printer(s) and printer driver(s) installed on your PC. The default orientation for document image printouts is "Portrait Mode".

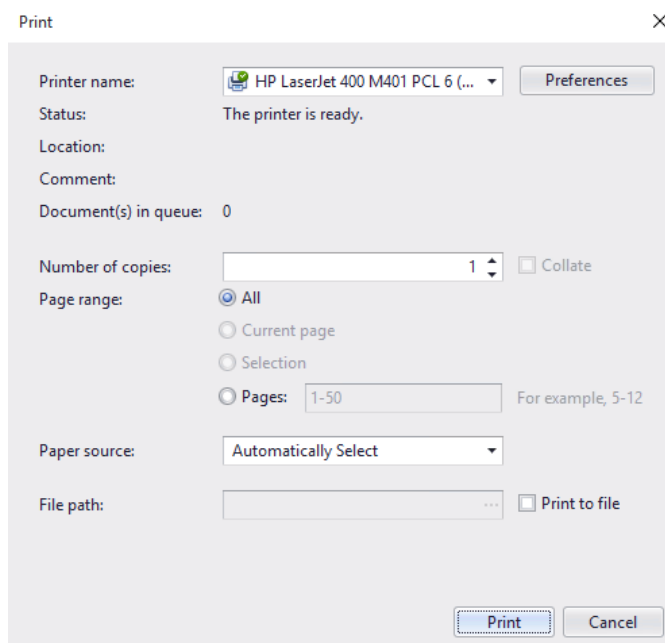


Figure 64: Print setup screen (Windows 10)

Click the OK button to print the image(s). **Note:** if the number of images selected for printing exceeds the value for 'Maximum number of records' defined in User Configuration | Printing Parameters, a warning message will be displayed and you will need to select a lower number of images for printing.

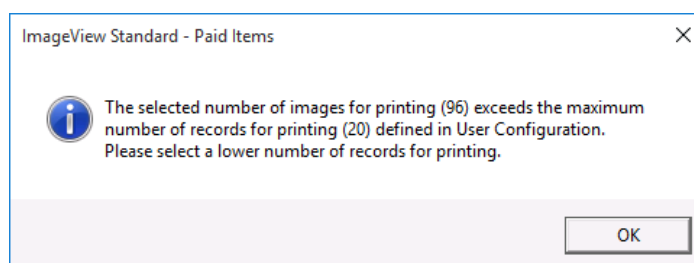


Figure 65: Exceeded maximum number of images for printing message

5.2.3.1 Print Images: All

To print images for all index records listed in the Query Results window, do the following:

- a) Using one of the following methods, select the Print Images | All option.
 - Select the Image | Print Images | All option on the main menu.
 - Click the Print All Images toolbar button.
 - In the Query Results window, right-click a row in the grid and select Image | Print Images | All from the popup menu.
- b) The user can select from the 1 x 1, 2 x 5, 3 x 6, or Full Size options (expand Image | Print Images | All to access these options):
 - The 1 x 1 option prints 1 image per page.
 - The 2 x 5 option prints 10 images per page.
 - The 3 x 6 option prints 18 images per page.
 - The Full Size option prints 1 image per page.

Note: the Print All Images toolbar button prints images only in 1 x 1 mode.

- c) If you have not configured the default image views for display, the Select Image Segment dialog box will be displayed. Select the desired image views and click OK. **Note:** you can configure the default image views that you want displayed in the System Configuration component. If you do so, this step will be skipped.

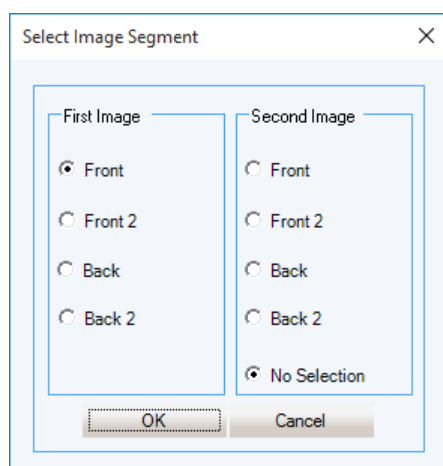


Figure 66: Select Image Segment dialog box

- d) The Print dialog box will be displayed. Select the printer, and any other desired printing options (e.g. number of copies, page ranges, etc) and click OK.
- e) The index records will be printed to the selected printer.

Click Yes to print or fax the selected images, or No to cancel. In addition, do the following as prompted/as necessary:

- a) Insert the appropriate CD volume(s).
- b) Select print device for output.

Note: Endorsements will be printed only if the user selects to print one image per page.

5.2.3.2 Print Images: Selected

To print images for selected index records listed in the Query Results window, do the following:

- a) On the Query Results grid, select the desired documents by highlighting the desired rows while pressing the Control (Ctrl) key. You can also hold down the Shift key to select a contiguous block of records.
- b) Using one of the following methods, select the Print Images | Selected option.

- Select the Image | Print Images | Selected option on the main menu.
- In the Query Results window, right-click a row in the grid and select Image | Print Images | Selected from the popup menu.
- c) The user can select from the 1 x 1, 2 x 5, 3 x 6, or Full Size options (expand Image | Print Images | Selected to access these options):
 - The 1 x 1 option prints 1 image per page.
 - The 2 x 5 option prints 10 images per page.
 - The 3 x 6 option prints 18 images per page.
 - The Full Size option prints 1 image per page.
- d) If you have not configured the default image views for display, the Select Image Segment dialog box will be displayed. Select the desired image views and click OK. **Note:** you can configure the default image views that you want displayed in the System Configuration component. If you do so, this step will be skipped.
- e) The Print dialog box will be displayed. Select the printer, and any other desired printing options (e.g. number of copies, page ranges, etc) and click OK.
- f) The index records will be printed to the selected printer.

Click Yes to print or fax the selected images, or No to cancel. In addition, do the following as prompted/as necessary:

- a) Insert the appropriate CD volume(s).
- b) Select print device for output.

Note: Endorsements will be printed only if the user selects to print one image per page.

5.2.3.3 Print Images With Notes: All

To print images, including attached notes, for all index records listed in the Query Results window, do the following:

- a) Using one of the following methods, select the Print Images with Notes | All option.
 - Select the Image | Print Images with Notes | All option on the main menu.
 - In the Query Results window, right-click a row in the grid and select Image | Print Images with Notes | All from the popup menu.
- b) If you have not configured the default image views for display, the Select Image Segment dialog box will be displayed. Select the desired image views and click OK. **Note:** you can configure the default image views that you want displayed in the System Configuration component. If you do so, this step will be skipped.
- c) The Print dialog box will be displayed. Select the printer, and any other desired printing options (e.g. number of copies, page ranges, etc) and click OK.
- d) The index records will be printed to the selected printer.

Click Yes to print or fax the selected images, or No to cancel. In addition, do the following as prompted/as necessary:

- a) Insert the appropriate CD volume(s).
- b) Select print device for output.

5.2.3.4 Print Images With Notes: Selected

To print images, including attached notes, for selected index records listed in the Query Results window, do the following:

- a) On the Query Results grid, select the desired documents by highlighting the desired rows while pressing the Control (Ctrl) key. You can also hold down the Shift key to select a contiguous block of records.
- b) Using one of the following methods, select the Print Images with Notes | Selected option.
 - Select the Image | Print Images with Notes | Selected option on the main menu.

- In the Query Results window, right-click a row in the grid and select Image | Print Images with Notes | Selected from the popup menu.
- c) If you have not configured the default image views for display, the Select Image Segment dialog box will be displayed. Select the desired image views and click OK. **Note:** you can configure the default image views that you want displayed in the System Configuration component. If you do so, this step will be skipped.
- d) The Print dialog box will be displayed. Select the printer, and any other desired printing options (e.g. number of copies, page ranges, etc) and click OK.
- e) The index records will be printed to the selected printer.

Click Yes to print or fax the selected images, or No to cancel. In addition, do the following as prompted/as necessary:

- a) Insert the appropriate CD volume(s).
- b) Select print device for output.

5.2.3.5 Print Images with Notes as PDF: All

To print images, including attached notes, for all index records listed in the Query Results window to a PDF file, do the following:

- a) Using one of the following methods, select the Print Images with Notes as PDF | All option.
 - Select the Image | Print Images with Notes as PDF | All option on the main menu.
 - In the Query Results window, right-click a row in the grid and select Image | Print Images with Notes as PDF | All from the popup menu.
- b) If you have not configured the default image views for display, the Select Image Segment dialog box will be displayed. Select the desired image views and click OK. **Note:** you can configure the default image views that you want displayed in the System Configuration component. If you do so, this step will be skipped.
- c) The Save As dialog box will be displayed. Enter the filename and location for the PDF file and click OK. The images will be written to the file.
- d) Open the file with Adobe Reader, to view and print the file.

5.2.3.6 Print Images with Notes as PDF: Selected

To print images, including attached notes, for selected index records listed in the Query Results window to a PDF file, do the following:

- a) On the Query Results grid, select the desired documents by highlighting the desired rows while pressing the Control (Ctrl) key. You can also hold down the Shift key to select a contiguous block of records.
- b) Using one of the following methods, select the Print Images with Notes as PDF | Selected option.
 - Select the Image | Print Images with Notes as PDF | Selected option on the main menu.
 - In the Query Results window, right-click a row in the grid and select Image | Print Images with Notes as PDF | Selected from the popup menu.
- c) If you have not configured the default image views for display, the Select Image Segment dialog box will be displayed. Select the desired image views and click OK. **Note:** you can configure the default image views that you want displayed in the System Configuration component. If you do so, this step will be skipped.
- d) The Save As dialog box will be displayed. Enter the filename and location for the PDF file and click OK. The index records will be written to the file.
- e) Open the file with Adobe Reader to view and print the file.

5.2.3.7 Print Images with Notes as PDF and Email: All

To print images, including attached notes, for all index records listed in the Query Results window to a PDF file and then email the file, do the following:

- a) Using one of the following methods, select the Print Images with Notes as PDF and Email | All option.
 - Select the Image | Print Images with Notes as PDF and Email | All option on the main menu.
 - In the Query Results window, right-click a row in the grid and select Image | Print Images with Notes as PDF and Email | All from the popup menu.
- b) If you have not configured the default image views for display, the Select Image Segment dialog box will be displayed. Select the desired image views and click OK. **Note:** you can configure the default image views that you want displayed in the System Configuration component. If you do so, this step will be skipped
- c) The Save As dialog box will be displayed. Enter the filename and location for the PDF file and click OK. The images will be written to the file.
- d) After the PDF file has been created, it will be automatically zipped and pasted into a new email message. Enter the recipient's address, and any additional information in the message body, to send the file.
- e) Unzip the file, and then open it with Adobe Reader to view and print the file.

5.2.3.8 Print Images with Notes as PDF and Email: Selected

To print images, including attached notes, for selected index records listed in the Query Results window to a PDF file and then email the file, do the following:

- a) On the Query Results grid, select the desired documents by highlighting the desired rows while pressing the Control (Ctrl) key. You can also hold down the Shift key to select a contiguous block of records.
- b) Using one of the following methods, select the Print Images with Notes as PDF and Email | Selected option.
 - Select the Image | Print Images with Notes as PDF and Email | Selected option on the main menu.
 - In the Query Results window, right-click a row in the grid and select Image | Print Images with Notes as PDF and Email | Selected from the popup menu.
- c) If you have not configured the default image views for display, the Select Image Segment dialog box will be displayed. Select the desired image views and click OK. **Note:** you can configure the default image views that you want displayed in the System Configuration component. If you do so, this step will be skipped
- d) The Save As dialog box will be displayed. Enter the filename and location for the PDF file and click OK. The images will be written to the file.
- e) After the PDF file has been created, it will be automatically zipped and pasted into a new email message. Enter the recipient's address, and any additional information in the message body, to send the file.
- f) Unzip the file, and then open it with Adobe Reader, to view and print the file.

5.2.3.9 Print Images with Related Indices: All

To print images for all records displayed in the query results set, plus the index records for any related documents (such as deposit tickets or endorsements), do the following:

- a) Using one of the following methods, select the Print Images with Related Indices | All option.
 - Select the Image | Print Images with Related Indices | All option on the main menu.
 - In the Query Results window, right-click a row in the grid and select Image | Print Images with Related Indices | All from the popup menu.
- b) If you have not configured the default image views for display, the Select Image Segment dialog box will be displayed. Select the desired image views and click OK. **Note:** you can configure the default image views that you want displayed in the System Configuration component. If you do so, this step will be skipped.
- c) The Print dialog box will be displayed. Select the printer, and any other desired printing options (e.g. number of copies, page ranges, etc) and click OK.

- d) The index records will be printed to the selected printer. Click Yes to print or fax the selected images, or No to cancel. In addition, do the following as prompted/as necessary:
 - a) Insert the appropriate CD volume(s).
 - b) Select print device for output.

Note: the 2 x 5 and 3 x 6 printing options are not available.

5.2.3.10 Print Images with Related Indices: Selected

To print images for selected records displayed in the query results set, plus the index records for any related documents (such as deposit tickets or endorsements), do the following:

- a) On the Query Results screen, select the desired documents from the table grid by highlighting the desired rows and pressing the Control (Ctrl) key. You can also hold down the Shift key to select a contiguous block of indexes.
- b) Using one of the following methods, select the Print Images with Related Indices | Selected option.
 - Select the Image | Print Images with Related Indices | Selected option on the main menu.
 - In the Query Results window, right-click a row in the grid and select Image | Print Images with Related Indices | Selected from the popup menu.
- c) If you have not configured the default image views for display, the Select Image Segment dialog box will be displayed. Select the desired image views and click OK. **Note:** you can configure the default image views that you want displayed in the System Configuration component. If you do so, this step will be skipped.
- d) The Print dialog box will be displayed. Select the printer, and any other desired printing options (e.g. number of copies, page ranges, etc) and click OK.
- e) The index records will be printed to the selected printer. Click Yes to print or fax the selected images, or No to cancel. In addition, do the following as prompted/as necessary:
 - a) Insert the appropriate CD volume(s).
 - b) Select print device for output.

Note: the 2 x 5 and 3 x 6 printing options are not available.

5.2.3.11 Print Images with Related Indices as PDF: All

To print images for all records displayed in the query results set, plus the index records for any related documents (such as deposit tickets or endorsements), to a PDF file, do the following:

- a) Using one of the following methods, select the Print Images with Related Indices | All as PDF option:
 - Select the Image | Print Images with Related Indices as PDF | All option on the main menu.
 - In the Query Results window, right-click a row in the grid and select Image | Print Images with Related Indices as PDF | All from the popup menu.
- b) If you have not configured the default image views for display, the Select Image Segment dialog box will be displayed. Select the desired image views and click OK. **Note:** you can configure the default image views that you want displayed in the System Configuration component. If you do so, this step will be skipped.
- c) The Save As dialog box will be displayed. Enter the filename and location for the PDF file and click OK. The images will be written to the file.
- d) Open the file with Adobe Reader/Adobe Acrobat to view and print the file.

5.2.3.12 Print Images with Related Indices as PDF: Selected

To print images for selected records displayed in the query results set, plus the index records for any related documents (such as deposit tickets or endorsements), to a PDF file, do the following:

- a) On the Query Results grid, select the desired documents by highlighting the desired rows while pressing the Control (Ctrl) key. You can also hold down the Shift key to select a contiguous block of records.
- b) Using one of the following methods, select the Print Images with Related Indices as PDF | Selected option.
 - Select the Image | Print Images with Related Indices as PDF | Selected option on the main menu.
 - In the Query Results window, right-click a row in the grid and select Image | Print Images with Related Indices as PDF | Selected from the popup menu.
- c) If you have not configured the default image views for display, the Select Image Segment dialog box will be displayed. Select the desired image views and click OK. **Note:** you can configure the default image views that you want displayed in the System Configuration component. If you do so, this step will be skipped.
- d) The Save As dialog box will be displayed. Enter the filename and location for the PDF file and click OK. The index records will be written to the file.
- e) Open the file with Adobe Reader/Adobe Acrobat to view and print the file.

5.2.3.13 Print Images with Related Indices as PDF and Email: All

To print images for all records displayed in the query results set, plus the image records for any related documents, (such as deposit tickets or endorsements), to a PDF file and then email the file, do the following:

- a) Using one of the following methods:
 - Select the Image | Print Images with Related Indices as PDF and Email | All option on the main menu.
 - In the Query Results window, right-click a row in the grid and select Image | Print Images with Related Indices as PDF and Email | All from the popup menu.
- b) If you have not configured the default image views for display, the Select Image Segment dialog box will be displayed. Select the desired image views and click OK. **Note:** you can configure the default image views that you want displayed in the System Configuration component. If you do so, this step will be skipped.
- c) The Save As dialog box will be displayed. Enter the filename and location for the PDF file and click OK. The images will be written to the file.
- d) After the PDF file has been created, it will be automatically zipped and pasted into a new email message. Enter the recipient's address, and any additional information in the message body, to send the file.
- e) Unzip the file, and then open it with Adobe Reader/Adobe Acrobat to view and print the file

5.2.3.14 Print Images with Related Indices as PDF and Email: Selected

To print images for selected records displayed in the query results set, plus the image records for any related documents, (such as deposit tickets or endorsements), to a PDF file and then email the file, do the following:

- a) On the Query Results grid, select the desired documents by highlighting the desired rows while pressing the Control (Ctrl) key. You can also hold down the Shift key to select a contiguous block of records.
- b) Using one of the following methods, select the Print Images with Related Indices as PDF and Email | Selected option.
 - Select the Image | Print Images with Related Indices as PDF and Email | Selected option on the main menu.
 - In the Query Results window, right-click a row in the grid and select Image | Print Images with Related Indices as PDF and Email | Selected from the popup menu.
- c) If you have not configured the default image views for display, the Select Image Segment dialog box will be displayed. Select the desired image views and click OK. **Note:** you can configure the default image views that you want displayed in the System Configuration component. If you do so, this step will be skipped.
- d) The Save As dialog box will be displayed. Enter the filename and location for the PDF file and click OK. The index records will be written to the file.
- e) After the PDF file has been created, it will be automatically zipped and pasted into a new email message. Enter the recipient's address, and any additional information in the message body, to send the file.
- f) Unzip the file, and then open it with Adobe Reader/Adobe Acrobat to view and print the file.

5.2.3.15 Compare Images

The Compare Images function allows you to compare multiple images simultaneously. The selected images will be displayed in a new window, from where the standard image manipulation tools can be used.

To use the Compare Images function, do the following:

- a) Using the Query Criteria function, execute a query.
- b) When the Query Results screen is displayed, select the desired index records from the results grid. Press the Control (Ctrl) key and click a row, or press the Shift key to select a contiguous block of rows.
- c) Select either the Image | Compare Image menu option, or right click the Query Results grid and select Compare Image from the popup menu. The Compare Images screen will be displayed, with the selected images.

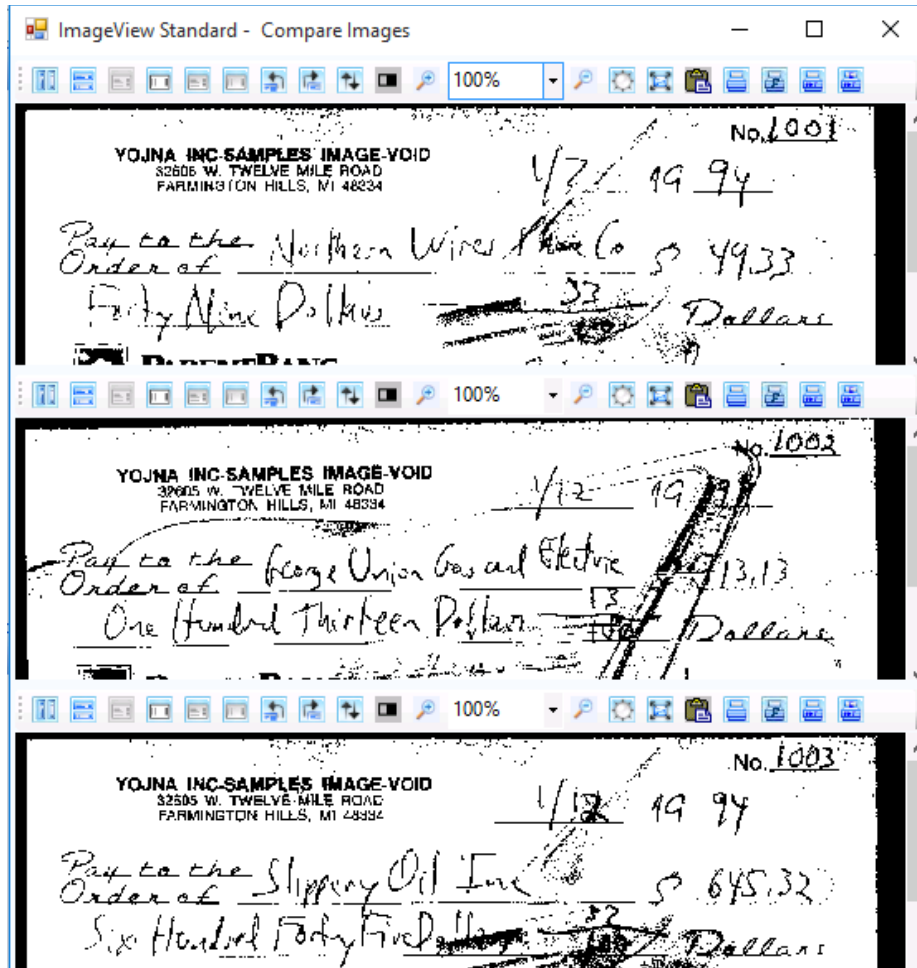


Figure 67: Compare Images display

5.2.4 Export All/Export Selected

The Export All/Export Selected options behave the same way as the Export function under the Query Criteria feature. The only difference is that the Export Selected option will export selected items from the results grid, whereas the Export function under Query Criteria always selects the Export All option. Please refer to section 5.1.6.4 for further information on the export functionality.

To export selected records:

- On the Query Results grid, select the desired documents by highlighting the desired rows while pressing the Control (Ctrl) key. You can also hold down the Shift key to select a contiguous block of records.
- Select the Export | Export Selected menu option. A confirmation message will be displayed. Click Yes to continue.

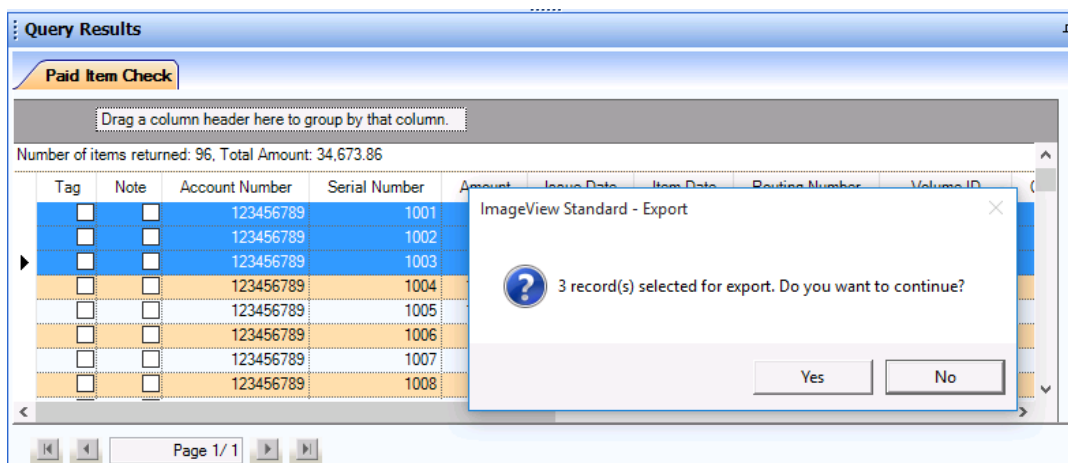


Figure 68: Selected records for export confirmation message

- c) Refer to section 5.1.6.4 for full instructions on using the Export function.

5.2.5 View Details

The View Details screen displays all information pertaining to a specific (selected) document, including any attached Notes and Tags, except for the corresponding document image (to display the image, double-click the desired row displayed on the Query Results screen).

To access View Details, do the following:

- On the Query Results screen, select a row from the grid.
- Do one of the following:
 - Click the Document | View Details menu option.
 - Right-click the item and select Document | View Details from the popup menu.
 - Click the View Details button on the toolbar.
- The View Details screen will appear.

The screenshot shows a window titled "View Details" with a close button (X) in the top right corner. The window is divided into three main sections. The top section, labeled "Details", contains a table with the following data:

CDDocTypeID	Check_PI
Account Name	123456780123456789
Account Number	123456789
Serial Number	1001
Amount	49.33
Issue Date	01/07/1994 12:00:00 AM
Item Date	01/13/1994 12:00:00 AM
Sequence Number	12352911
Customer Data	Northern Wires Phone Co.
Routing Number	123456780
Volume ID	19941222000101
User Field 1	

Below the table are two empty rectangular boxes labeled "Notes" and "Tags". At the bottom of the window, there is a status bar showing "Record 2 of 96" and a set of navigation buttons: a button with a left arrow and 'K', a left arrow button, a right arrow button, a right arrow button with 'I', a "Close" button, and a "Help" button.

Figure 69: View Details screen

Command buttons:

- : Takes you to the first item in the list displayed on the Query Results grid.
- : Takes you to the immediately preceding item in the list displayed on the Query Results grid.
- : Takes you to the next item in the list displayed on the Query Results grid.
- : Takes you to the last item in the list displayed on the Query Results grid.
- Exit: Closes the View Details form and returns to the Query Results screen.
- Help: Displays context sensitive Help.

Note: The fields on the View Details screen will change depending on the type of viewer query that was executed.

5.2.6 Assign

This section describes the Assign menu options.

5.2.6.1 Assign Notes

Assign Notes allows you to add a note to a document, which can be used for future reference. A note is an electronic equivalent of a Post-It© note, and can contain up to 8000 characters. There is no limit on the number of notes that may be attached to a given index record.

In Query Criteria, you can search for records that have a note attached, but you cannot search by the contents of the note.

To add notes to a document, modify existing notes, or delete notes, highlight the desired row on the Query Results screen and then do one of the following:

- a) Select Assign | Assign Notes from the menu.
- b) Right-click the row and select Assign | Assign Notes from the popup menu.

Note: The Assign Notes screen will display all notes, if any, that are assigned to the current document.

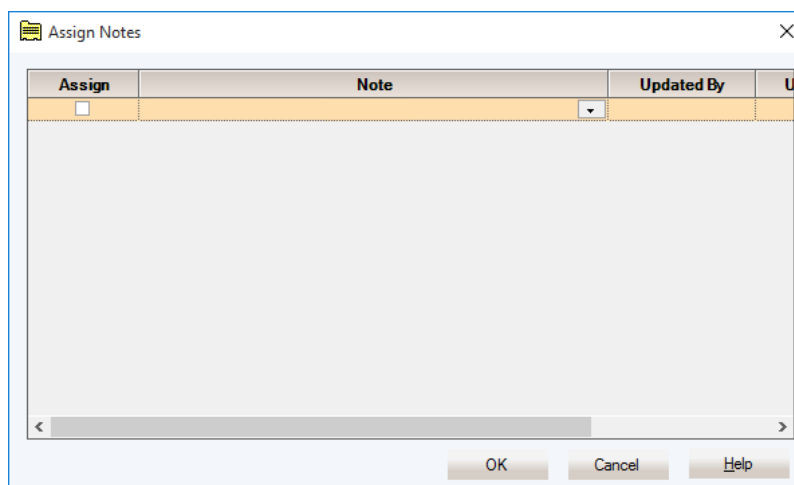


Figure 70: Assign Notes screen

5.2.6.1.1 Adding Notes

To add notes to a document, do the following:

- a) Open the Assign Notes dialog box.
- b) Enter the note text to be assigned to the document, and click the corresponding checkbox under the Assign column. Clicking the Assign checkbox for a row opens a new row under the current row.
- c) Enter a new note, if desired, or click OK to save the note(s) and close the Assign Notes dialog box. The Query Results grid will update to show a checkmark in the corresponding row under the Notes column.

5.2.6.1.2 Modifying a Note

To modify an existing note, do the following:

- a) On the Query Results grid, select the record to be modified.
- b) Open the Assign Notes dialog box.
- c) Highlight the text to be modified for an existing note, and enter the desired new text.
- d) Click the OK button to save the modified Note.

5.2.6.1.3 Deleting a Note

To delete a note, do the following:

- a) On the Query Results grid, select the record to be modified.
- b) Open the Assign Notes dialog box.
- c) Select the Note to be modified, and remove the check mark from the Assign column

- d) Click the OK button to delete the note.

5.2.6.1.4 Assigning the Same Note to Multiple Records

You can assign the same note to multiple index records. Do the following:

- a) On the Query Results grid, select the desired documents by highlighting the desired rows while pressing the Control (Ctrl) key. You can also hold down the Shift key to select a contiguous block of records.
- b) Open the Assign Notes dialog box.
- c) Enter the note text to be assigned to the documents, and click the corresponding checkbox under the Assign column. Clicking the Assign checkbox for a row opens a new row under the current row.
- d) Enter a new note, if desired, or click OK to save the note(s) and close the Assign Notes dialog box. The Query Results grid will update to show checkmarks in the corresponding rows under the Notes column.

5.2.6.1.5 Letters of Credit Viewer Notes

For the Letters of Credit Viewer, the available options are:

- Assign Notes to All: this option adds the same Note to all related image items displayed for the currently selected record in the Query Results list e.g. if the selected record in Query Results has 10 associated image records, the Assign Notes to All function assigns the same Note to those 10 image records only. **Note:** the Assign Notes to All function does not assign the Note to all records displayed in the Query Results list.
- Assign Notes to Current: this option adds a Note to the current image record displayed for the selected item displayed in the Query Results list e.g. if the selected record in Query Results has 10 associated image records and you are viewing the second image, the Assign Notes to Current function assigns the Note to that specific image.

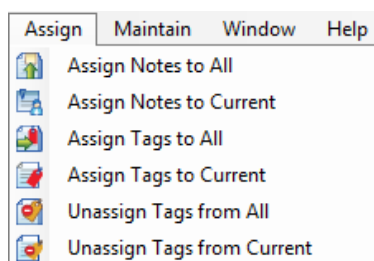


Figure 71: Letters of Credit Viewer Assign menu options

5.2.6.2 Assign Tags

Records may be tagged for future reference. A tag is a searchable marker or annotation that may be associated with a document. Tags may be up to 50 characters long, and multiple tags may be attached to a given index record.

In Query Criteria, you can search for specific tags that have been assigned to index records.

Note: Tags must first be defined using the Maintain Tags function – refer to Section 5.4.1 for instructions on maintaining tags.

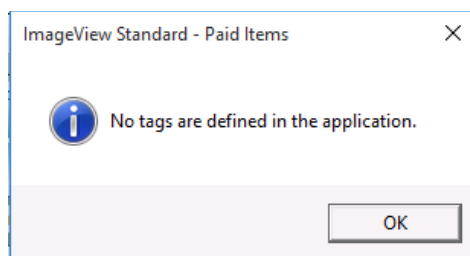


Figure 72: No defined tags message

To add tags to a document or delete tags, highlight the desired row on the Query Results screen and then do one of the following:

- a) Select Assign | Assign Tags from the menu.
- b) Right-click the row and select Assign | Assign Tags from the popup menu.

The Assign Tags dialog box is displayed.

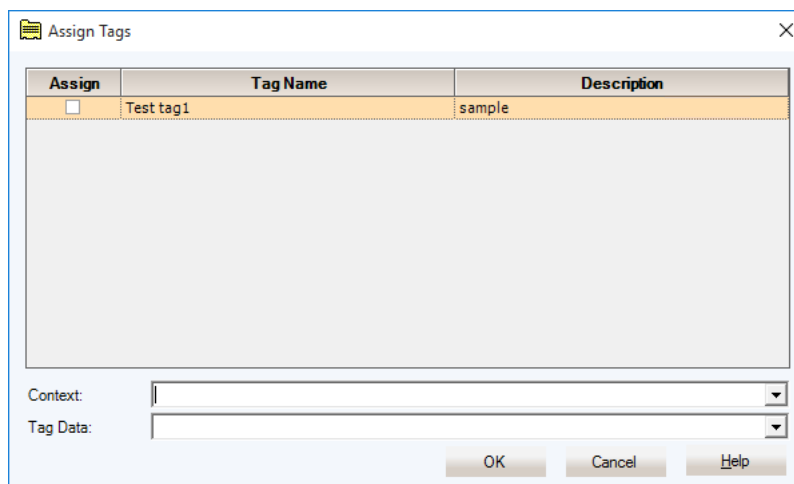


Figure 73: Assign Tags dialog box

Under the Assign column, enter a check mark for the desired tag(s) that should be assigned to the current index record.

- Context: this field allows you to enter a text qualifier to the tag.
- Tag Data: this field allows you to enter an additional qualifier to the tag, e.g. to update a context entered by another user.

Click OK when you are finished.

The Query Results screen will be updated to show a check mark in the Tag column against the item to which a tag was added.

Select additional rows from Query Results and repeat the above procedure to assign tags to additional index records.

5.2.6.2.1 Assigning the Same Tag to Multiple Records

You can assign the same tag to multiple index records. Do the following:

- a) On the Query Results grid, select the desired documents by highlighting the desired rows while pressing the Control (Ctrl) key. You can also hold down the Shift key to select a contiguous block of records.
- b) Open the Assign Tags dialog box.
- c) Select the desired tag from the list of available tags and click the corresponding checkbox under the Assign column. Add a context and/or tag data as necessary.
- d) Click OK to save the tag and close the Assign Tags dialog box. The Query Results grid will update to show checkmarks in the corresponding rows under the Tags column.

5.2.6.2 Letters of Credit Viewer Tags

For the Letters of Credit Viewer, the available options are (refer to figure 69):

- Assign Tags to All: this option adds the same Tag to all related image items displayed for the currently selected record in the Query Results list e.g. if the selected record in Query Results has 10 associated image records, the Assign Tags to All function assigns the same Tag to those 10 image records only. **Note:** the Assign Tags to All function does not assign the Tag to all records displayed in the Query Results list.
- Assign Tag to Current: this option adds a Tag to the current image record displayed for the selected item displayed in the Query Results list e.g. if the selected record in Query Results has 10 associated image records and you are viewing the second image, the Assign Tags to Current function assigns the Tag to that specific image.

5.2.6.3 Unassign Tags

To delete a tag from a document, do the following:

- a) On the Query Results screen, select the index record that should have a tag deleted.
- b) Select Assign | Unassign Tags from the menu or right-click the row and select Assign | Unassign Tags. The Unassign Tags dialog box is displayed.

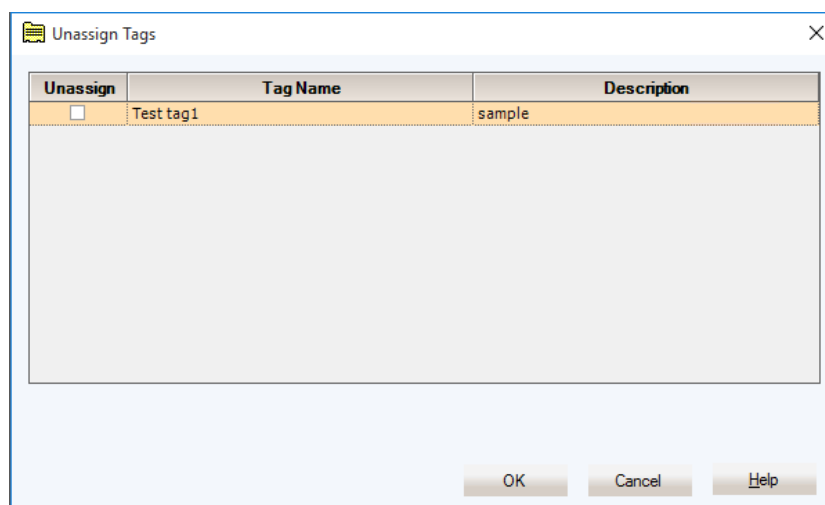


Figure 74: Unassign Tags dialog box

- c) Enter check marks into the Unassign checkboxes of the associated tags to be deleted.
- d) Click the OK button to delete the tags from the index item or click the Cancel button to cancel and return to the Query Results screen.

The Query Results screen will be updated to show an empty box in the Tag column if all tags associated with a document are deleted. **Note:** the Tag checkbox will remain checked if not all tags are deleted from an index record.

5.2.6.3.1 Unassigning Tags from Multiple Records

Tags can also be deleted from multiple index records, provided that the selected records have the same tag(s) attached. To delete tags from multiple records:

- On the Query Results grid, select the desired documents by highlighting the desired rows while pressing the Control (Ctrl) key. You can also hold down the Shift key to select a contiguous block of records.
- Select Assign | Unassign Tags from the menu or right-click the row and select Assign | Unassign Tags. The Unassign Tags dialog box is displayed. If the selected records do not have the same tag(s) in common, the Unassign Tags dialog box will be empty. Otherwise, it will display the tag(s) that are assigned to the selected records.
- Enter check marks into the Unassign checkboxes of the associated tags to be deleted.
- Click the OK button to delete the tags from the index item or click the Cancel button to cancel and return to the Query Results screen.

5.2.6.3.2 Letters of Credit Viewer

For the Letters of Credit Viewer, the available options are:

- Unassign Tags from All: this option deletes the same Tag from all related image items displayed for the currently selected record in the Query Results list e.g. if the selected record in Query Results has 10 associated image records, the Unassign Tags from All function deletes the same Tag from those 10 image records only. **Note:** the Unassign Tags from All function does not delete the Tag from all records displayed in the Query Results list.
- Unassign Tags from Current: this option deletes a Tag from the current image record displayed for the selected item displayed in the Query Results list e.g. if the selected record in Query Results has 10 associated image records and you are viewing the second image, the Unassign Tags from Current function deletes the Tag from that specific image.

5.2.7 Copy

The Copy function allows you to copy an index record, or part thereof, to the Windows Clipboard. From the Clipboard, the data can then be pasted into another document, email, or spreadsheet. The available options are:

- Copy Cell: copies the contents of a specific column from the Query Results grid e.g. Check Amount, Tag, Account Number. To copy a cell, select a row and then select the desired column. Right-click the grid and select Copy | Copy Cell from the popup menu.
- Copy Record: copies an entire index record from the Query Results grid. To copy a record, select a row and then right-click the grid and select Copy | Copy Record from the popup menu

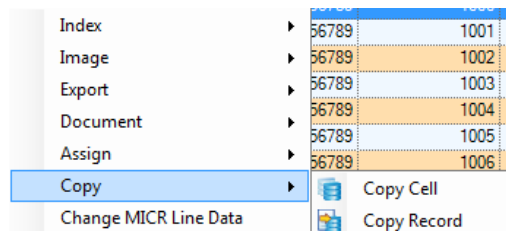


Figure 75: Copy popup menu option

5.2.8 Endorsements

When Endorsements are present for an index record, a tab for Endorsements will be displayed in the Query Results window. **Note:** images are not available for endorsement items, and the Image window will be automatically closed.

Click the Related Endorsements tab to view the endorsement data: the data shown in the Query Results grid will be refreshed.

Tag	Note	Item Date	Sequence Number	Ordinal	End Sequence Number	End Routing Number	End Date	E
		5/12/2008	292755427	1	6214656895	0	5/12/2008	WAC
		5/12/2008	292755427	2	292755427	0	5/12/2008	BANK

Figure 76: Query Results – Endorsements (sample)

5.2.9 Change MICR Line Data

The Change MICR Line Data function is a custom feature provided for financial institutions that do not perform error correction on checks that are incorrectly scanned by the financial institution's back-end scanning system, resulting in erroneous data being recorded to the check data CD volumes. In this scenario, customers need to manually correct the incorrect data.

Example: check number "1000" was incorrectly read by the scanning system, and the check number recorded to CD is "0". When a user registers this volume and then runs a query using check number "1000" as the search criteria, no documents are returned. Using a different set of criteria, such as Account Number or Amount, the missing check is then found. Once found, the incorrect check number can then be updated to reflect the correct value using the Change MICR Line Data function.

The Change MICR Line Data function can be used to correct the following data fields:

- Routing Number
- Account Number
- Serial (Check) Number
- Amount
- Item Date

To use the Change MICR Line Data function, do the following:

- a) Execute a query to locate the incorrectly recorded data (use the example above as a possible scenario).

- b) When the Query Results window is displayed, locate the incorrect item in the results grid and highlight it.
- c) Right-click the item and select the Change MICR Line Data option from the popup menu.

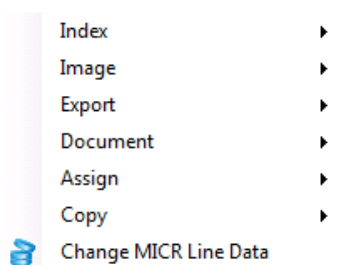


Figure 77: Popup menu options

- d) The Change MICR Line Data dialog box is displayed.

Volume ID	19941222000101		
Original Routing Number	123456780	Routing Number	123456780
Original Account Number	123456789	Account Number	123456789
Original Serial Number	1000	Serial Number	1000
Original Amount	896.22	Amount	896.22
Original Item Date	01/11/1994	Item Date	01/11/1994

Save Reset Cancel Help

Figure 78: Change MICR Line Data dialog box

- e) Enter the correct value(s) into the white-shaded text boxes on the right hand side of the dialog box. **Note:** The gray-shaded boxes on the left display the original data that was recorded to the CD, and cannot be changed.
- f) Click Save to update the changes. **Note:** the corresponding index record on the Query Results grid will now be displayed with a gray background, to indicate that the data was manually corrected by a user.

Click Reset to revert a change back to the original value, provided that you have not clicked Save. If you have clicked Save, you will need to change the data as specified above.

Note: when the Change MICR Line Data option is implemented, the following additional selection criteria options are available (refer to section 5.1.1 for additional information on selection criteria):

- Original Account Number
- Original Amount
- Original Item Date
- Original Routing Number
- Original Serial Number

These options can be used to search for the data that was recorded to the volume prior to applying any changes using the Change MICR Line Data function.

5.2.10 Reports Query Results

This section describes the procedures for working with report data stored on a document image CD. **Note:** reports saved in the .PDF file format require that Adobe Reader, (version 10 or higher is recommended), be installed. The Adobe Reader is available as a free download from www.adobe.com.

To find report data, execute query criteria as described in section 5.1.1.1. If report data is found, the data (including the report name and file name) will be displayed in the Query Results grid, and the first available report will be displayed in the Image window.

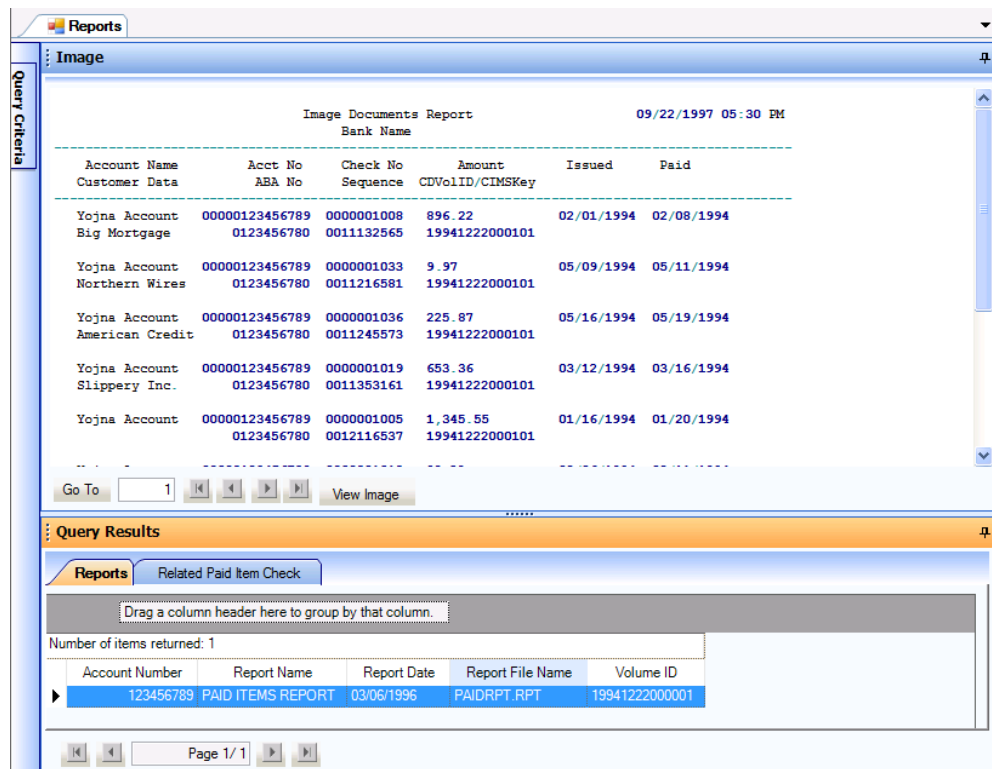


Figure 79: Sample reports display

The Query Results window will display a Reports tab, and additional tabs as appropriate, depending on the data stored on the volume set.

On the Reports tab, select a report from the list of available reports (refer to figures 79 or 80). Clicking another tab (e.g. Related Check) will return a list of index results tied to the report record selected from the Reports tab, and will also display a corresponding image for the first record in the list.

Click the Reports tab to return to the list of reports.

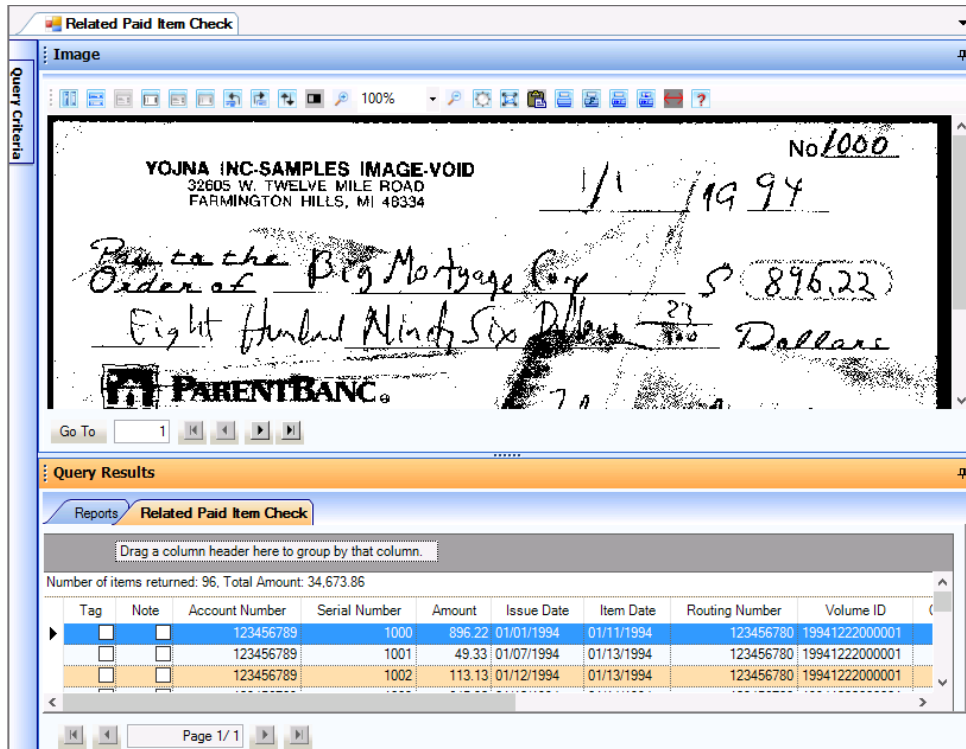


Figure 80: Sample report with related items

PDF Reports: reports saved in the PDF file format will be opened with Adobe Reader. The Image window will display the Adobe Reader and its toolbar, and the standard Image window functionality is replaced with Adobe Reader functionality. **Note:** if Adobe Reader is not installed on your computer, you will be prompted to save the file.

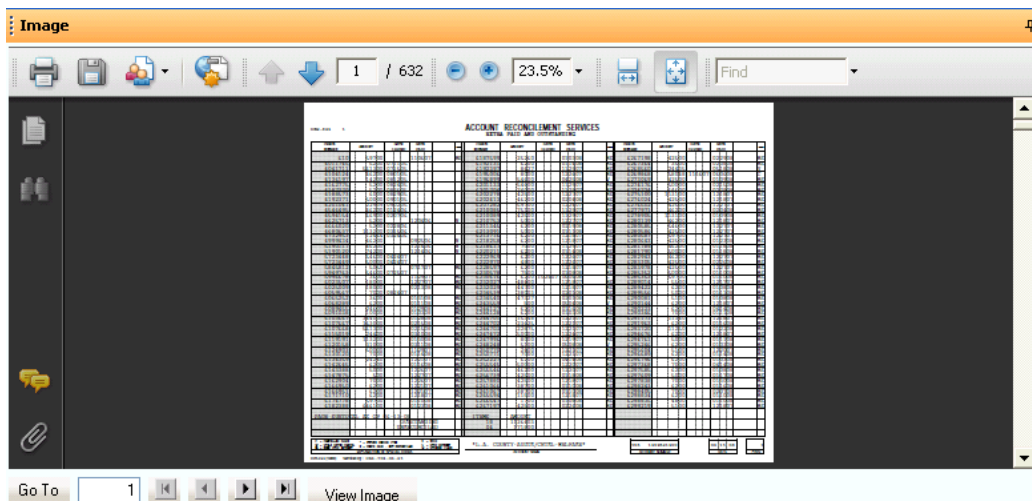


Figure 81: Sample .PDF report displayed in the Image window

5.2.10.1 Reports Image Window

The Image window will display the reports selected from the Reports tab of the Query Results window. In addition, a View Image button will be displayed in the lower left corner of the Image window (refer to figure 82).

In the Image window, you can select a field on a report and use it to search for an associated document image. Do the following:

- a) In the Image window, select a report field e.g. Amount

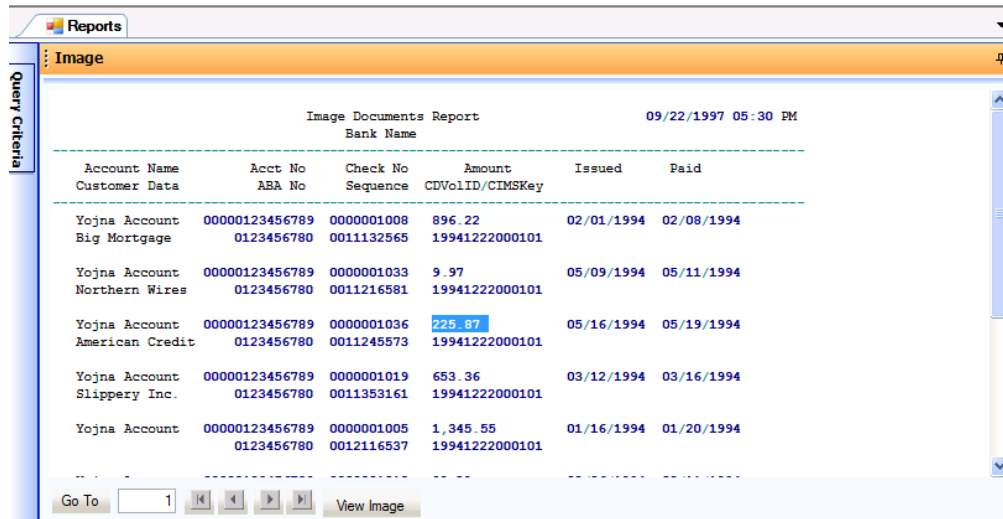


Figure 82: Image window with report field selected

- b) Click the View Image button. The Report Query dialog box will be displayed.
- c) Field Type: select the field to be searched from the dropdown list e.g. Account Number. **Note:** the Volume ID and Selection fields are pre-filled based on your selection and cannot be changed.

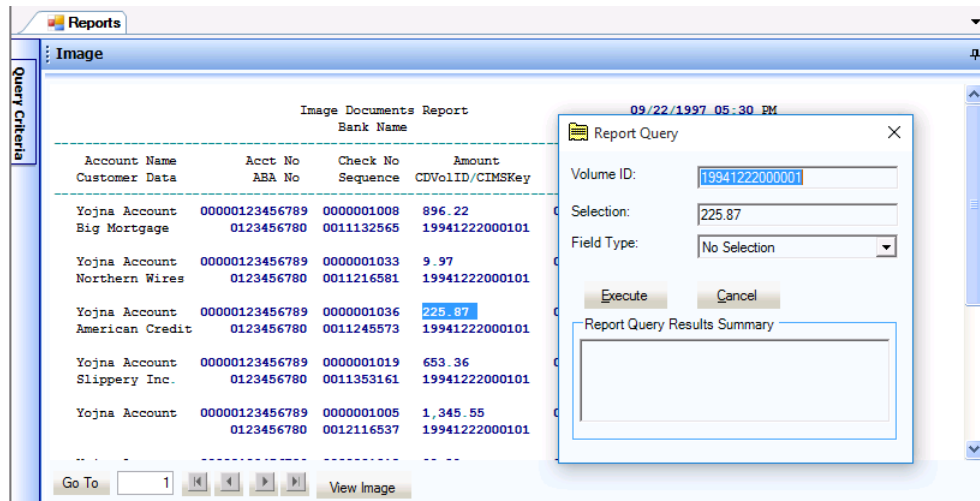


Figure 83: Report Query dialog box

- d) Click the Execute button. A corresponding image, if available, will be displayed. The Query Results window will also be updated, based on the matching results returned by the report query.

5.2.10.2 Exporting Reports

Reports stored on CD/DVD can be exported from ImageView v8.x. The report export process does not export any associated images.

- For standard reports, the export process will do one of the following, based on the selection chosen on the Export dialog box:
 - Export Indices: export will create a text file containing index information, and you will be prompted to provide the name of the index file. Also refer to section 5.1.6.4.1.
 - Export Images: export will create a text file containing index information using the default filename of "ImageIndex<date>.TXT", and will also create a text file containing the report information formatted as a report. Also refer to section 5.1.6.4.2.
 - Export Images and Indices: export will create 2 text files containing index data (ImageIndex<date>.TXT and a user-specified filename), and will also create a text file containing the report information formatted as a report. Also refer to section 5.1.6.4.3.
- For .PDF reports, the export process will do one of the following, based on the selection chosen on the Export dialog box:
 - Export Indices: export will create a text file containing index information, and you will be prompted to provide the name of the index file.
 - Export Images: export will create a text file containing index information using the default filename of "ImageIndex<date>.TXT", and will also create a .PDF file containing the report information.
 - Export Images and Indices: export will create 2 text files containing index data (ImageIndex<date>.TXT and a user-specified filename), and will also create a .PDF file containing the report information.

To export a report:

- a) Select a report from the list of reports displayed in the Reports tab of the Query Results window.
- b) Select either the Export All or Export Selected menu option. The Export dialog box will be displayed.
- c) On the Export dialog box, enter your selections as noted above and click the Export button. A confirmation message will be displayed when the report export process has completed.

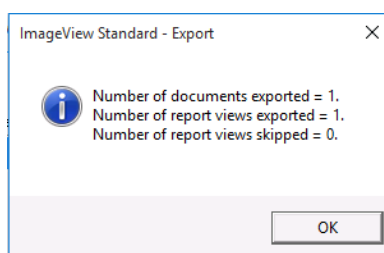


Figure 84: Report export confirmation message

Refer to sections 5.1.6.4 and 5.2.5 as necessary for additional information on export functionality.

5.2.11 Lockbox Items/RemitTrack Query Results

The Query Results displayed for Lockbox Items and RemitTrack queries has specific functionality unique to the Lockbox Items and RemitTrack Viewers.

Lockbox Items can display several categories of index and image data, such as batches, checks, invoices, coupons, envelopes, etc. The Query Results window will show one or more tabs for related document sets when you select a specific lockbox batch's contents to be viewed.

When executing a lockbox query using the “Lockbox Batch” option from the ‘Display result from’ dropdown list, the results set will list a set of batches (if any), and the Image window will be closed (**Note:** lockbox batch results will not have any associated images).

Tag	Note	Lockbox	Ledger Date	Batch	Transaction Source	Transactions	Amount	CD Set ID
		CHI-894731	02/01/2013	145	Check	20	489,627.47	130410111123 130
		CHI-894731	02/01/2013	146	Check	10	563,944.58	130410111123 130
		CHI-894731	02/01/2013	99999	Correspondence	4	0.00	130410111123 130
		CHI-894731	02/04/2013	148	Check	50	766,891.99	130410111123 130
		CHI-894731	02/04/2013	149	Check	50	725,235.51	130410111123 130
		CHI-894731	02/04/2013	150	Check	39	1,126,748.45	130410111123 130
		CHI-894731	02/04/2013	151	Check	28	460,375.75	130410111123 130
		CHI-894731	02/04/2013	99999	Correspondence	14	0.00	130410111123 130
		CHI-894731	02/05/2013	153	Check	50	619,492.83	130410111123 130
		CHI-894731	02/05/2013	154	Check	21	281,605.08	130410111123 130
		CHI-894731	02/05/2013	99999	Correspondence	3	0.00	130410111123 130
		CHI-894731	02/06/2013	156	Check	35	757,235.69	130410111123 130
		CHI-894731	02/06/2013	99999	Correspondence	3	0.00	130410111123 130
		CHI-894731	02/07/2013	158	Check	25	935,696.96	130410111123 130
		CHI-894731	02/08/2013	160	Check	19	284,919.57	130410111123 130
		CHI-894731	02/08/2013	161	Check	6	24,551.50	130410111123 130
		CHI-894731	02/08/2013	99999	Correspondence	1	0.00	130410111123 130
		CHI-894731	02/11/2013	163	Check	50	841,139.78	130410111123 130
		CHI-894731	02/11/2013	164	Check	50	645,093.68	130410111123 130
		CHI-894731	02/11/2013	165	Check	50	479,706.94	130410111123 130
		CHI-894731	02/11/2013	166	Check	7	90,844.29	130410111123 130
		CHI-894731	02/11/2013	99999	Correspondence	9	0.00	130410111123 130
		CHI-894731	02/12/2013	169	Check	50	669,524.07	130410111123 130

Figure 85: Query results for lockbox batch (sample)

To display the images for the contents of a specific lockbox batch, do the following:

- Select a lockbox batch from the list of results.
- Click the corresponding tab(s) to view related documents for a selected batch e.g. click the Related Lockbox Check tab for the selected Lockbox Batch index record to view checks associated with the selected batch, or click the Related Lockbox Invoice tab to view invoice documents for the selected batch record.
- The Query Results window will be refreshed, and the Image window will display the corresponding image (if available). **Note:** you will be prompted to load the corresponding CD volume as necessary.

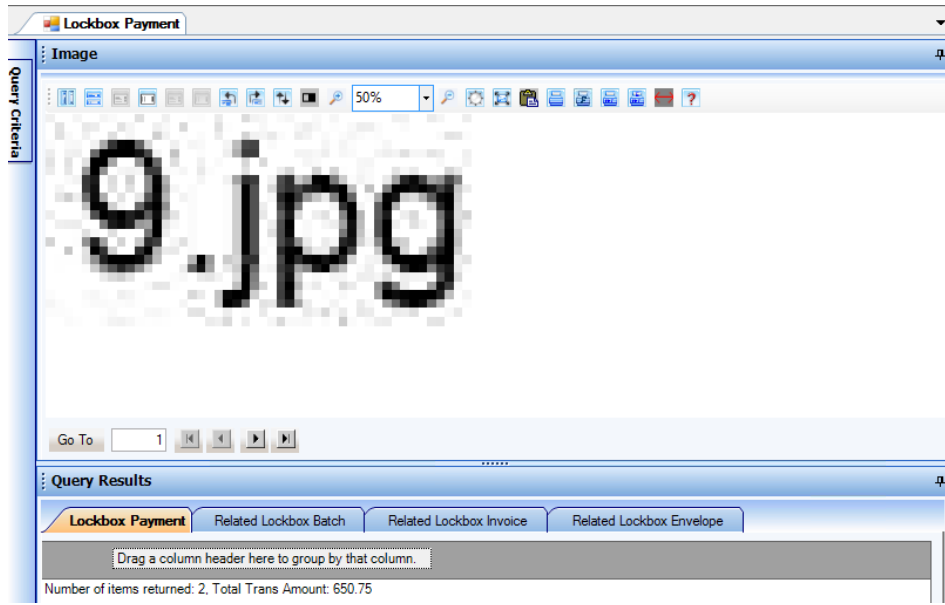


Figure 86: Sample lockbox check image, with related tabs in Query Results

- d) Use the Image window navigation buttons to view additional checks/documents for the selected batch, or select an item in the Query Results grid. Click the associated tabs to view additional related documents e.g. to view invoice documents related to the selected lockbox batch. Click the Lockbox Batch tab to return to the list of batch items in Query Results.

For Lockbox Batches, the Query Results popup menu displays the default options described above.

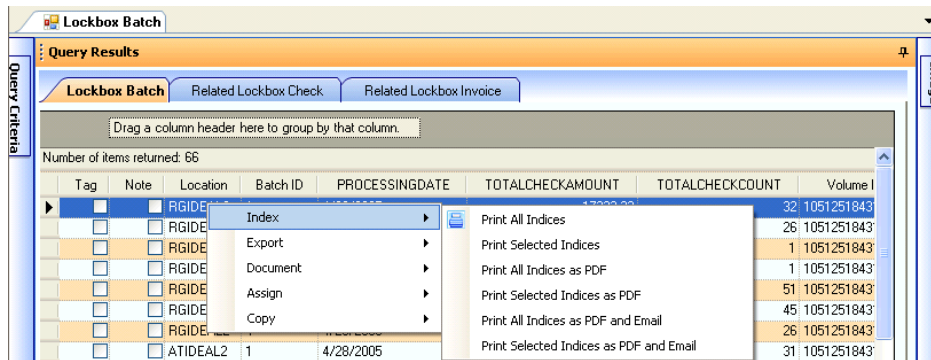


Figure 87: Lockbox Batch query results popup menu

A similar procedure is used when using Lockbox Check or Lockbox Invoice as the 'Display result from' selection. In this case, Query Results will show matching index records (if any), and will automatically display the image for the first result item in the list. Tabs will be displayed on the Query Results form for related items (e.g. Related Lockbox Batch, Related Lockbox Check, Related Lockbox Invoice). To view the associated batch, select the Related Lockbox Batch tab.

- **Note:** tabs for related items will only be displayed if data is available for the category. If no data is available, tabs will be hidden.

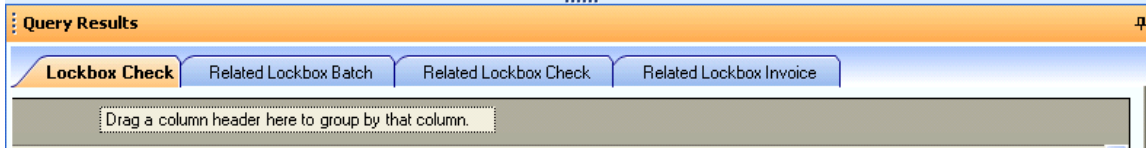


Figure 88: Sample Query Results tabs from a Lockbox Checks query

Grouping

For Vicor lockbox results, grouping in the query results set has been implemented for conditions where the same item is repeated multiple times due to having multiple index records pointing to that item. Note that this condition is particularly noticeable for lockbox invoices.

- If all visible fields are identical, only the first instance of the record is displayed, additional instances are hidden.
- If all visible fields are not identical, the results are grouped together, and users can expand the results and easily view the fields which contain non-matching data.

Click the “+” button on the far left to expand the results: the results grid will now show fields where the content varies e.g. the Invoice # and Invoice Amount columns.

Envelope Number	TID	Lockbox	Ledger Date	Batch	Item	Trans Amount	ABA/RT	Account	\$
1065	G-0314178	CHI-894731	02/01/2013	145	7	37,254.72	061100790	1000000051	00
1066	G-0314179	CHI-894731	02/01/2013	145	8	7,334.40	031100209	100000074	20
	Tag	Note	Transaction Source	Group Name	CD Set ID	VolumeID	Inv #	Inv Amt	
			Check		130410111123	13041011112302	1000000076	\$3483.84	
			Check		130410111123	13041011112302	1000000078	\$3483.84	
			Check		130410111123	13041011112302	1000000080	\$366.72	
1067	G-0314180	CHI-894731	02/01/2013	145	9	5,995.00	071925046	10000081	00
1068	G-0314181	CHI-894731	02/01/2013	145	10	48,715.50	122000661	1000000090	00
1069	G-0314182	CHI-894731	02/01/2013	145	11	1,020.00	072412927	1000000095	02
1070	G-0314183	CHI-894731	02/01/2013	145	12	3,905.50	011200022	100000000098	11

Figure 89: Sample lockbox results grouping

5.2.11.1 Set as Primary Document

The Set as Primary Document function allows you to change the priority of the lockbox relationship, as if you had used different query criteria e.g. using Lockbox Checks instead of Lockbox Batch. The function is only available under the related items for a given set of lockbox query results, and is accessed by right-clicking a row on the Query Results grid.

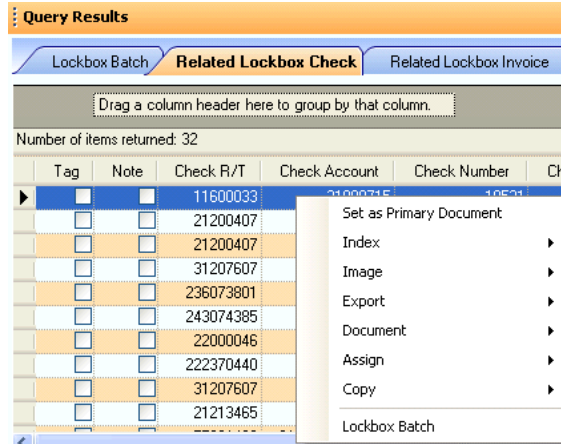


Figure 90: Related Item popup menu

For example: if you have query results from a Lockbox Batch query, the batch index record is considered the primary document. If you then go to Related Lockbox Check, select a check index record, and then execute Set as Primary Document, the selected check will become the primary document, and the original batch record will now become a related batch record, and the Query Results window will be updated to show the corresponding tab relationships.

The Set as Primary Document feature is also available in the Deposited Items viewer, and can be accessed from the corresponding query results set for related items e.g. Related Deposited Checks. In this case, it changes the priority of the relationship between deposited checks and associated deposit tickets.

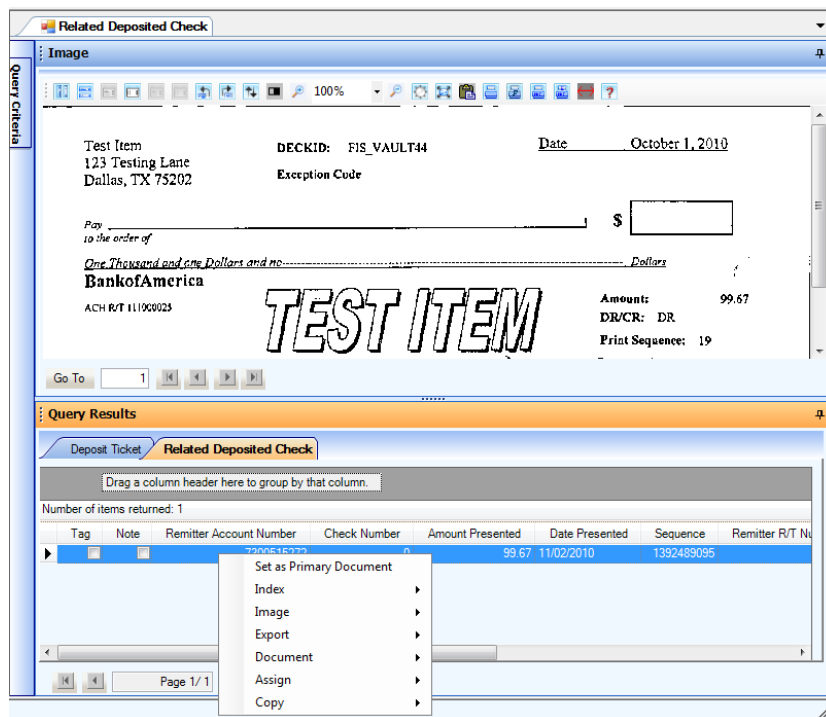


Figure 91: Deposited Items Viewer Query Results popup menu

5.2.11.2 Lockbox/RemitTrack Image Printing Options

The Lockbox Items and RemitTrack Viewers provide three sets of printing options beyond the primary print options described in section 5.2.3.

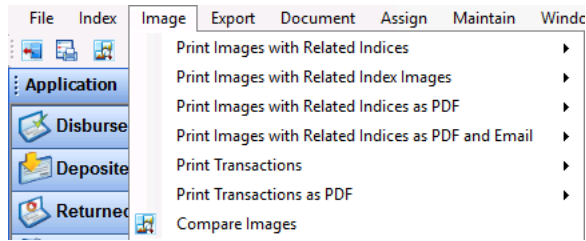


Figure 92: Image menu with Lockbox print options

These options are:

- Print Images with Related Index Images
 - All
 - Selected
- Print Transactions: prints checks/payments and invoices associated with a given lockbox transaction index record.
 - All
 - Selected
- Print Transactions as PDF: prints checks/payments and invoices associated with a given lockbox transaction index record to a PDF file.
 - All
 - Selected

5.2.11.2.1 Print Images with Related Index Images: All

This option prints the images for all records displayed in the Lockbox query results set, plus the image records for any related documents, such as checks and invoices.

- a) On the Query Results screen, right-click a row in the table grid and select Image | Print Images and Related Index Images | All from the popup menu.
- b) Using one of the following methods, select the Image | Print Images and Related Index Images | Selected option:
 - Select the Image | Print Images and Related Index Images | All option on the main menu.
 - In the Query Results window, right-click a row in the grid and select Image | Print Images with Related Index Images | All from the popup menu
- c) The user can select from the 1 x 1, 2 x 5, 3 x 6, and Full Size options (expand Image | Print Images with Related Index Images | All to access these options):
 - The 1 x 1 option prints 1 image per page.
 - The 2 x 5 option prints 10 images per page.
 - The 3 x 6 option prints 18 images per page.
 - The Full Size option prints 1 image per page, without any index data
- d) If you have not configured the default image views for display, the Select Image Segment dialog box will be displayed. Select the desired image views and click OK. **Note:** you can configure the default image views that you want displayed in the System Configuration component. If you do so, this step will be skipped

- e) A print confirmation message will be displayed: click Yes to print or fax the selected images, or No to cancel. In addition, do the following as prompted/as necessary:
 - a) Insert the appropriate CD volume(s).
 - b) Select print device for output.

5.2.11.2.2 Print Images with Related Index Images: Selected

This option prints the images for selected records displayed in the Lockbox query results set, plus the image records for any related documents, such as checks and invoices.

- a) On the Query Results screen, select the desired documents from the table grid by highlighting the desired rows and pressing the Control (Ctrl) key. You can also hold down the Shift key to select a contiguous block of indexes.
- b) Using one of the following methods, select the Image | Print Images and Related Index Images | Selected option:
 - Select the Image | Print Images and Related Index Images | Selected option on the main menu.
 - In the Query Results window, right-click a row in the grid and select Image | Print Images with Related Index Images | Selected from the popup menu
- c) The user can select from the 1 x 1, 2 x 5, 3 x 6, and Full Size options (expand Image | Print Images with Related Index Images | Selected to access these options):
 - The 1 x 1 option prints 1 image per page.
 - The 2 x 5 option prints 10 images per page.
 - The 3 x 6 option prints 18 images per page.
 - The Full Size option prints 1 image per page, without any index data
- d) If you have not configured the default image views for display, the Select Image Segment dialog box will be displayed. Select the desired image views and click OK. **Note:** you can configure the default image views that you want displayed in the System Configuration component. If you do so, this step will be skipped.
- e) A print confirmation message will be displayed: click Yes to print or fax the selected images, or No to cancel. In addition, do the following as prompted/as necessary:
 - a) Insert the appropriate CD volume(s).
 - b) Select print device for output.

5.2.11.2.3 Print Transactions: All

This option prints checks/payments, invoices, and envelopes associated with a given lockbox transaction index record, for all records displayed in the Lockbox query results set.

To print images for all transaction records displayed in the query results set, do the following:

- a) On the Query Results grid, select the desired documents by highlighting the desired rows while pressing the Control (Ctrl) key. You can also hold down the Shift key to select a contiguous block of records.
- b) Using one of the following methods, select the Image | Print Transactions | All option.
 - Select the Image | Print Transactions | All option on the main menu.
 - In the Query Results window, right-click a row in the grid and select Image | Print Transactions | All from the popup menu.

A print confirmation message will be displayed: click Yes to print or fax the selected images, or No to cancel. In addition, do the following as prompted/as necessary:

- a) Insert the appropriate CD volume(s).

- b) Select print device for output.

5.2.11.2.4 Print Transactions: Selected

This option prints checks/payments, invoices, and envelopes associated with a given lockbox transaction index record, for selected records displayed in the Lockbox query results set.

To print images for selected transaction records displayed in the query results set, do the following:

- a) On the Query Results grid, select the desired documents by highlighting the desired rows while pressing the Control (Ctrl) key. You can also hold down the Shift key to select a contiguous block of records.
- b) Using one of the following methods, select the Image | Print Transactions | Selected option.
 - Select the Image | Print Transactions | Selected option on the main menu.
 - In the Query Results window, right-click a row in the grid and select Image | Print Transactions | Selected from the popup menu.

A print confirmation message will be displayed: click Yes to print or fax the selected images, or No to cancel. In addition, do the following as prompted/as necessary:

- a) Insert the appropriate CD volume(s).
- b) Select print device for output.

5.2.11.2.5 Print Transactions as PDF: All

This option prints checks/payments, invoices, and envelopes associated with a given lockbox transaction index record, for all records displayed in the Lockbox query results set, to a PDF file.

To print images for all transaction records displayed in the query results set, do the following:

- a) Using one of the following methods, select the Image | Print Transactions as PDF | All option:
 - Select the Image | Print Transactions as PDF | All option on the main menu.
 - In the Query Results window, right-click a row in the grid and select Image | Print Transactions as PDF | All from the popup menu.
- b) The Save As dialog box will be displayed. Enter the filename and location for the PDF file and click OK. The images will be written to the file.
- c) Open the file with Adobe Reader/Adobe Acrobat to view and print the file.

5.2.11.2.6 Print Transactions as PDF: Selected

This option prints checks/payments, invoices, and envelopes associated with a given lockbox transaction index record, for selected records displayed in the Lockbox query results set, to a PDF file.

To print images for selected transaction records displayed in the query results set, do the following:

- a) On the Query Results grid, select the desired documents by highlighting the desired rows while pressing the Control (Ctrl) key. You can also hold down the Shift key to select a contiguous block of records.
- b) Using one of the following methods, select the Image | Print Transactions as PDF | Selected option.
 - Select the Image | Print Transactions as PDF | Selected option on the main menu.
 - In the Query Results window, right-click a row in the grid and select Image | Print Transactions as PDF | Selected from the popup menu.

- c) The Save As dialog box will be displayed. Enter the filename and location for the PDF file and click OK. The index records will be written to the file.
- d) Open the file with Adobe Reader/Adobe Acrobat to view and print the file.

5.2.12 Letters of Credit Query Results

The Query Results displayed for Letters of Credit queries has specific functionality unique to the Letters of Credit Viewer:

- A popup menu accessed by right-clicking a row in the result table is not available.
- Multiple records cannot be selected using the Ctrl or Shift keys.
- The Compare Images function is not available.
- The View Details function is not available.
- Notes: refer to section 5.2.7.5 for a description of the Notes functionality in the Letters of Credit Viewer.
- Tags: refer to section 5.2.8.4 for a description of the Tags functionality in the Letters of Credit Viewer. Also note that Tags must be defined using the Maintain Tags function before they can be assigned to a record.
- The Export All/Export Current functions behave similarly to the Assign Notes/Assign Tags functionality in the Letters of Credit Viewer.

Letters of Credit Viewer

Query Results

Letters of Credit

Drag a column header here to group by that column.

Number of items returned: 35

LC NUMBER	PAYMENT NUMBER	Volume ID
TD605500093923	7	07010550001201
TD605500103429	3	07010550001201
TD605500103393	3	07010550001201
TD605500103212	3	07010550001201
TD605500103276	3	07010550001201
TD605500103381	3	07010550001201
TD605500093923	10	07010550001201
TD605500093923	8	07010550001201
TD605500093923	11	07010550001201
TD605500093923	9	07010550001201
TD605500103381	4	07010550001201
TD605500103155	3	07010550001201
TD605500103216	3	07010550001201
TD605500103222	3	07010550001201
TD605500103224	3	07010550001201
TD605500103218	3	07010550001201
TD605500103245	3	07010550001201
TD605500103181	3	07010550001201
TD605500103345	3	07010550001201
TD605500093923	4	07010550001201
TD605500093923	6	07010550001201
TD605500093923	5	07010550001201
TD605500103094	3	07010550001201
TD605500103093	3	07010550001201

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on 8/30/2008 2:54:58 PM.

Figure 93: Letters of Credit Viewer Query Results page (sample)

5.3 Document Image

The following sections describe the procedures for viewing and manipulating document images.

5.3.1 Image Overview

Each document (item) has one or more associated images stored on the image CD-ROM. Typically there will be at least a front and back image for each document.

Checks: depending on the Financial Institution's image capture procedure, each check may have up to four associated image segments. The ImageView viewer supports the following image segment views, each of which has a corresponding display button that can be accessed during the View Image mode:

- Front black & white. This is typically the default front image, and will be displayed using the Front button.
- Front grayscale *. This image, if available, will typically be displayed with the Front 2 button.
- Back black & white. This is typically the default back image, and will be displayed using the Back button.
- Back grayscale *. This image, if available, will typically be displayed with the Back 2 button.

* Color check images are supported, if they are available i.e. if color check images are captured by the financial institution and made available on the image CD/DVDs.

- In ImageView Standard v8.5.x, color lockbox images are supported. If a color image of a lockbox document is available, it will be displayed in color.

You can configure the default image views that you want displayed using the System Configuration component.

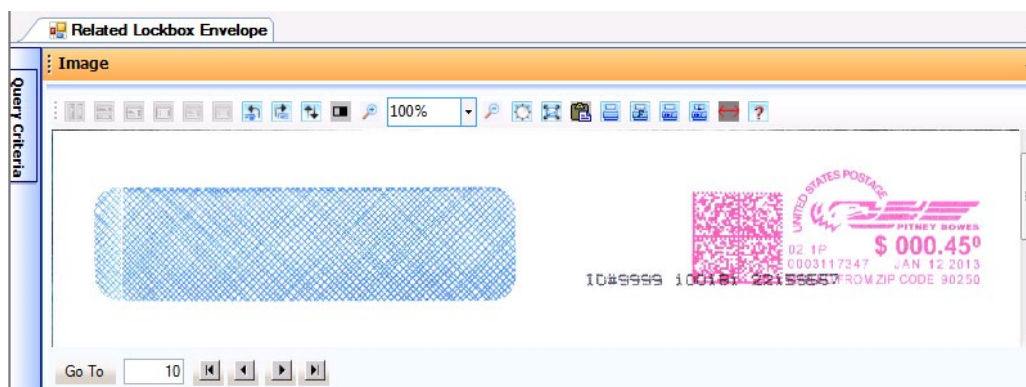


Figure 94: Color lockbox envelope image (sample)

When viewing document images, the display buttons are automatically enabled or disabled according to the image segment information stored on the document image CD. This means, for instance, that if the Front 2 and Back 2 buttons are disabled while you are in the View Image mode, the CD does not contain corresponding image segments.

You should be aware that, although the ImageView viewer contains powerful tools for manipulating document images, the quality of the image you see ultimately depends on the quality of the original image captured by the Financial Institution.

Also note that, on occasion, errors occur during the image capture process. As a result, you may retrieve an image marked with text such as "There is no image available for this item. Please contact your financial institution".

To view a document image, the basic procedure is as follows:





- a) Using Data Manager, register document image CD volumes, or import files and register them.
- b) Using Query Criteria, execute a query.
- c) Double-click a row on the Query Results screen (this is the easiest method). **Note:** the first item shown in the Query Results grid will automatically have its image displayed in the Image window.
 - Once an image is displayed in the Image window, you can click the image navigation buttons to scroll through the images returned by Query Results.

Note: You may need to load the corresponding CD volume into your CD-ROM drive, depending on the volume folder configuration you have defined in Data Manager. If you have defined a hard disk location or network drive/share as a volume folder AND copied the entire contents of CD volumes to this location, it is not necessary to have the CD volume available to view check images. Refer to the *ImageView Standard v8.5.x Administrator's Guide* for more information on using Data Manager and defining volume folders.








Note: The default check image view adjusts the image to the window size, which may not be the "actual size".

When the image is displayed, you will see a toolbar with several buttons above the image (refer to Table 2). These buttons are used to perform functions such as image manipulation, printing, attaching notes, etc.

You will also see four buttons below the image, which are used to navigate through the available images displayed for the results in the Query Results list, automatically displaying the corresponding images (prompting for correct CD volume as necessary). These buttons perform the following functions:

-  - Move to the first item
-  - Move to the previous item
-  - Move to the next item
-  - Move to the last item

To the left of the navigation buttons is a button labeled 'Go To', along with a box displaying a number. If you have multiple index records displayed in Query Results, entering a number <n> into the box and then clicking the Go To button will take you directly to image <n> in the Query Results list.

	Double Side by Side View: Displays the front and back images simultaneously horizontally.
	Double Side View: Displays the front and back images simultaneously vertically.
	Front: The default image view. Typically displays a black and white image of the front of the check.
	Back: Typically displays a black and white image of the back of the check.
	Front 2: Typically displays a grayscale image of the front of the check.
	Back 2: Typically displays a grayscale image of the back of the check.
	Rotate Left: Rotates the check image to the left (counterclockwise) by 90 degrees.















	Rotate Right: Rotates the check image to the right (clockwise) by 90 degrees.
	Flip: Inverts the check image 180 degrees.
	Reverse Video: Reverses the black and white attributes (contrast) of the displayed check image
	Zoom in: enlarge the size of the image
	Zoom out: decrease the size of the image
	Brightness: Adjusts the brightness of grayscale check images.
	Fit In Window: Restores an image to its full size in the window.
	Copy To Clipboard: Copies the currently displayed image segment to the Windows Clipboard.
	Print: Prints the currently displayed image segment.
	Print in Full Size: Prints an image to its full size
	Print as PDF: creates a PDF file
	Print as PDF and Email: creates a PDF file, zips it, and inserts the zipped file into a new email message
	Fit to Width: sizes an image to the current window width
	Help: Access the help file contents or the "About" box.

Table 2: Image screen toolbar buttons

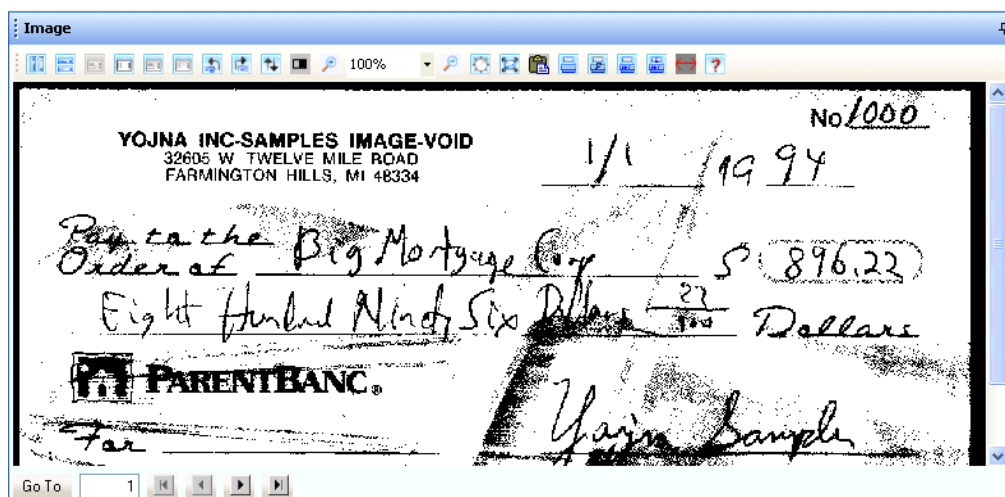


Figure 95: Image screen (Paid Items sample)

5.3.2 Double Side by Side View

Displays the front and back images side by side. Clicking the button again returns to a single image in the display window.

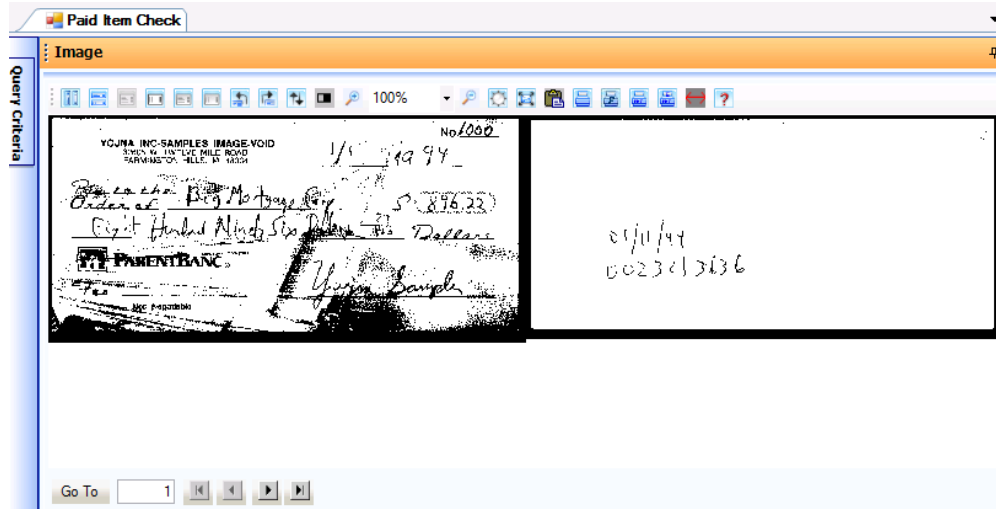


Figure 96: Double Side by Side View

5.3.3 Double Side View

Displays the front and back images vertically, i.e. one above the other. Clicking the button again returns to a single image in the display window.

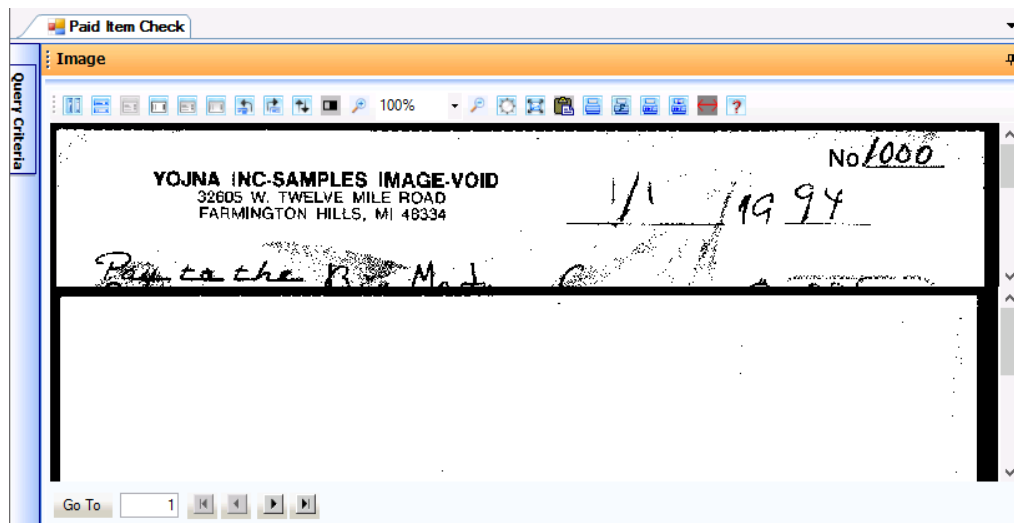


Figure 97: Double Side View

5.3.4 Front

This is the default document image view, and it displays a black and white image of the front of the document.

The button will appear gray (disabled) when a front image is not available.

5.3.5 Back

Displays a black and white image of the back of the document.

The button will appear gray (disabled) when a back image is not available.

5.3.6 Front 2

Displays a grayscale image of the front of the document.

The button will appear gray (disabled) when a front grayscale image is not available.

5.3.7 Back 2

Displays a grayscale image of the back of the document.

The button will appear gray (disabled) when a back grayscale image is not available.

5.3.8 Rotate Left

Rotates the document image to the left by 90 degrees.

The scroll bars are enabled if the rotated image does not fit in the image window.

5.3.9 Rotate Right

Rotates the document image to the right by 90 degrees.

The scroll bars are enabled if the rotated image does not fit in the image window.

5.3.10 Flip

Inverts the document image (180 degree rotation).

5.3.11 Reverse Video

Reverses the black and white attributes (contrast) of the displayed document image.

Written documents may appear more clear and readable in a reversed view.

5.3.12 Zoom

To zoom in or out of the entire image, click the  or  buttons.

To zoom in on any area of the document image, simply place the cursor over the desired area and draw a box while simultaneously pressing the left mouse button.

To restore the image such that it is fully displayed in the view image window, click the Fit the Image in the Control Window button.

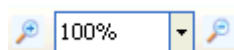


Figure 98: Zoom controls

5.3.13 Brightness

Click the Brightness button to adjust the brightness of images. You will be presented with a slider bar that allows you to make the image segment lighter or darker. Move the bar up to darken, down to lighten.

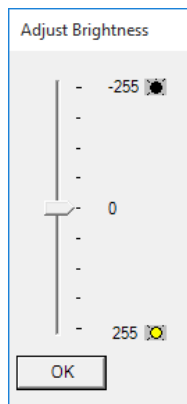


Figure 99: Brightness control

5.3.14 Fit the Image in the Control Window

This option restores the image to its standard size in the window after zooming.

5.3.15 Copy to Clipboard

The Copy to Clipboard button allows you to copy the currently displayed image segment to the Windows clipboard. Once on the Clipboard, the image segment(s) can then be pasted into Word documents, e-mail messages, presentations, etc.

If you have selected Double Side View, both the front and back image segments will be copied to the Clipboard.

5.3.16 Printing/Faxing Images

Click the Print icon to print the currently displayed image segment. The document image will be printed along with its corresponding index information.

To print front and back segments on the same sheet of paper, ensure that you have selected Double Side View before printing the check images.

Note: when printing images from the Image window, the print output will be directed to the device configured as your default Windows printer.

Note: any default image views configured from the System Configuration component are not applied to printing/faxing from the Image window buttons.

5.3.16.1 Faxing

ImageView supports faxing image documents provided you have installed fax software compatible with your operating system. Your fax application should be included in the list of printers installed on your PC.

To fax images, click the Print or Print in Full Size buttons.

Note: when printing images from the Image window, the print output will be directed to the device configured as your default Windows printer. You will first need to make a fax device your default Windows printer to fax images directly from the Image window.

5.3.17 Print in Full Size

The Print Full Size option allows you to print a document image in its full size on a sheet of paper. **Note:** when printing in full size mode, the index data is not printed.

Click the Print Full Size button to print an image in full size mode. Enter your desired print options as described above.

Note: when printing images from the Image window, the print output will be directed to the device configured as your default Windows printer. If you want to fax images in Full Size mode, you will first need to make a fax device your default Windows printer to fax images directly from the Image window.

5.3.18 Print as PDF

The Print as PDF button creates a PDF file, which can then be viewed and printed with Adobe Reader. You will be prompted for the filename of the PDF file to be created.

5.3.19 Print as PDF and Email

The Print as PDF and Email button creates a PDF file, zips the PDF file, and inserts it into a new email message. The recipient of the email can then unzip the file and view/print the contents with Adobe Reader (version 10 or higher is recommended). You will be prompted for the filename of the PDF file to be created.

The email functionality works with the following email applications:

- Microsoft Outlook

5.3.20 Fit to Width

The default option is “Fit in Window” as described in section 5.3.12.

When the size of the image form changes, the image is re-sized to fit the width of the window. The height of the image will be adjusted to maintain the aspect ratio of the image. This may cause vertical scroll bars to appear. Fit to width is applied only when the image is in restored state (i.e. not zoomed).

5.3.21 Notes Tab

When notes are assigned to an index record, a separate Notes tab is displayed along with the Image window. The Notes tab displays all notes assigned to an index record, in read-only mode. The Notes tab will be hidden for index records that do not have any notes attached.

To add, modify, or delete notes, select the index record in the Query Results grid and follow the procedures described in section 5.2.6.1.

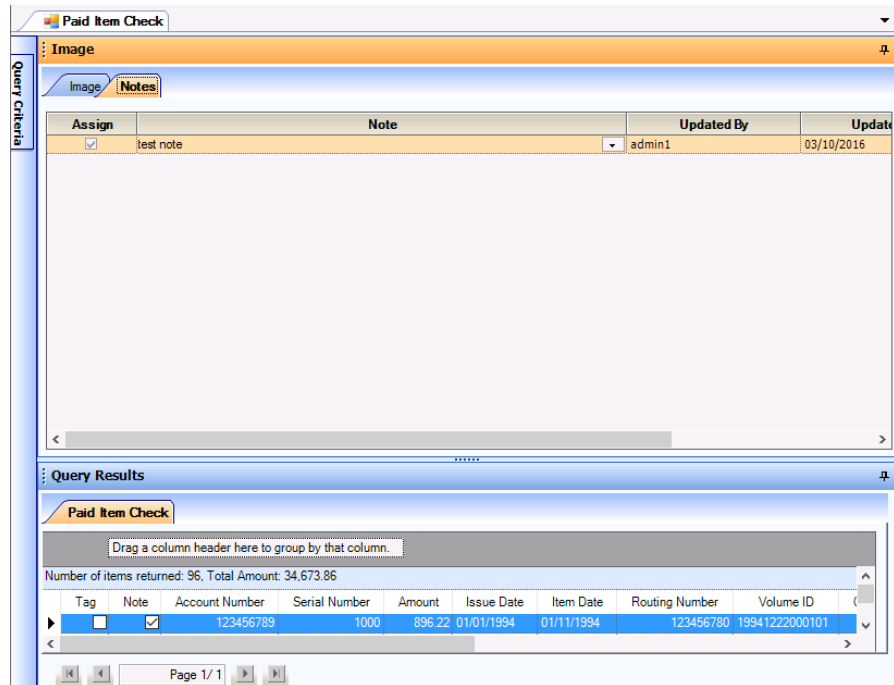


Figure 100: Notes tab

5.4 Maintain Option

This section describes the procedures for defining the Tag feature, and for using the Backup Notes and Tags and Restore Notes and Tags features. Before you can assign tags to any image document or group of image documents, you must first define the tags that will be used.

5.4.1 Maintaining Tags

The Maintain Tags feature is used to define the tags that can subsequently be attached to index records. Tags must be defined before they can be assigned to any documents.

To maintain tags, do the following:

- a) Click the Maintain menu and select the Maintain Tags option.
- b) The Maintain Tags screen will appear.

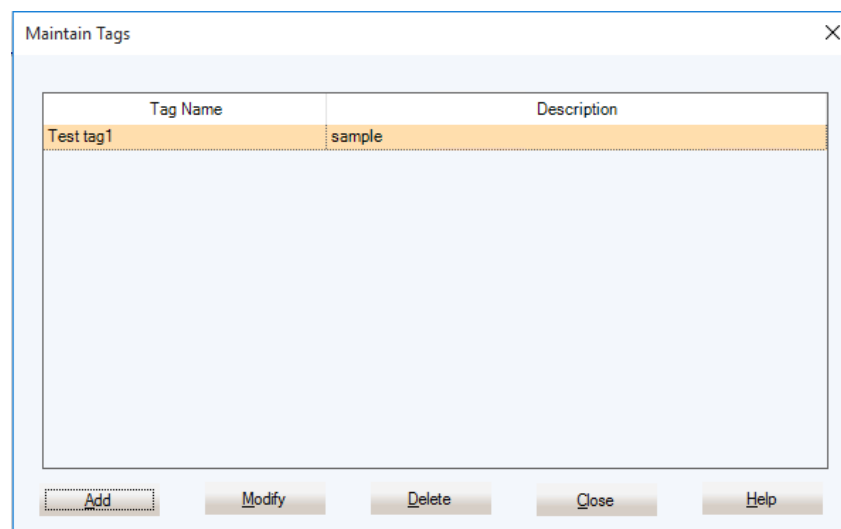


Figure 101: Maintain Tags screen

- c) Click the desired button.

5.4.1.1 Adding a Tag

To add a new tag, do the following:

- a) Click the Add button on the Maintain Tags screen. The Add Tag dialog box will appear.

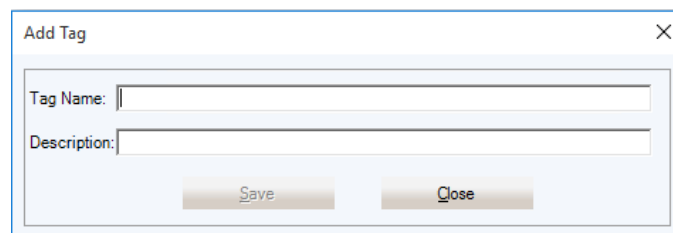


Figure 102: Add Tag dialog box

- b) Tag Name: Enter the desired tag name in the Tag Name text-box.
- c) Description: enter a description of the tag. **Note:** this field is optional.

- d) Click the Save button to save the new tag into the application database. A confirmation message will be displayed.
- e) Repeat as necessary to add additional tags.
- f) Click the Exit button to close the Add Tags dialog box. The Maintain Tags screen will now be updated to display the tags that have just been added.

5.4.1.2 Modifying a Tag

To modify an existing tag, do the following:

- a) Select a row from the Maintain Tags screen and click the Modify button. The Modify Tag dialog box will appear.

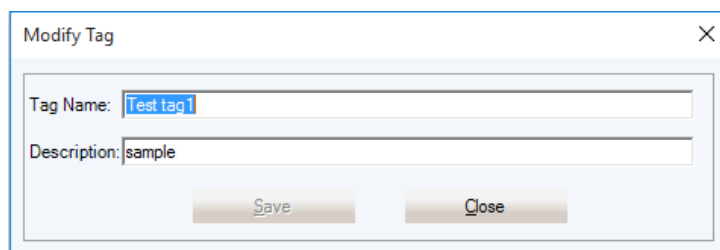


Figure 103: Modify Tag dialog box

- b) Modify the desired field(s).
- c) Click the Save button to save the modification into the application database.
- d) Repeat as necessary to modify additional tags.
- e) Click the Exit button to close the Modify Tags dialog box. The Maintain Tags screen will now be updated to display the tags that have just been modified.

5.4.1.3 Deleting a Tag

To delete a tag, do the following:

- a) Select a row from the Maintain Tags screen and click the Delete button.
- b) A message box will appear asking for confirmation to delete the tag.
- c) Click the Yes button to delete the tag, or No to cancel. The tag will be deleted and the Maintain Tags screen will be refreshed.
- d) Repeat as necessary to delete additional tags.

5.4.2 Backup and Restore of Notes and Tags

The ImageView Viewer allows you to backup and restore the Notes and Tags you have created. The application will also maintain the mapping relationship between image documents and the Notes and Tags that have been assigned.

This feature is useful when you have unregistered an image CD from the system and subsequently reregister the CD – provided you have backed up any Notes and Tags PRIOR to unregistering the CD. You can then restore the Notes and Tags back to the original documents when the unregistered CD is reregistered. This saves the user from having to manually reassign Notes and Tags to previously marked documents.

5.4.2.1 Backing Up Notes and Tags

To backup attached notes and tags, do the following:

- a) Click the Maintain | Backup Notes and Tags menu option, or click the Backup Notes and Tags toolbar button. The Backup Notes and Tags screen will appear.

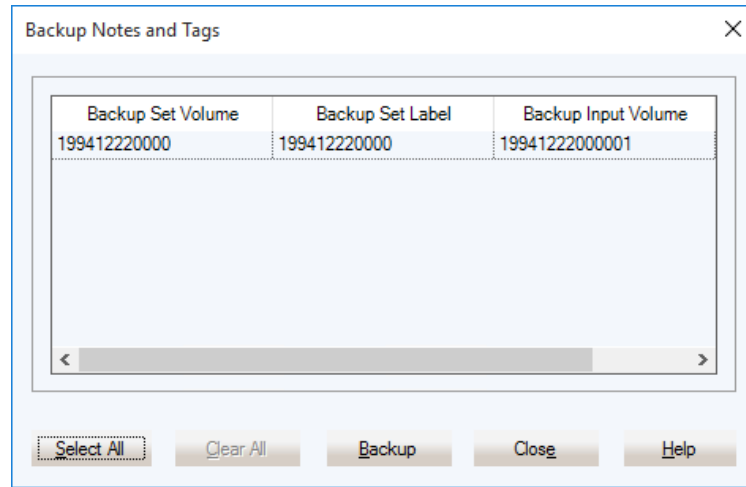


Figure 104: Backup Notes and Tags screen

- b) Hold down the Control (Ctrl) key and highlight specific rows, or hold down the Shift key to highlight a contiguous block of rows. Click the Select All button to backup notes and tags for all listed CD volumes.
- c) Click the Backup button. A Save As dialog-box will appear.

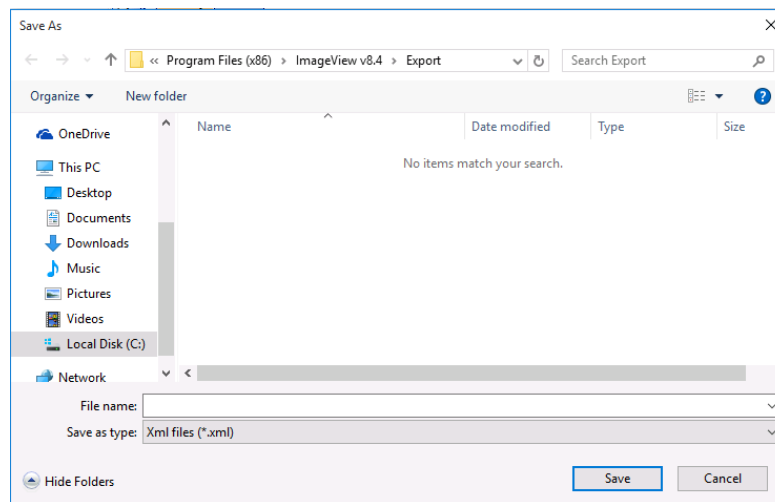


Figure 105: Save As dialog box

- d) Select the drive, folder, and filename for the notes to be backed up. **Note:** The default file extension for a backed up notes/tags file is .XML
- e) Click the Save button. A confirmation message will be displayed upon a successful save operation.

The notes/tags backup file can now be used to restore previously assigned notes and tags.

Note: The tag backup file only stores the tags that are assigned to some index data information. It does not backup the actual tags that are defined using the Maintain Tags function. It is recommended that you preserve the defined tags, as these are required during the restore operation.

5.4.2.2 Restoring Notes and Tags

To restore previously saved notes and tags, do the following:

- a) Click the Maintain | Restore Notes and Tags menu option, or click the Restore Notes and Tags toolbar button. An Open file dialog box will appear.

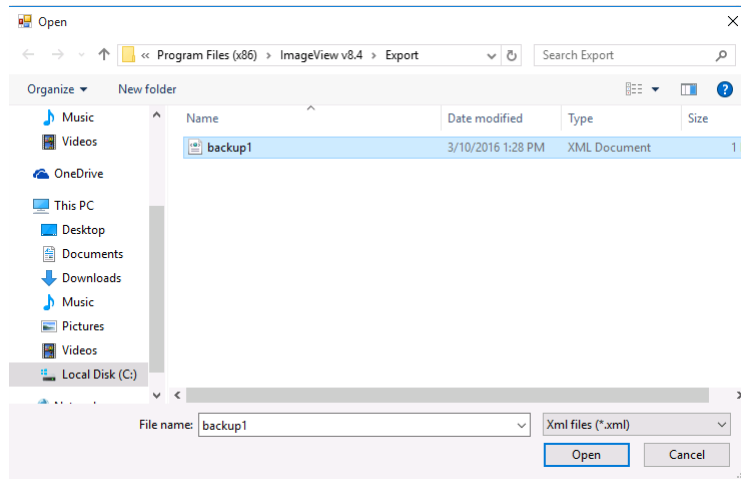


Figure 106: Open file dialog box

- b) Locate the filename of the previously backed up notes/tags to be restored, and then click the Open button.
- c) When the restore is complete, a confirmation message will be displayed.
- d) After successfully restoring notes in the ImageView environment, the user must re-query the criteria in order to see which index items notes are restored.

6 Log Files

This section describes the log files created by ImageView v8. The application generates log files on both the client side and the server side. When reporting issues to technical support, you should provide both the client and the server log files.

The default log level is Error. If you encounter an issue, increase the log level (e.g. to Info), reproduce the issue, and send the log files to technical support. Also refer to section 3.1 for a description of the available log levels.

The log file retention period is defined in the Purge Interval section on the Manual Purge page. Log files older than the specified value, in days, are automatically purged. ImageView administrators can also manually purge log files using the Purge function available on the Manual Purge page.

Note: the path for the log files is defined during ImageView setup (the default folder is <ImageView v8>\Log). Refer to the *ImageView Standard v8.5.x Installation and Upgrade Guide* for more information.

These are the log files generated by the ImageView client:

- <date>_Client_Client Communication Layer.log
- <date>_Client_Client Communication Layer Factory.log
- <date>_Client_Data Access Layer.log
- <date>_Client_Data Manager.log
- <date>_Client_Generic PL.log
- <date>_Client_ImageManuControl.log
- <date>_Client_ImageView Client.log
- <date>_Client_Letters of Credit.log
- <date>_Client_Lockbox Items.log
- <date>_Client_Main Client.log
- <date>_Client_Paid Items.log
- <date>_Client_Profile Manager.log
- <date>_Client_Sign On.log
- <date>_Client_SQLSERVERDatabase.log
- <date>_Client_Tags.log
- <date>_Client_View Doc Details.log
- <date>_Client_Volume Registration.log
- <date>_Client_XML Parser.log
- <date>_ConnectionStatus_C2B.log

These are the log files generated from the server side:

- <date>_Server_<host_name>_Data Access Layer.log
- <date>_Server_<host_name>_Data Manager.log
- <date>_Server_<host_name>_Generic Info.log
- <date>_Server_<host_name>_Main Server.log
- <date>_Server_<host_name>_Profile Manager.log
- <date>_Server_<host_name>_Query Engine.log
- <date>_Server_<host_name>_Server Communication Layer.log
- <date>_Server_<host_name>_Sign On.log
- <date>_Server_<host_name>_Utility.log
- <date>_Server_<host_name>_View Doc Details.log
- <date>_Server_<host_name>_Volume Registration.log
- <date>_Server_<host_name>_XML Parser.log
- <date>_Server_C2B.log
- <date>_Server_BaseBusinessLogic.log

- <date>_Server_Database.log
- <date>_Server_SQLSERVERDatabase.log
- <date>_Server_Updatable Clients.log
- <date>_Server_YojDXSecurityLogic.log

Log files can be emailed to technical support using 2 methods:

- By selecting the View Log option in the Application pane and then clicking the Email Log... button. Each application has a View Log option.

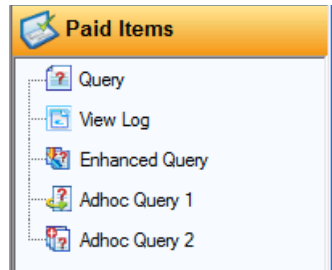


Figure 107: View Log option

- By selecting the Log File Viewer component from the ImageView program folder under Start | Programs, and then clicking the Email Log... button.

ImageView will automatically zip the log file and attach it to a new email message. Edit the 'To' field and enter the email address of the support group for the financial institution from whom you obtained the ImageView software. You can also email the logs directly to Yojna, if:

- You have been instructed to do so by the financial institution's support group.
- You obtained the ImageView software directly from Yojna Inc, not from a financial institution. Please note that if you obtained ImageView from a financial institution, that entity provides first-level technical support for the application. They will contact Yojna as necessary if further assistance is required in troubleshooting an issue.

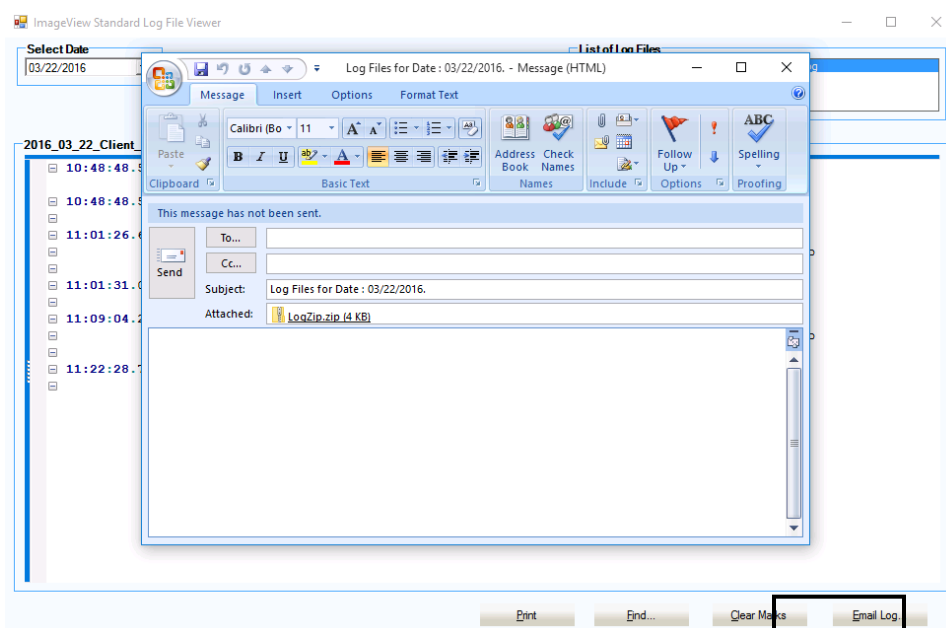


Figure 108: Log File Viewer with email message created

The email functionality works with the following email applications:

- Microsoft Outlook

7 Glossary

CD Report: the electronic representation of bank statements stored on a check image CD-ROM. Note that not all financial institutions choose to offer this feature.

Connect to Bank: the ImageView function set that allows users to query for and retrieve index data and corresponding images from the financial institution's remote host.

Data Manager: the ImageView component used to register, unregister, and delete CD volumes.

Distributed mode: a configuration where ImageView is installed to several computers connected on a network segment such that the machines share a common user profile and volume set database. Refer to the *ImageView Standard v8.5.x Installation and Upgrade Guide* for additional information.

Document: a record set pertaining to a specific check or document, including the index information and associated images.

Endorsement: an electronic representation of the processing stamp applied by a financial institution to the back of a check.

Image: the electronic representation of a check or document photocopy as recorded by the financial institution and stored on a CD-ROM.

Index: a record set pertaining to a specific check or document which contains such information as the R/T Number, check number, check amount, date paid, etc.

Local Mode: a configuration where ImageView is installed to one computer and the user profile and volume set database resides solely on that computer. Refer to the *ImageView Standard v8.5.x Installation and Upgrade Guide* for additional information.

Note: a text item that may be attached to a document. Notes are the equivalent of Post-It notes, and can be up to 8,000 characters in length. The contents of Notes cannot be used for query criteria.

Profile Manager: the ImageView component used to define users, application access rights, and account access rights.

Query: a set of criteria used to search for specific documents and retrieve the corresponding index and image information.

Register: the process of entering a CD volume set into the ImageView database. Volumes must be registered before they can be used as subjects for queries.

Security Key: a code defined by the financial institution and encoded onto the CD volume used to prevent unauthorized access to the data contained on the volume. The Security Key must be defined in Data Manager before encoded CD volumes can be registered.

System Configuration: the ImageView component used to define application-wide settings.

Tag: a marker that may be attached to a document. Tags can contain up to 50 characters, and may be used as query criteria.

Unregister: the process of deactivating CD volumes from the ImageView database. Volumes marked as "unregistered" are skipped over when queries are executed. Once volumes are unregistered, they can subsequently be deleted.

User Configuration: the ImageView component to define settings applied to individual users.

Volume: a check image CD-ROM supplied by a financial institution. See Volume Set.

Volume Copy: the ImageView component used to copy the entire contents of an image CD volume to hard disk or to a SAN device.

Volume Folder: refers to the logical drive used as the source from which volumes are registered.

Volume ID: a label imprinted on the check image CD-ROM by the financial institution that typically indicates the date and time the volume was created. The volume ID also indicates the position of a specific volume within a multi-volume set.

Volume Label: a text label that can be applied by ImageView to a CD volume that aids in the process of identifying a volume in Data Manager.

Volume Set: a check image CD-ROM that is identified by unique characteristics such as customer name and account number(s). Volume Sets can consist of a single CD or multiple CDs. In the case of multi-volume sets, each CD volume typically has a sequential volume ID indicating its position within the volume set (also see Volume ID).

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