

“Solutions” Image Services

Document Locator Quick Tips for Trouble Viewing Images and Searching

Table of Contents

Introduction	1
Quick Process	1
Detailed Process	1
Trouble Viewing Images	1
PC Command Listener for Vision	1
Pop Ups.....	2
Solutions Search--Does not Open Document Locator from Vision.....	4
Trouble Searching or Cannot See the Search Options	5
Add-Ons	5
No Results When Searching.....	6

Introduction

This document is designed to give some quick items to check when you are not able to view an image and not able to search.

Quick Process

Cannot open images in Vision:

Check that popups are allowed for the Vision session

Verify that the Profound Listener is running and configured to port 8070

Verify that the Solutions search is in C:\Querydata folder

Detailed Process

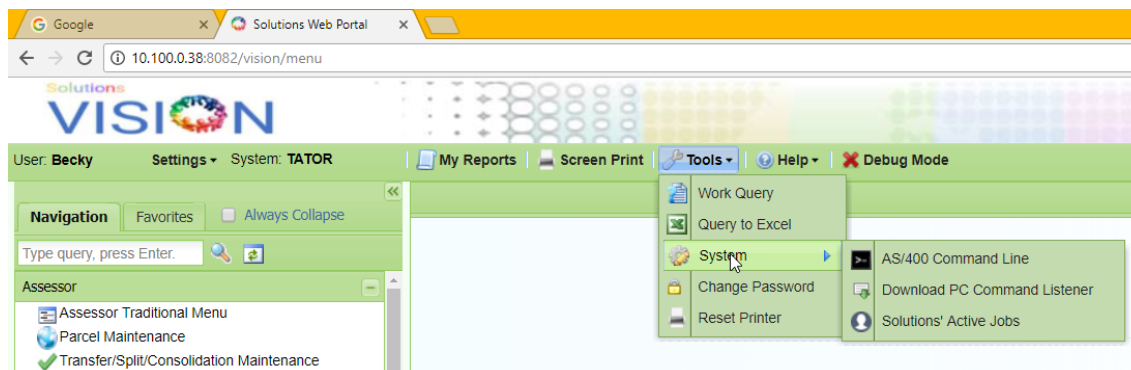
Trouble Viewing Images

PC Command Listener for Vision

The PC Command Listener for Vision needs to be downloaded and configured to port 8070.

The PC Command Listener can be downloaded from within Vision.

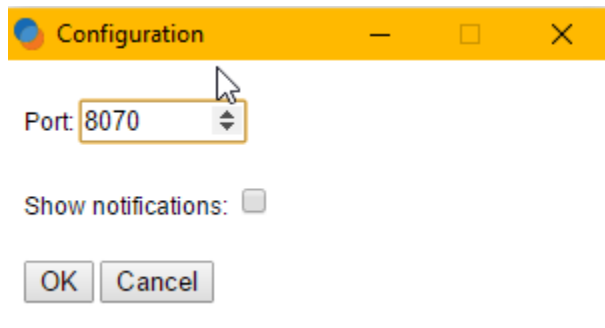
Click on Tools, System, and select Download PC Command Listener.



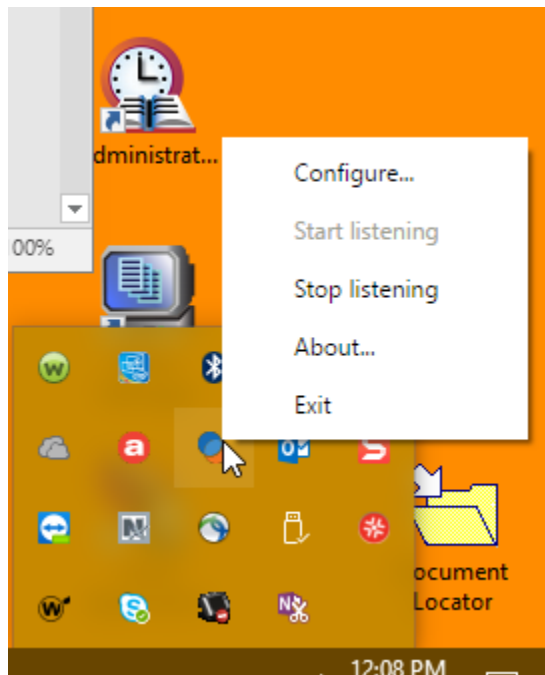
“Solutions” Image Services

Document Locator Quick Tips for Trouble Viewing Images and Searching

Once downloaded, configure the Listener to port 8070.



If the listener is already downloaded, you can right click on the icon in your taskbar (or the icon arrow by the clock) and select to configure or to verify it is set at the correct port.

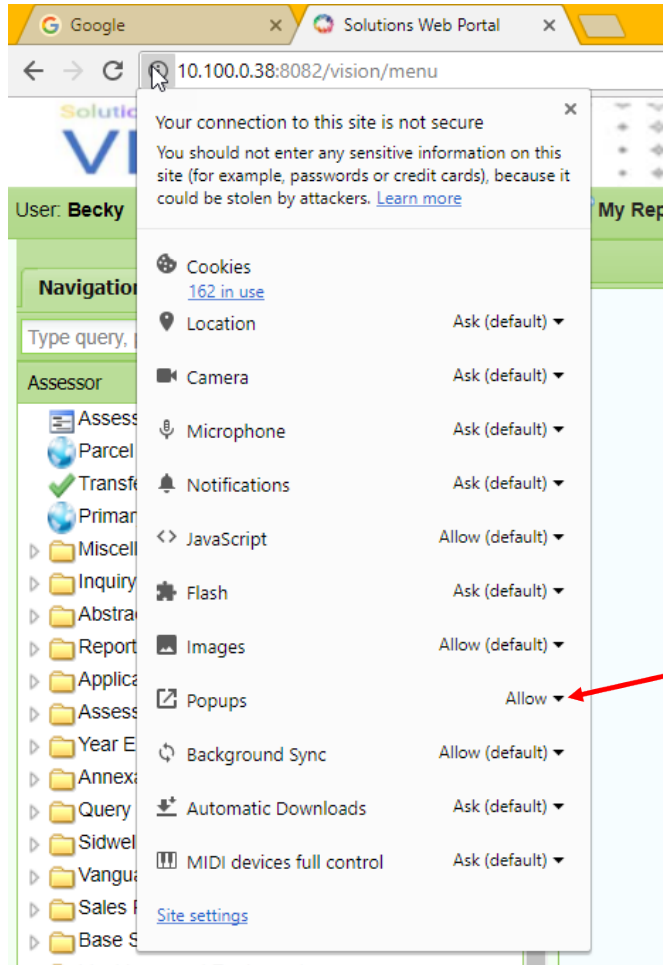


Pop Ups

Verify pop-ups are allowed in Chrome.
Click on the I in the address bar to see the dropdown menu.

“Solutions” Image Services

Document Locator Quick Tips for Trouble Viewing Images and Searching



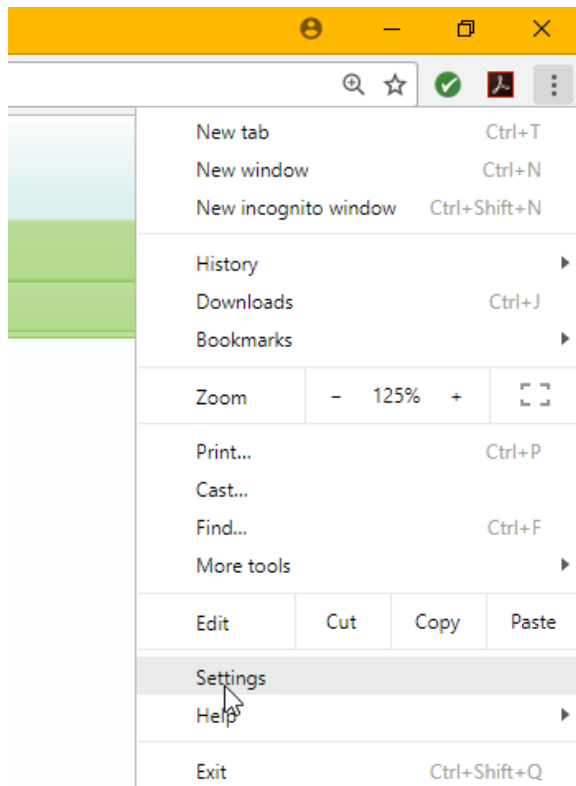
Using the dropdown on Popups, select Always Allow on this Site.

You may also access the Popups through Settings. Click on the three dots to the top right of the screen in the address bar line.

Select Settings.

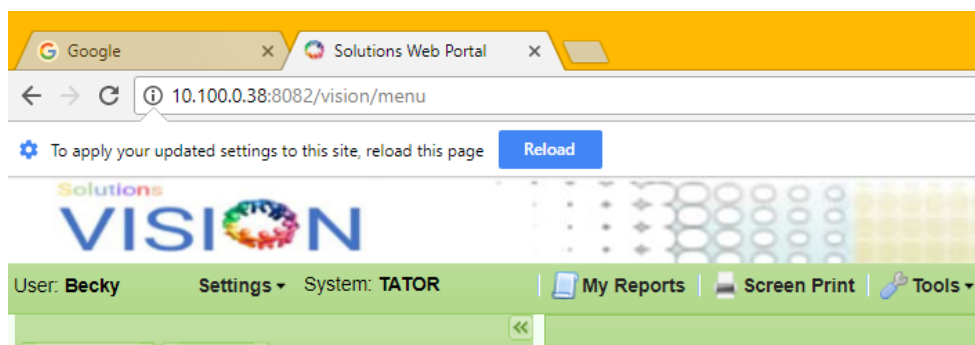
“Solutions” Image Services

Document Locator Quick Tips for Trouble Viewing Images and Searching



Scroll down to Advanced and click on the dropdown arrow.
Select Content Settings and go to the Popups and select Allow.

Once the popup setting is changed, a message will appear at the top of the Chrome screen. Click on Reload to apply the changes.



Solutions Search--Does not Open Document Locator from Vision

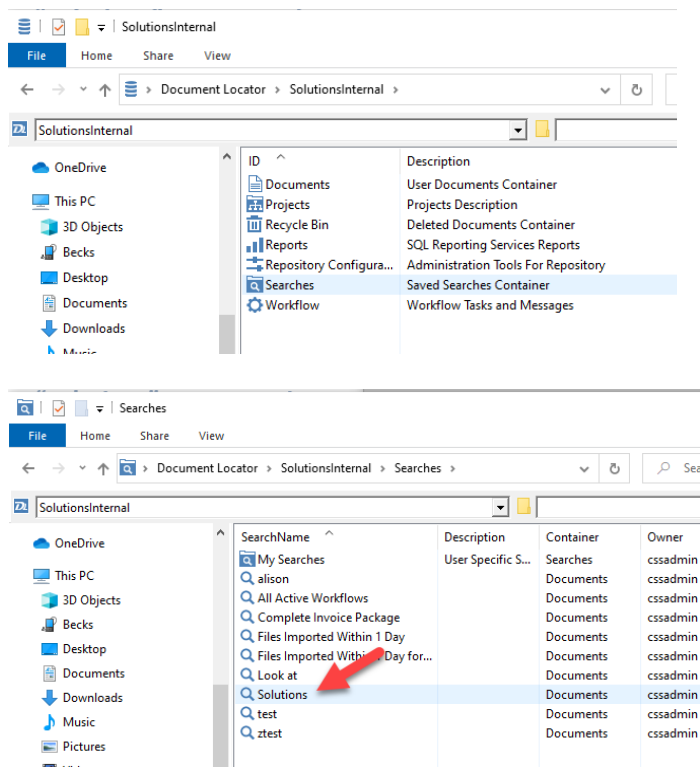
Verify the Solutions Search is in C:\Querydata folder on the pc

If it is not, copy Solutions Search from within Document Locator to C:\Querydata folder

Rename to Solutions—this is used when a customer does Images (I) or Image Services in Vision as it creates a search 'result' list in Document Locator

“Solutions” Image Services

Document Locator Quick Tips for Trouble Viewing Images and Searching



If you are still having trouble viewing images, please contact Solutions, Inc. at dl@gmdsolutions.com or call (712) 262-4520.

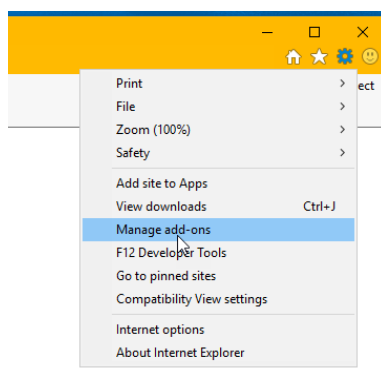
Trouble Searching or Cannot See the Search Options

Add-Ons

If you are not able to search or cannot open the advance search pane, verify that the Document Locator Add-Ons are enabled in Internet Explorer.

Open an Internet Explorer session

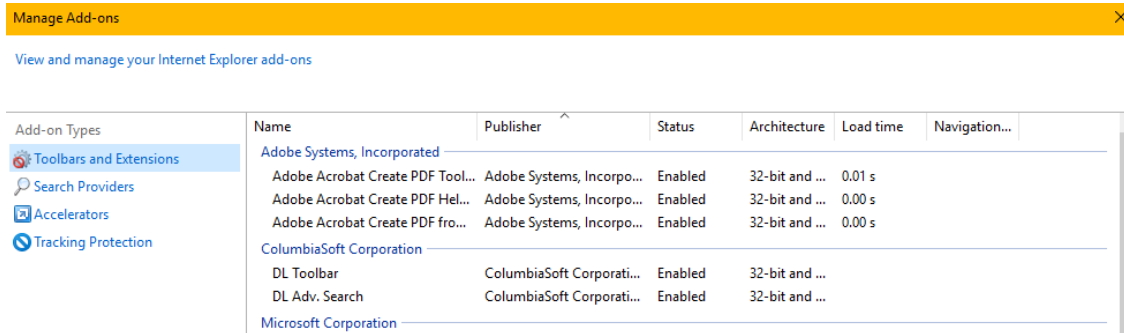
Click on Tools or the gear icon



“Solutions” Image Services

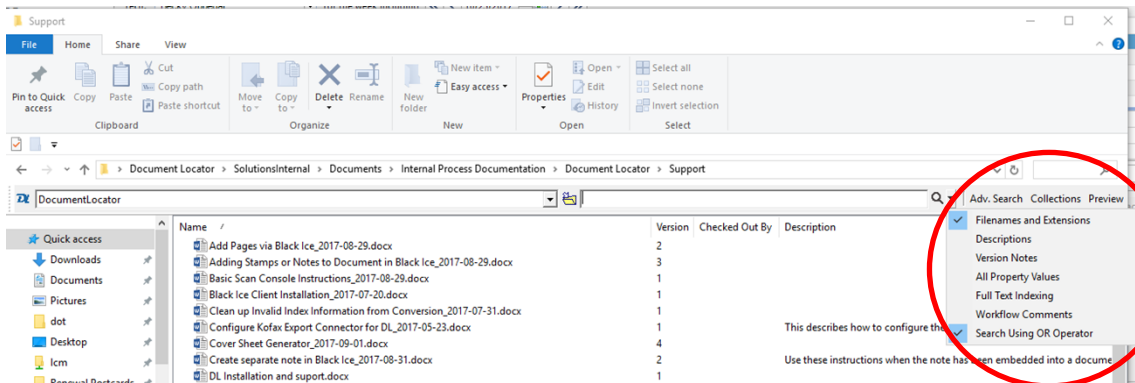
Document Locator Quick Tips for Trouble Viewing Images and Searching

Verify the DL Toolbar and DL Adv Search add-ons enabled. If they are not, right click and select enable or highlight and click enable at the bottom right of the screen.



No Results When Searching

When using the Toolbar Search in Document Locator and getting ‘No Result’s, verify the appropriate type of items to search selected in the drop down to the right of the toolbar search input field. When selecting multiple items, be sure to also check the ‘Search Using Or Operator’ so the search is looking in each type of item selected.



When using the Advance Search in Document Locator, make sure you have the character string in the appropriate field—Filename, anywhere in the file, in a specific field, etc. Also verify you are looking in the correct profile if one is specified.

