

CalSAWS

California Statewide Automated Welfare System

Troubleshooting Common Imaging Issues

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1 OVERVIEW

This troubleshooting guide provides a description of some common CalSAWS Imaging Solution issues and functional questions. Issues included recommended troubleshooting steps.

Technical troubleshooting items need the assistance of county user with IT admin access to the workstation. These steps frequently require software to be uninstalled, reinstalled, etc.

The functional questions include troubleshooting steps using existing functionality. These do not always require an IT admin access to workstation but may require security updates.

Common questions are not necessarily items that need troubleshooting but are resolved with an explanation of current functionality.

This guide will change overtime as the system and functionality changes. We recommend checking for updated versions occasionally.

1.1 Assumptions

1. Many troubleshooting steps require a user with Admin privileges (usually County IT support). Individuals following these steps should follow their county process to obtain additional support as needed.
2. This guide lives in the Web Portal > Resources > Resources by Functional Area > Imaging > 58 County Imaging Solution.
We recommend occasionally checking for an updated guide to ensure you have current information.
3. If these steps do not correct your issue, please follow your county business process to submit a ticket.

1.1.1 Web Portal Access

Many troubleshooting steps require a reinstall of the toolkit and/or virtual printer. County IT may need assistance from any County individual with access to the Web Portal to download the software if it has not previously been downloaded.

Current versions of the software are:

- Perceptive Experience Web Scan Toolkit 3.0.0
- Hyland Virtual Printer 0.0.1.15

Specific versions of Visual C++ are also required:

- Toolkit requires Visual C++ 2013 x86
- Virtual Printer requires Visual C++ 2015 x86

2 TECHNICAL TROUBLESHOOTING

The issues and troubleshooting steps described below generally require a system administrator (someone from the County with IT admin access to the affected workstation). There are also separate steps for if your county is managed or non-managed. If you are unsure if your county is managed or non-managed, refer to the [List of Managed/Non-Managed \(i.e., PoP\) Counties](#).

2.1 Red Error When Opening Imaging

2.1.1 Description

When opening Imaging (either by clicking on a link in CalSAWS or a direct link), a user received a red box with the word 'Error'.

2.1.2 Troubleshooting Steps

Check the user's security to make sure they have access to Imaging. Imaging security rights sync every hour, on the hour. Make sure to allow time for the rights to sync.

If the user has the correct security, proceed with the following to delete the cookies in the browser.

1. On the Hyland popup window right click on the lock symbol in front of the URL.
2. This will give you a drop-down menu. Click on the cookies option.
3. This opens a dialog box. The hylandcloud cookie is usually the first one listed, click on it and then click on the Remove button.
4. At this point you should be able to click on the Connect box and get connected. If this does not work, clear your browser cache completely, exit the browser, and restart the imaging process.

2.2 No Device Found

2.2.1 Description

A user attempts to scan physical documents using a desktop scanner using a capture mode ending in "Scan" but receives a pop-up message stating "No Device Found".

2.2.2 Troubleshooting Steps

Quick troubleshooting steps:

1. Ensure that your scanner is powered on and plugged into the computer.

2. Reboot your workstation.
3. Ensure that the current driver is installed for the scanner plugged in:
 - a. Open the Control Panel.
 - b. Click Hardware and Sound => Device Manager.
 - c. Select View => Show Hidden devices.
 - d. Click Imaging devices.
 - e. Click Driver tab and check Digital Version.
Note: current driver versions can be found on the manufacture's website.
4. Navigate to: Hyland Imaging > Capture and Indexing > Capture (the blue button on the right) > Gear icon (next to the text Capture and Indexing).
5. If you have selected "Any Device with PixTWAIN", change this to your scanner model from the list. Click on "Select Scanner" and select your scanner model.
6. If this does not work, reinstall the Web Scan toolkit:
 - a. For managed workstation, go to Software Center > Click on Reinstall Perceptive Experience Web Scan.
 - b. For non-managed workstations, please contact your local IT support to uninstall and reinstall Perceptive Experience Web Scan.

Detailed troubleshooting steps:

2.2.2.1 Scanner Check

1. Ensure that your scanner is powered on and plugged into the computer.
2. Reboot your workstation.
3. Test a scan with other scanning applications on your computer (e.g., PaperStream, VRS, etc.) to confirm the scanner is functioning. Note, the scanner can only be used by one application at a time.
4. After the scan, completely close out the scanning application.
5. To ensure that it is not running, go to Task Manager (Ctrl + Alt + Delete -> Task Manager). Locate the scanning application and click End Task. (If you cannot find the application on Task Manager, you are good to go.)
6. Go back to the CalSAWS Imaging Solution and try scanning a document.
7. Proceed to steps below if the error "No Device Found" persists.

2.2.2.2 Scanner Set Up

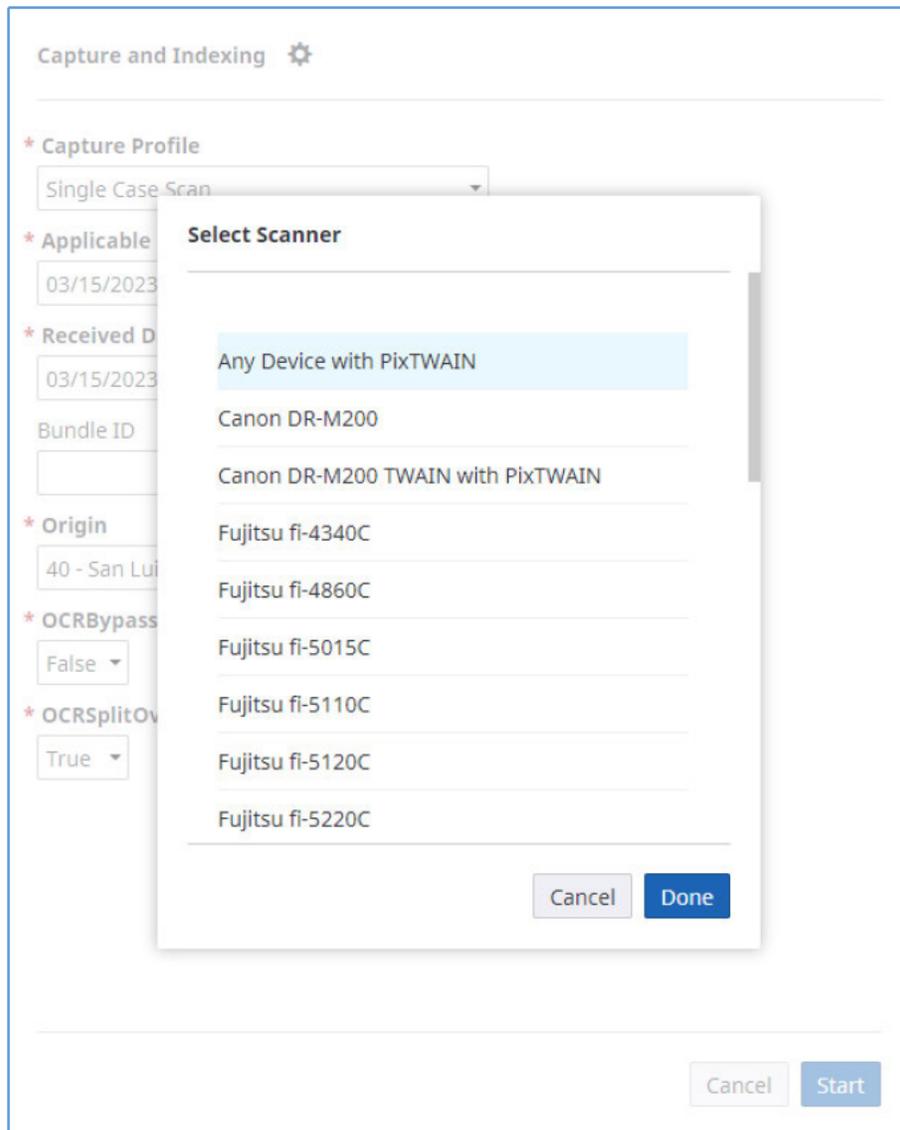
1. After clicking the Capture button, Capture and Indexing window will pop up.

The screenshot shows a 'Capture and Indexing' dialog box. The title bar includes a gear icon. The dialog contains the following fields:

- * Capture Profile**: A dropdown menu with the selected option 'Quality Assurance/Control (QA/QC) Scan'.
- * Applicable Date**: A text input field containing '09/29/2021' and a calendar icon.
- * Received Date**: A text input field containing '09/29/2021' and a calendar icon.
- Bundle ID**: A text input field with a copy icon.
- * Origin**: A dropdown menu with the selected option '36 - San Bernardino - County'.

At the bottom right of the dialog are two buttons: 'Cancel' and 'Start'.

2. Click on the gear button and another box will come up with a list of available scanners. From this list pick the **scanner model that you have**. An example is shown below.
3. **ONLY IF your scanner is not on the list, select "Any Device with PixTWAIN"**.
4. Attempt to Capture again.



2.2.2.3 *If issue persists after performing the steps above, reinstall Perceptive Experience Web Scan*

For managed workstations:

- Go to **Software Center** > Click on **Reinstall Perceptive Experience Web Scan**

For non-managed workstations:

- Please contact your local IT support to uninstall and reinstall **Perceptive Experience Web Scan**:
 - Uninstall **Perceptive Experience Web Scan** on Control Panel > Programs
 - Find **Perceptive Experience Web Scan .exe** file here: [REDACTED]
 - Path: [REDACTED] > Resources > Resources by Functional Area > Imaging > 58 County Imaging

Solution > Web Scan Toolkit and Hyland Virtual Printer
> **Perceptive Experience Webscanning 3.0.0
(CalSAWS).zip**

- Install or push the software following the county process.

2.3 The web scanning cloud toolkit is not installed. Contact your administrator.

2.3.1 Description

User receives an error when attempting to capture stating "Web scanning cloud toolkit is not installed".

2.3.2 Troubleshooting Steps

Confirm that user has Perceptive Experience Web Scan and Visual C++ 2023 x86 in Control Panel > Programs > Programs and Features (see attached for reference).

If Service is not installed:

- Managed Counties: Go to **Software Center** > Click on **Reinstall Perceptive Experience Web Scan**. If you do not have it in the Software Center, send a ticket to Central Intel to have the program installed.
- Non-managed Counties:
 - Uninstall Perceptive Experience Web Scan on Control Panel > Programs
 - Find Perceptive Experience Web Scan .exe file here: [REDACTED]
[REDACTED]
Path: [REDACTED] > Resources > Resources by Functional Area > Imaging > 58 County Imaging Solution > Web Scan Toolkit and Hyland Virtual Printer > Perceptive Experience Webscanning 3.0.0 (CalSAWS).zip
 - Reinstall the Web Scan toolkit.

If Service is installed:

In Services, verify that OpenText Captiva Cloud Service is in Running Status

- To restart the service, have the user reboot the workstation with the scanner turned on.
- After reboot, check again and verify that OpenText Captiva Cloud Service is in Running Status.

IF THE ABOVE DOES NOT RESOLVE:

For managed workstations:

- Submit a ticket to Central Escalate to reimage the workstation.

For non-managed workstations:

- Please contact your local IT support to uninstall and reinstall Perceptive Experience Web Scan.
- Submit a ticket to the Imaging team.

2.4 Scanner control software detected error

2.4.1 Description

User received an error message when capturing that says "Scanner control software error detected".

2.4.2 Troubleshooting Steps

This error can be due to the scanner not being connected/detected by the OpenText Captiva Cloud Service. Check Windows Settings > "Printers and Scanners" and Windows Device Manager to confirm the scanner shows up. If the scanner is turned off, turn the scanner on. If the scanner is on, either restart the OpenText Captiva Service (Admin required) or restart the workstation with the scanner turned on.

Once the service is restarted/workstation rebooted with scanner turned on:

- Hyland Imaging > Capture and Indexing > Capture (the blue button on the right) > Gear icon (next to the text Capture and Indexing) > Select Scanner
- If you are selected on "Any Device with PixTWAIN", select your scanner model from the list.

If a reinstall of the toolkit has already been performed, this issue can occur when the scanner is not on during the boot sequence of the workstation. Please restart the workstation with the scanner turned on and connected to the computer. Once restarted, the user should navigate to Hyland Imaging > Capture and Indexing > Capture (the blue button on the right) > Gear icon (next to the text Capture and Indexing) > Select Scanner. From here if you are selected on "Any Device with PixTWAIN", select your scanner model from the list.

2.5 [https://hostname:port\)/\(path_with_module_name\) ?autocapture=true&jobId=7&pages=1failed](https://hostname:port)/(path_with_module_name)?autocapture=true&jobId=7&pages=1failed)

2.5.1 Description

When attempting to Virtual Print an image, user received a message saying "Command.

https://(hostnameport)/(pash_with_module_name)?.auto
capture=true&jobId=##&pages-##failed. The system cannot find the file
specified."

2.5.2 Troubleshooting Steps

Managed County:

Submit a ticket to Central Intel and request that the Hyland Virtual Printer be reinstalled on the workstation.

Non-Managed County:

This error indicates that the Hyland Virtual Printer is not configured correctly. Find a workstation where Virtual Printer is configured correctly, and copy-paste the "RunAtEnd command..." line to the config file to the affected workstation. Detailed steps are listed below:

1. In the same office, find a workstation that Hyland Virtual Printer is functioning correctly
2. Navigate to C:\Program Files (x86)\Hyland\Hyland Virtual Printer
3. Open the hvpprint.ini file with NotePad++ (or any text/code editor)
4. Search (Ctrl+F) "RunAtEnd command ="
5. Copy the line that starts with "RunAtEnd command =" along with the URL (it will look something like this, maybe a different URL:
"RunAtEnd command = [REDACTED]
[REDACTED]
6. On the affected workstation, navigate to **hvpprint.ini** same way as above.
7. Find the same line that starts with "RunAtEnd command =" and replace the line with the copied line above.
8. Save your changes and attempt to virtual print again.

2.6 No paper on ADF paper chute or hopper

2.6.1 Description

Users attempting a physical scan receive a message saying "No paper on ADF paper chute or hopper".

2.6.2 Troubleshooting Steps

Check scanner:

1. Ensure that your scanner is powered on and plugged into the computer.

2. Reboot your workstation.
3. Test a scan with other scanning applications on your computer (e.g., PaperStream, VRS, etc.) to confirm the scanner is functioning. Note, the scanner can only be used by one application at a time.
4. After the scan, completely close out the scanning application.
5. To ensure that the scanning application is not running, go to Task Manager (Ctrl + Alt + Delete -> Task Manager). Locate the scanning application and click End Task. (If you cannot find the application on Task Manager, you are good to go)
6. Go back to the CalSAWS Imaging Solution and try scanning a document.

If the error persists, perform the following:

1. Go to [drive]:\Windows\pixtrain, right-click the "testappn.exe" file, and then click "Run as administrator".
Note: The Pixtrain folder is created in the Windows installation folder when an ISIS or TWAIN driver is installed.
2. A prompt will appear with a default scanner driver. If this is the correct driver, click "Yes". Otherwise, click "No" to select another driver.
3. Confirm that the correct scanner is listed in the Selected Device box, and then click "OK".
4. Within the Setup section, click "Scanner Settings".
5. On the toolbar, click the reverse arrow to change to the Normal Dialog view.
6. Click the configuration icon.
7. On the Event tab, under the Error/Warning Event section, select "Do not display" from the Message Display list.

2.7 User prompted to login when using Hyland Virtual Printer

2.7.1 Description

A user must sign in when starting Hyland Virtual Printer, even when they are already signed into CalSAWS.

2.7.2 Troubleshooting Steps

Virtual Printer opens in the workstation's default browser. If the user is signed in to CalSAWS using a different internet browser, the user will need to sign in again. It is recommended that any direct links/shortcuts to CalSAWS align with the workstation's default browser.

If possible, users may change the default browser on their workstation. Some counties have their workstations configured to reset to specific

settings overnight. This means that changing the default browser may not be a long-term fix, depending on your county's workstation settings.

2.8 No Memory

2.8.1 Description

A user capturing documents received the message "No Memory".

2.8.2 Troubleshooting Steps

When scanning in Color, or Black and White, the memory is only limited by the workstation itself. Note, Color uses more memory and takes longer to display. Color or the paper size are the main two reasons we see when workstations run out of memory with large batches, but you could run into it as well if the workstation just doesn't have a lot of memory, or a lot of stuff is running. Essentially it must process all the pages you're capturing in memory, so the more pages captured. The more memory it requires.

1. Go to Hyland > Capture and Indexing.
2. Select gear icon next to the title "Capture and Imaging."
3. In the scanner settings, select the drop-down menu for paper size.
4. Change the option to "Letter – 8.5 x 11 in".
5. Click close and continue the scan process.
6. Lower the DPI from 300 to 200 and re-run the scan.
7. Watch the Performance Monitor in Task Manager.
8. Make sure the right drivers are installed (can't use 7160 when using an 8130)

Overall, this error does not come from Hyland. This error comes from the actual workstation. For larger scans, to avoid running out of memory, add more RAM to the workstation.

3 FUNCTIONAL TROUBLESHOOTING

3.1 No Print Button Available

3.1.1 Description

Users do not see a print or download button when viewing an image.

3.1.2 Troubleshooting Steps

Please work with your local security officer to have the "Imaging Export" security right added to your CalSAWS user account. The "Imaging Export" security right is required to be able to print or export images from the Imaging Solution. Allow an hour for the security rights between CalSAWS and Imaging to sync.

Note, there also separate Export rights for the other specialty and other county department drawers.

3.2 Document in "Working" Status or Locked by Another User

3.2.1 Description

User cannot open a document because the status is "Working" or "Waiting Inbound Action".

3.2.2 Troubleshooting Steps

Documents in a "Working" state are open in a queue by another user. Documents in a "Working" state cannot be opened in a queue until the document is closed by the other user.

Documents "Waiting Inbound Action" are going through system processing before a user can edit the document in a queue.

If the document does not change to "Idle" within a few minutes, there are two possible causes:

- To prevent a document from being stuck in a "Working" state for an extended period, be sure to either route the document forward or click the back button under the green H.
- If the browser closed while working on the document, then a user will have to wait 60 minutes for the browsing session to clear before they can resume working on that document.

3.3 "Open Item. This item cannot be opened because you have another item with a working state."

3.3.1 Description

User is unable to open a document in a queue but receives the message "Open Item. This item cannot be opened because you have another item with a working state".

3.3.2 Troubleshooting Steps

There are two possible causes for this issue.

- User has another document open in workflow in another window, only one workflow item can be open at a time.
- If the browser closed while the user was working on the document, then user will have to wait 60 minutes for the browsing session to clear before they can resume working on that document. This will not prevent them from working on other documents.

3.4 Cannot Add Annotations

3.4.1 Description

Users with appropriate security are unable to add annotations.

3.4.2 Troubleshooting Steps

Users need the "Imaging Annotation" security group added by their county's local security officer.

The image needs to be "In Workflow" and opened in a queue to add annotations. If annotations need to be added to a document in archive, the image needs to be added to workflow and sent to Reindex.

Images need to be a .tif to be able to accept annotations. If the image is something else, such as a .pdf, annotations cannot be added. If an annotation is necessary, the document can be recaptured using virtual print.

3.5 No valid capture locations are available. Contact your administrator.

3.5.1 Description

A user attempts to capture documents. Upon clicking on "Start", users receive the message "No valid capture locations are available. Contact your administrator."

3.5.2 Troubleshooting Steps

Work with your county security officer to ensure you have the minimum security rights to capture:

- Imaging Global Application
- Imaging Capture
- Imaging County Capture and/or Imaging Office Capture

Imaging security rights sync every hour, on the hour.

3.6 Cannot see certain images via Case Summary > Images button

3.6.1 Description

Users cannot view a specific document they were looking for when going through the Case Summary > Images button.

3.6.2 Troubleshooting Steps

The Images button on the Case Summary page displays images captured within the last 365 days. If an image was captured more than 365 days ago, it would not display when clicking on this button.

To see images outside of the 365 days, you can do any of the following.

- Related Documents button
 - Open any image for the case or CIN you need images for.
 - In the top right corner of Imaging, click on the middle button labeled "Show or hide related documents".
 - Change the Scope to "All Related Documents".
 - Up to 500 documents will display for the CIN or case number you are currently viewing.
- Search the Case or Person drawer
 - Open Imaging in the Utilities bar.
 - Click on Documents.
 - Expand the All Case Archive or All Person Archive drawers.
 - Search either the Case or Person drawers. This can be done using the Case Number search in All Case Archive or Person by CIN(s) in All Person Archive. Alternately, any of the pre-defined searched may be used or you can build a custom search.
- If both options do not work, try capturing an Imaging Case Coversheet then leverage the Related Documents button.

3.7 When printing documents, the scroll bar appears or document is cutoff

3.7.1 Description

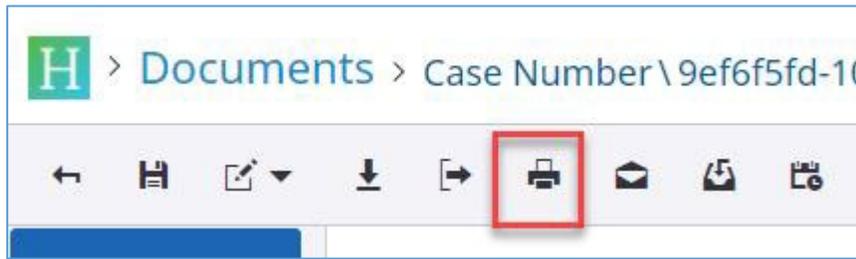
When printing documents, the scroll bar appears or document is cutoff.

3.7.2 Troubleshooting Steps

To print documents from the Imaging, users must have the "Imaging Export" right. For Other Department drawers, there are specific export rights.

1. Open the document in the Hyland "Documents" (Not "Capture & Indexing") area by searching and selecting the desired grid row.

2. Click the print icon from the command bar at the top left of the screen.



3. Set print settings in the prompt. (If document comes out with scroll bars, the page size selected may be wrong - A4 vs Letter.) Note: PDF does not support annotations.
4. Press OK
5. If printing to PDF another window will display the pdf document to save/print. Otherwise, the user will be prompted with a print dialogue and can select their printer.

3.8 Physically scanned images are cutting off

3.8.1 Description

When completing physical scans, the image cuts off around the edges.

3.8.2 Troubleshooting Steps

Ensure that the correct scanner driver is selected.

1. Start a capture. Select a capture mode that ends in Scan.

2. Click on the cog wheel next to Capture and Indexing

Capture and Indexing 

*** Capture Profile**
Single Case Scan ▾

*** Applicable Date**
06/26/2023 

*** Received Date**
06/26/2023 

Bundle ID

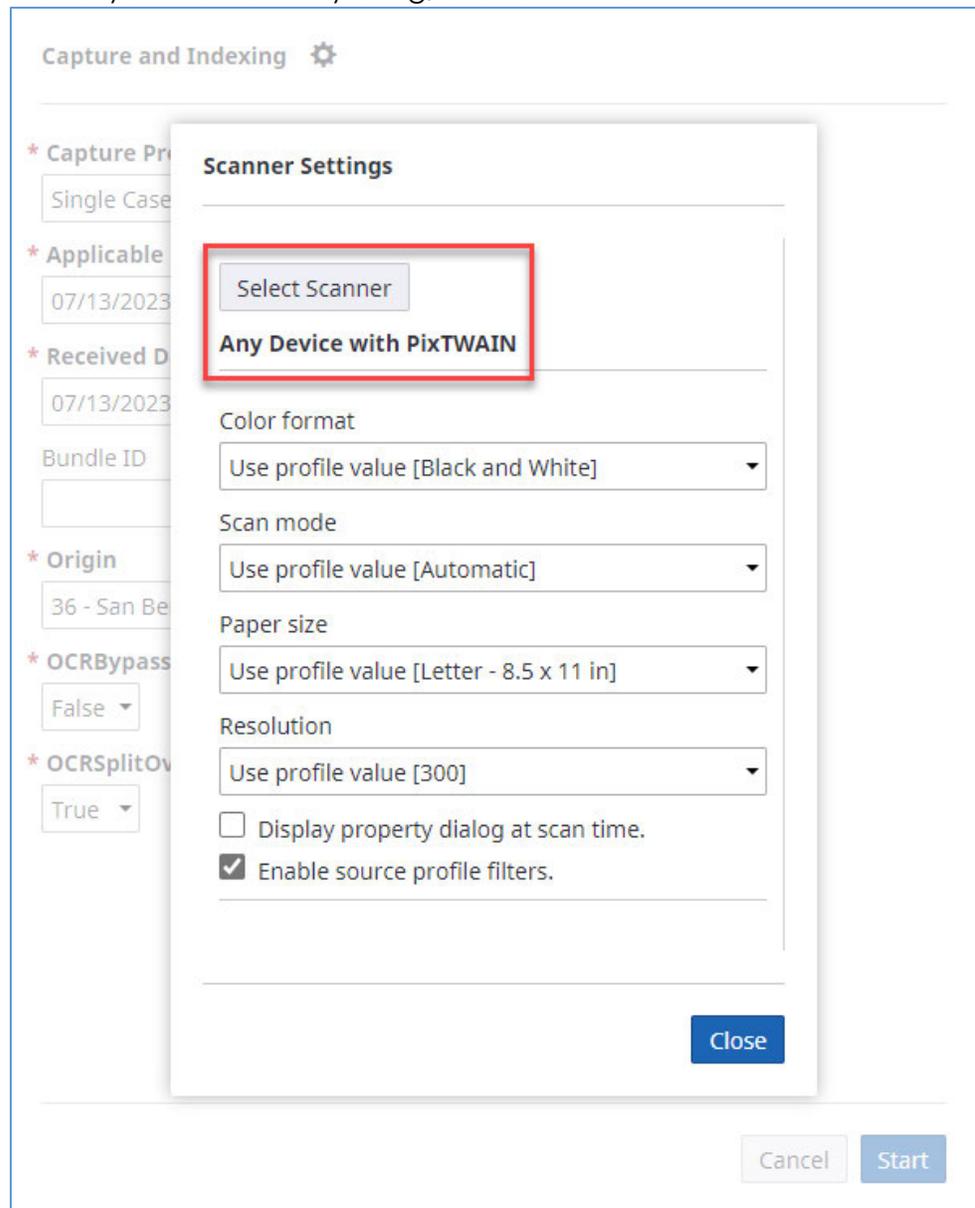
*** Origin**
36 - San Bernardino - County ▾

*** OCRBypass**
False ▾

*** OCRsplitOverride**
True ▾

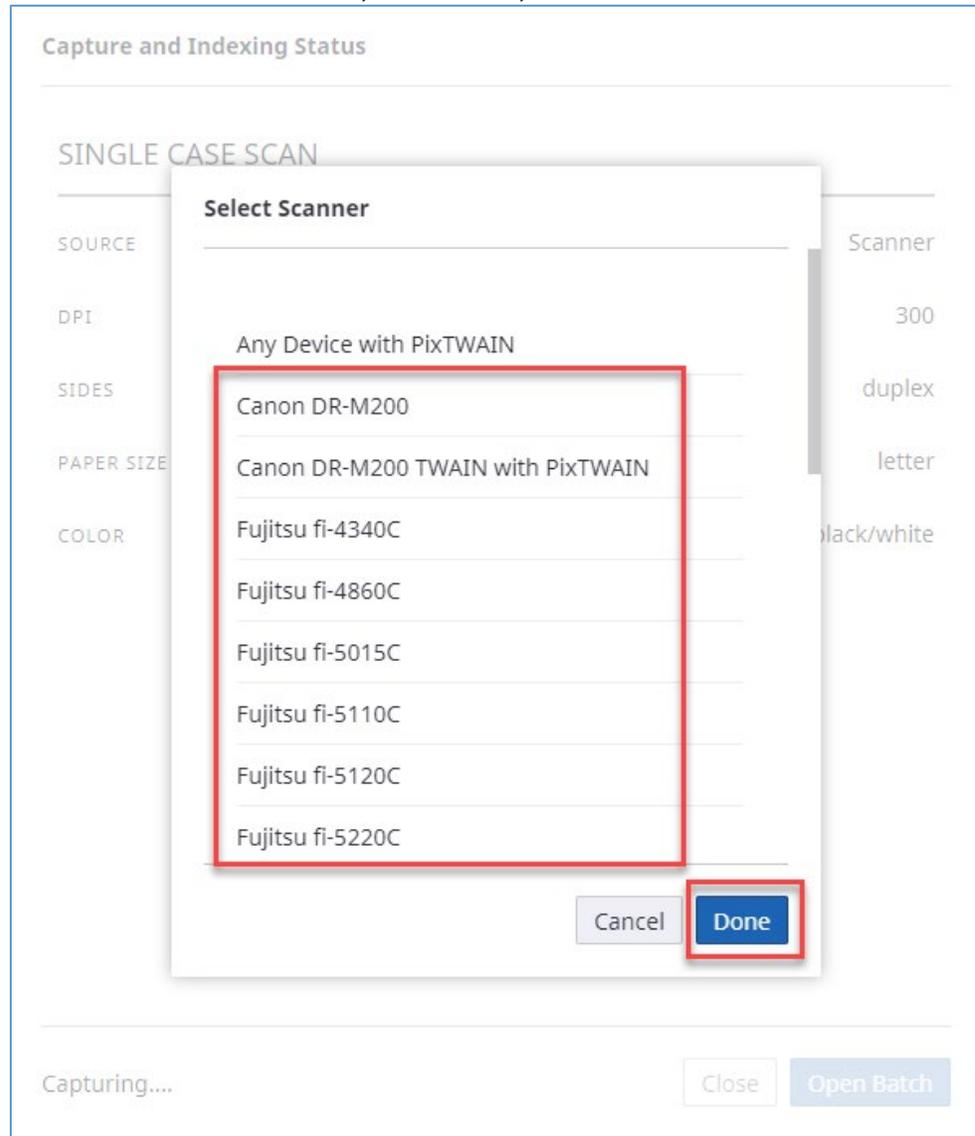
3. Ensure that the driver for your scanner model is selected. Under Select Scanner, a specific driver should be listed. If the driver listed says "Kofax VRS", "Any Device with PixTWAIN", or is not the scanner

model you are currently using, click on Select Scanner.



4. Select the appropriate driver for your scanner. The model number is usually found on the scanner itself. If you cannot find your scanner

model listed, check with your County IT. Click on Done.



5. Start your scan as normal.

4 COMMON QUESTIONS

4.1 BenefitsCal document upload have gone directly to the person level

4.1.1 Description

Images uploaded by a customer via BenefitsCal document upload function are linked to a CIN.

4.1.2 Explanation

When a customer uploads a document via BenefitsCal, they are prompted to select whom on the case the document is for. Most documents, such as IDs or bank statements, are archived in Imaging using the associated CIN the customer selected. Exceptions include things like a SAR 7s, recertifications, etc.

How BenefitsCal documents uploads are stored in Imaging is controlled by what the customer selects when they upload the document. Document uploads do not go through OCR but are placed in Imaging based on the selections customers make in BenefitsCal.

4.2 No Capture button on the Case Summary page

4.2.1 Description

Users with Imaging capture rights do not see the Capture button on the Case Summary page for some cases.

4.2.2 Explanation

These cases usually have the Data Removal Status set to "Complete" on the Case Summary page. Cases that have this status have been removed because this case met the requirements for the CalSAWS Data Retention Process (CDRP).

Per Job Aid Data Removal Process, the CDRP removes information from cases if it has been six years since denial or discontinuance and no actions have been taken on the case within that timeframe unless the County overrides the removal. In addition to case data, this process also removes documents and images. Once the Case Data Removal Process is completed, do not take case actions or attach images or documents to the case.

Users should not use these cases and should not capture any new images to the case. To align with this, the Capture button does not display on the Case Summary page for these cases.

4.3 Change the page size

4.3.1 Description

When scanning, the default paper size is letter (8.5 x 11). Some documents are larger, frequently legal size (8.5 x 14). Paper size does not change or adjust automatically.

4.3.2 Explanation

CalSAWS Imaging will automatically set the paper size to letter (8.5 x 11). If a different/larger paper size is needed, users should take the following steps:

1. Start a capture. Select a capture mode that ends in Scan.
2. Click on the cog wheel next to Capture and Indexing

Capture and Indexing 

* **Capture Profile**
Single Case Scan

* **Applicable Date**
06/26/2023 

* **Received Date**
06/26/2023 

Bundle ID

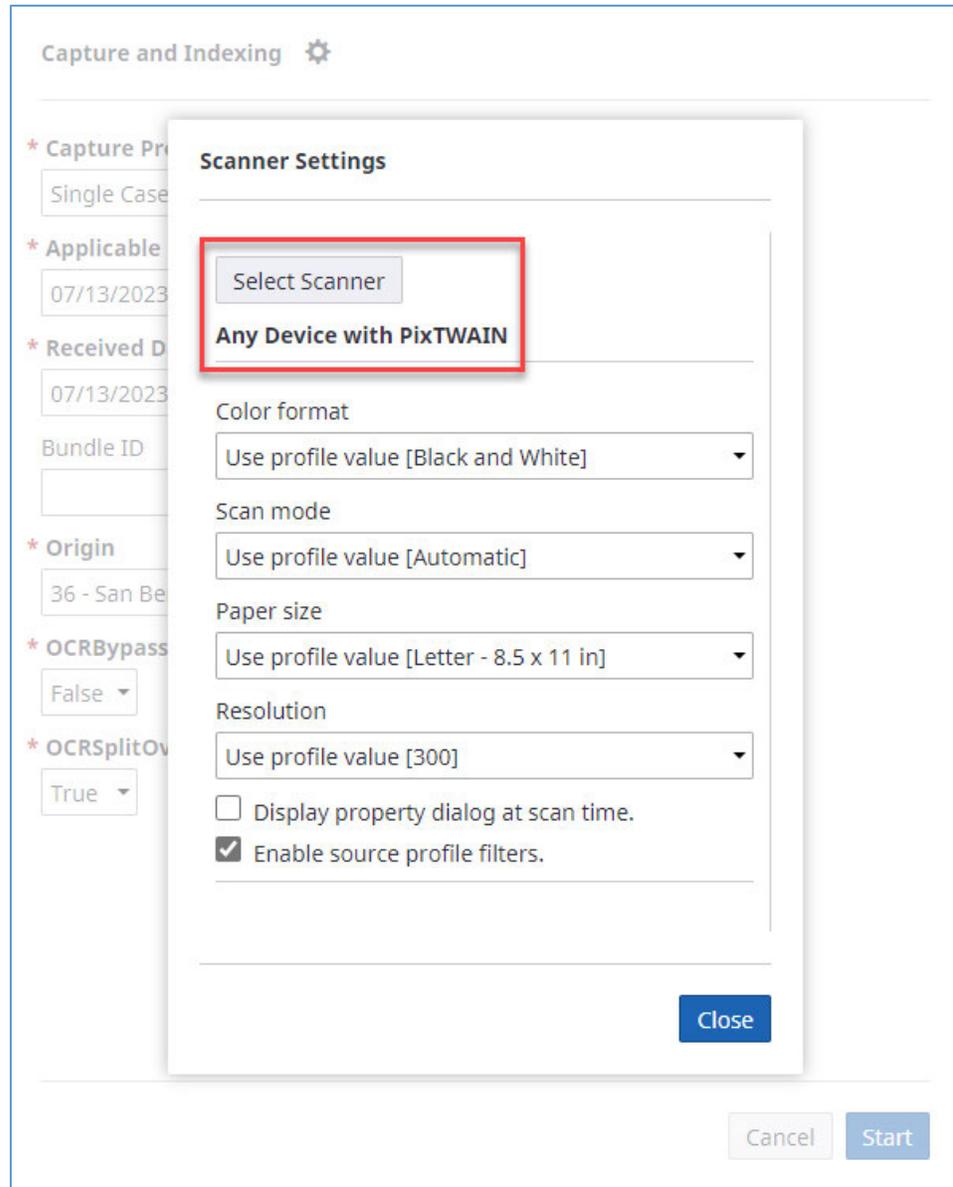
* **Origin**
36 - San Bernardino - County

* **OCRBypass**
False

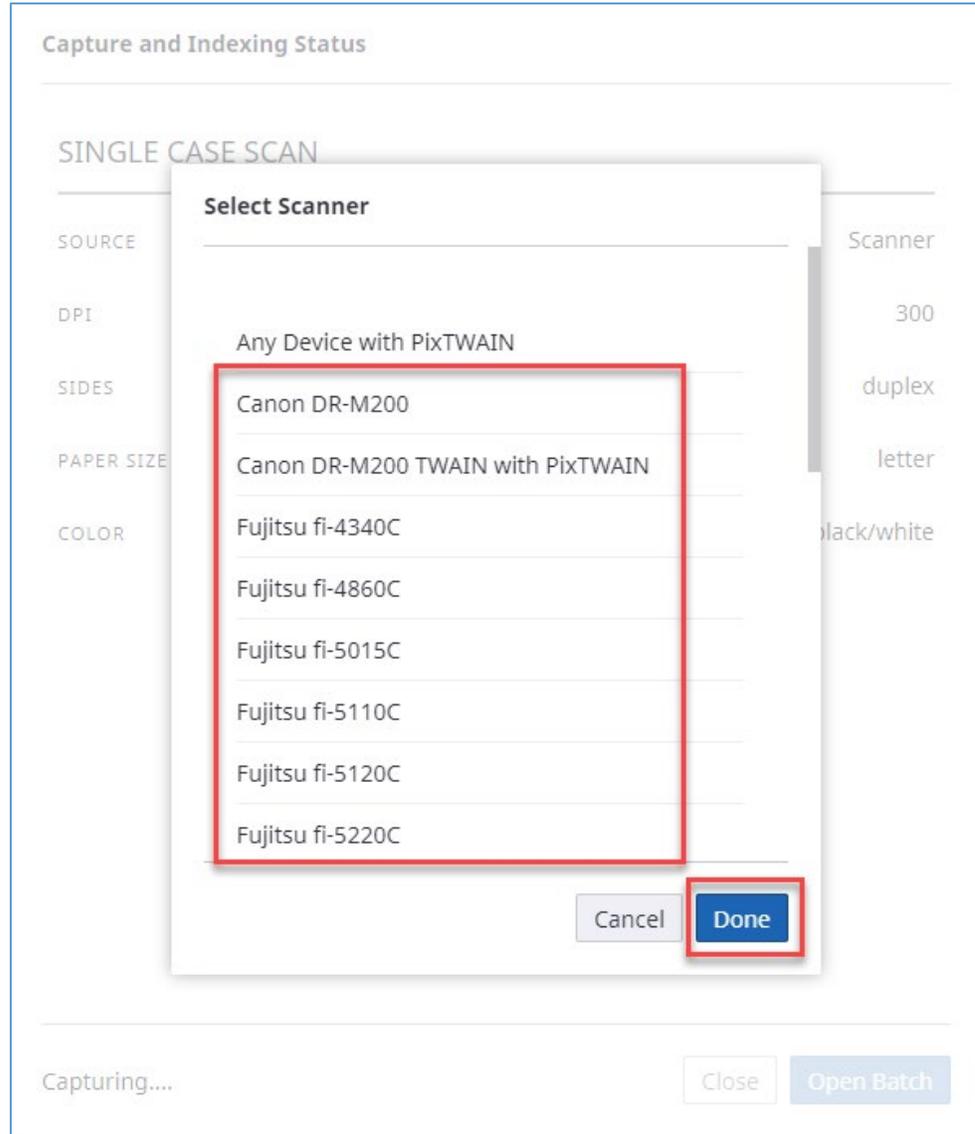
* **OCRSplitOverride**
True

3. Ensure that the driver for your scanner model is selected. Under Select Scanner, a specific driver should be listed. If the driver listed says "Kofax VRS" or "Any Device with PixTWAIN", click on Select

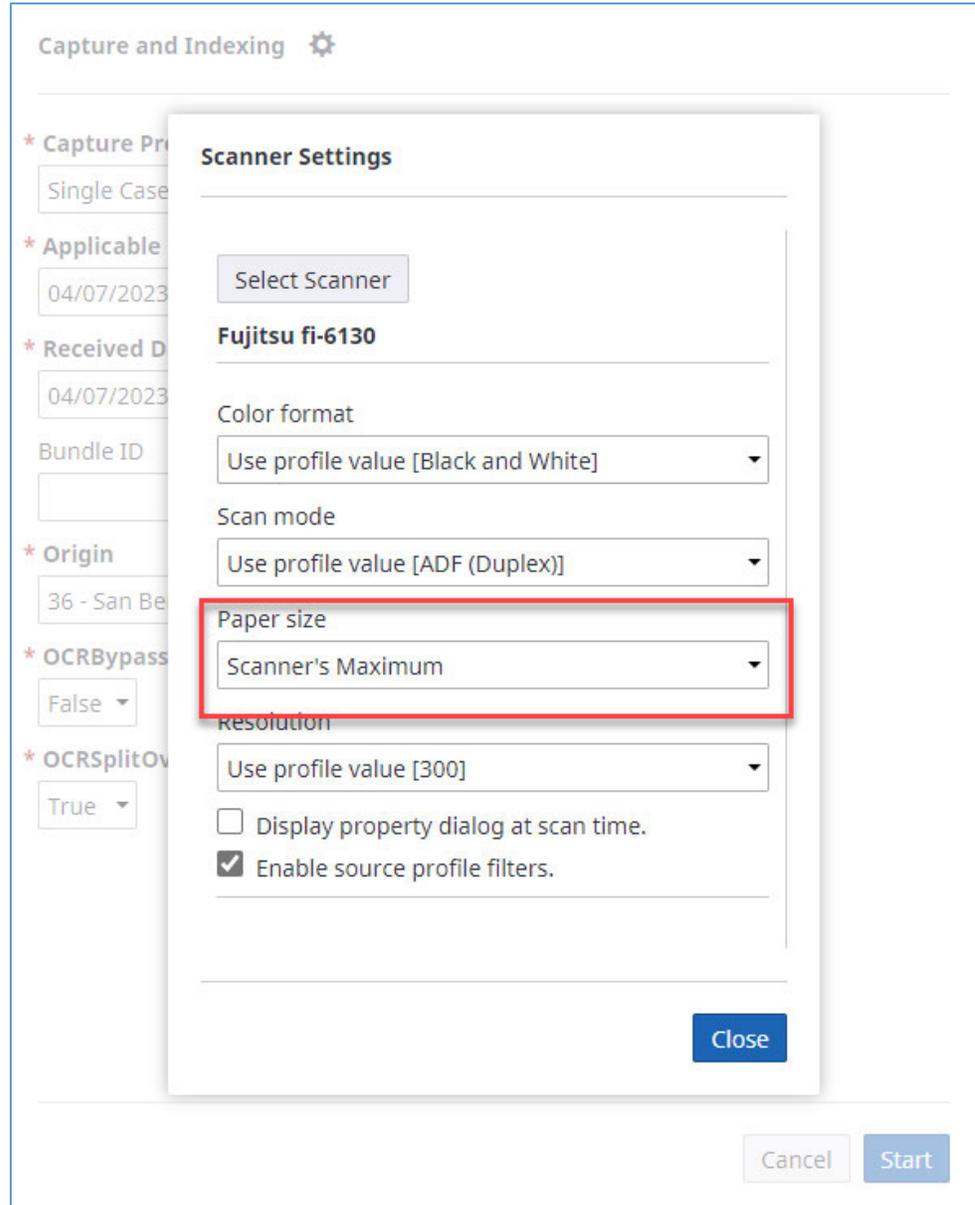
Scanner.



4. Select the appropriate driver for your scanner. The model number is usually found on the scanner itself. Click on Done.



5. Change the Paper size to "Scanner's Maximum". Then close the window and complete the scan.



4.4 Confidential Images

4.4.1 Description

Users frequently ask how confidential images are handled and how to view the confidential images for a case.

Note, this only addresses images scanned to a confidential CalSAWS case. It does not address the other county department or specialty drawers (SIU, Hearings, RDB, IHSS, CWS, AAP, or QA/QC).

4.4.2 Explanation

Capturing Confidential Images

When something is captured, CalSAWS Imaging checks in CalSAWS to see if the case is confidential. If the case is confidential, the image is automatically stored in the County Confidential drawer. These images will be routed to the Person Drawer without a user reindexing the image.

When confidentiality is added to a case, all documents in the County Case drawer are moved to the County Confidential drawer. If the county wants person level documents moved to the Confidential drawer, a user must manually move them using the Reindex All process. Please consider other counties that may be using the images for their case(s) before moving images.

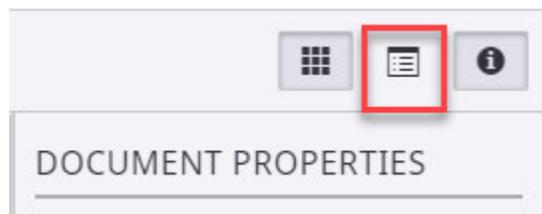
Special security rights are not necessary to capture to a confidential case.

Viewing Confidential Images

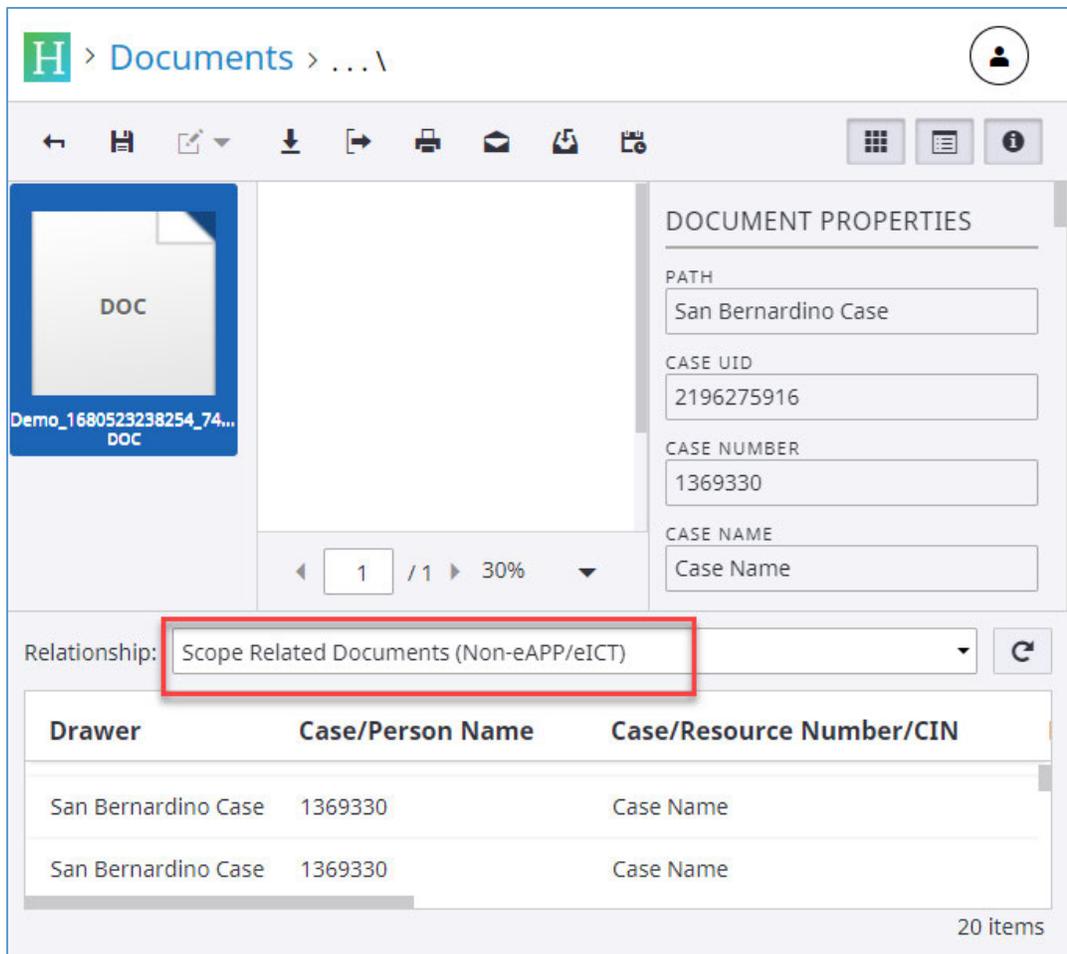
In general, users will need access to the confidential case in CalSAWS to view the images linked to a confidential case. Users will leverage the Images buttons in CalSAWS (e.g., the Images button on Case Summary).

For example, to view the Case Summary, a user needs access to the confidential case. The user needs the Imaging Confidential View security right to use the Images button to view images in the Confidential drawer.

If a user cannot locate the needed image using the Case Summary > Images button, try using the Related Documents button. Open any image for the confidential case. There is a set of three buttons on the top right; click on the middle button.



The related documents pane opens. Change the Relationship to Scope Replated Documents.



Imaging Confidential Search allows users to view and search all documents in the Confidential drawer, regardless of the type of confidentiality is set in CalSAWS. Because of this, we recommend only management or administrators have this security right.

Other Confidential Security

The other Imaging Confidential rights (Reindex/All, County and Office Exception) let users access images within the confidential queues. These are not needed to view images from the Images buttons in CalSAWS.

Imaging Confidential Export allows a user that can already open/view a confidential image to print or export the image.

4.5 What is the difference between Scan, Photo Scan and File?

4.5.1 Description

Generally, there are three variations of capture profiles: Scan Photo Scan and File. The most commonly used are Single Case Scan, Single Case Photo Scan and Single Case File.

4.5.2 Explanation

The following descriptions apply to any capture mode with the end descriptor.

- Scan – This requires a physical scanner. It captures physical documents in black and white. This is recommended for any forms and reads CalSAWS barcodes best.
- Photo Scan – This requires a physical scanner. It captures physical documents in color. Photo Scan is recommended for anything with color, such as IDs. Passports, Birth Certificates, etc.
- File – This allows a user to either drag and drop images into the Imaging Solution or Browse to select files for upload. When using this method, CalSAWS barcodes should be manually entered in QA & Indexing.

5 APPENDIX

5.1 List of Managed/Non-Managed (i.e., PoP) Counties

| County Code | County | Model |
|-------------|--------------|---------|
| 1 | Alameda | PoP |
| 2 | Alpine | Managed |
| 3 | Amador | Managed |
| 4 | Butte | PoP |
| 5 | Calaveras | PoP |
| 6 | Colusa | Managed |
| 7 | Contra Costa | PoP |
| 8 | Del Norte | PoP |
| 9 | El Dorado | PoP |
| 10 | Fresno | PoP |
| 11 | Glenn | PoP |
| 12 | Humboldt | PoP |

| County Code | County | Model |
|-------------|----------------|---------|
| 13 | Imperial | Managed |
| 14 | Inyo | PoP |
| 15 | Kern | Managed |
| 16 | Kings | PoP |
| 17 | Lake | PoP |
| 18 | Lassen | PoP |
| 19 | LA – DPSS/DCFS | PoP |
| 20 | Madera | PoP |
| 21 | Marin | PoP |
| 22 | Mariposa | Managed |
| 23 | Mendocino | PoP |
| 24 | Merced | Managed |

| County Code | County | Model |
|-------------|-----------------|---------|
| 25 | Modoc | Managed |
| 26 | Mono | Managed |
| 27 | Monterey | PoP |
| 28 | Napa | PoP |
| 29 | Nevada | PoP |
| 30 | Orange | PoP |
| 31 | Placer | PoP |
| 32 | Plumas | Managed |
| 33 | Riverside | Managed |
| 34 | Sacramento | PoP |
| 35 | San Benito | Managed |
| 36 | San Bernardino | Managed |
| 37 | San Diego | PoP |
| 38 | San Francisco | PoP |
| 39 | San Joaquin | PoP |
| 40 | San Luis Obispo | PoP |

| County Code | County | Model |
|-------------|---------------|---------|
| 41 | San Mateo | PoP |
| 42 | Santa Barbara | PoP |
| 43 | Santa Clara | PoP |
| 44 | Santa Cruz | PoP |
| 45 | Shasta | PoP |
| 46 | Sierra | Managed |
| 47 | Siskiyou | Managed |
| 48 | Solano | PoP |
| 49 | Sonoma | PoP |
| 50 | Stanislaus | Managed |
| 51 | Sutter | PoP |
| 52 | Tehama | PoP |
| 53 | Trinity | Managed |
| 54 | Tulare | PoP |
| 55 | Tuolumne | PoP |
| 56 | Ventura | PoP |
| 57 | Yolo | PoP |
| 58 | Yuba | PoP |

This list was last updated based on [REDACTED] dated August 22, 2022.

5.2 Imaging Reference Materials

All CalSAWS Imaging Solution Reference Materials can be found in the Web Portal > Resources > Resources by Functional Area > Imaging > Functional Resources. These materials are made for end users to reference in their daily use of the Imaging Solution.

Job Aids can be found in CalSAWS Online Help and the LMS.

Quick tip videos can be found in the LMS and on the Web Portal in the Functional Resources folder.