

# ImageNow ERM

Adminstrator Guide

ImageNow Version: 6.7.x



**perceptive**software

Written by: Product Documentation, R&D  
Date: June 2012

© 2012 Perceptive Software. All rights reserved

CaptureNow, ImageNow, Interact, and WebNow are trademarks of Lexmark International Technology SA, registered in the U.S. and other countries. Perceptive Software is a stand-alone business unit within Lexmark International Technology SA. All other brands and product names mentioned in this document are trademarks or registered trademarks of their respective owners. No part of this publication may be reproduced, stored in a retrieval system, or transmitted in any form or by any means, electronic, mechanical, photocopying, recording, or any other media embodiments now known or hereafter to become known, without the prior written permission of Perceptive Software.

## Table of Contents





<b>Introduction .....</b>	<b>4</b>
Installation .....	4
Start ImageNow ERM Administrator .....	4
<b>ERM Actions .....</b>	<b>5</b>
Search for reports .....	5
Clear the search grid .....	5
View report information .....	5
Resubmit a report.....	5
Delete online content for a report .....	6
Delete offline content for a report .....	6

## Introduction

ImageNow ERM Administrator lets you manage reports submitted from ImageNow ERM Studio for processing by ImageNow ERM Agent. ERM Administrator tracks reports in three states.

State	Description
Processing	ERM Agent is currently processing the report (either for the first time or because you resubmitted the report). When ERM Agent finishes one of the following results: <ul style="list-style-type: none"> <li>• If the report succeeds, ERM Agent reclassifies it as <b>Processed</b>.</li> <li>• If the report fails, ERM Agent reclassifies it as <b>Failed</b>.</li> </ul>
Processed	ERM Agent processed the report successfully and added it to ImageNow Server. While its offline content is intact, you cannot resubmit a report in this category.
Failed	ERM Agent could not process the report. There is no online content, and you can resubmit the report.

You can select a report in the ERM Administrator grid and perform any of the following actions:

Action Menu Item	Toolbar button	Description
View Log		Displays a list of actions performed on the report that succeeded or failed. This can help you troubleshoot failed reports.
Resubmit		ERM Agent processes the report again if its source files were updated with new content or you have corrected a problem that prevented it from succeeding.
Delete Online		Removes the report from ImageNow Server without removing the report's source files.
Delete Offline		Removes the report's source files without removing the report from ImageNow Server.

## Installation

ImageNow ERM Administrator is automatically installed, along with ImageNow ERM Agent, ImageNow ERM Server, and ImageNow ERM Studio, as part of the ImageNow ERM Suite. ImageNow typically installs ERM Suite in the inserver6\ directory.

## Start ImageNow ERM Administrator

On the **Start** menu, point to **All Programs**, then **ImageNow Server 6**, and then click ImageNow **ERM Administrator**.

## ERM Actions

You can perform the following actions in ImageNow ERM:

- Search for reports
- Clear the search grid
- View report information
- Resubmit a report
- Delete online content
- Delete offline content


### Search for reports


1. Under **ERM Spool Search**, in the **Find** list, select **Processing**, **Processed**, or **Failed**, according to the category of report you are seeking.
2. In the **reports of type** list, select **All Reports** or select one of the report names in the list.
3. In the **Date range** boxes, select the starting and ending days of the range within which you want to search.
4. Click **Search**.

### Clear the search grid

- On the **File** menu, select **Refresh Reports**.


### View report information

1. Display the report in the grid and then select it.
2. To view the report log file, on the **Actions** menu, select **View Log** or click the  button on the toolbar.
3. To view the report's offline content, double-click the report row in the grid.

**Note** This procedure assumes you have not deleted offline content for the report (indicated by  in the grid).

### Resubmit a report

You can only resubmit reports that appear in the **Failed** category.


1. Display the report in the grid and then select it.
2. On the **Actions** menu, select **Resubmit** or click the  button on the toolbar.

**Note** If the report succeeds, it moves to the **Processed** category.

3. To update the grid, click **Search**.


## Delete online content for a report

If you delete a report's online content, you can still resubmit the report. ImageNow does not remove the report name from the ERM Viewer in ImageNow Client. However, it contains no data until you resubmit it. Neither delete command removes the image (OSM) file of a report from the ImageNow Object Storage Manager.

1. Display the report in the grid and then select it.
2. On the **Actions** menu, select **Delete Online** or click the  button on the toolbar.
3. To update the grid, click **Search**.

## Delete offline content for a report

If you delete a report's offline content, you cannot resubmit the report.

1. Display the report in the grid and then select it.
2. On the **Actions** menu, select **Delete Offline** or click the  button in the toolbar. To update the grid, click **Search**.