
How do I find the computer name to match with the license file?

Click: Start > Control Panel > System

If you are on Windows 7, the Computer Name will be listed.

If you are on Windows XP, click the Computer Name tab. It will be listed as "Full Computer Name".

How can we change the eDoc setting from copying the file, to moving the file?

Once you are logged in as ADMIN, go to the Options window. On the System Preferences tab, change "Local eDocument Mode" to "Move".

This will only change it for the local PC. To change it for all users, click the "Set this as the global default" and hit Save. It should update both the server and this "Current Global eDoc Mode" field.

How many concurrent connections can the DDM computer handle? It is sometimes necessary to restart the computer in order to map the drives. I get an error that the maximum connections have been reached.

If you are using a Windows XP machine as your server, it will only allow 10 concurrent connections regardless of how many licenses you have purchased. If you require more than 10 connections, you must install DDM on a Win 2000 / Win 2003 / Win 2008 server.

I'm receiving an error: "Program error in Load Tree - Incorrect syntax near..."

You most likely have an older version of DDM. This is due to the use of an apostrophe in one of the document attributes. Check that you have the latest version of DocMan.EXE. If you are current on annual support, you can download the latest EXE from the DDM website.

Is there any way to import a file into DocMan instead of printing it out and scanning it in?

You can right-click on it in Windows Explorer and "Send to DocMan", Or, you can add the info like a regular new document and then hit eDoc instead of the Scan button. This will pull an existing file into the database.

I am installing DDM on Server 2008 and it will not find the license files.

All versions after (and including) ver 4.8.931 do not require license files (DMLIC.TXT) to function. Once you activate your copy, DDM will not look for licenses and the error message will go away.

I am trying to install the client portion on a new Windows 7 machine and it will not install.

With Win7, you need to Right-Click on the SETUP.EXE for Digital DocMan and then Run as Administrator. This gives you the necessary rights to copy files into your Program Files folders.

How do I move Digital DocMan to a new server?

To move Digital DocMan to a new server:

1. Install DDM on the new server
2. Download the DDM installation program at www.digitaldocman.com/setup.exe
3. Run SETUP.EXE on new server – select Storage Server option
4. Request a new license file for the new server
5. Copy the new license file to the DocMan folder on the server
6. Create a backup on the old machine
7. Click: Start > All Programs> Basys Corporation > DocMan > Backup Utility
8. Click: Create DocMan Database Backup
9. Copy this BAK file to the new server (it must physically be on the new machine to restore)
10. Move to the new server
11. Restore the database from the BAK file
12. Click: Start > All Programs > Basys Corporation > DocMan > Backup Utility
13. Click: Restore DocMan Database
14. Select the backup set (should only be 1)
15. Make sure that the server has the same mapped drive to DocMan that is on the old workstation

I'm replacing a computer that has DDM on it with an attached Scanner. What exactly will need to be done as it relates to DocMan?

Follow these steps:

1. Download DDM installation program at www.digitaldocman.com/setup.exe
2. Install the DDM Client on the new machine
3. Copy DocMan.EXE, DocMan.INI, and DMLIC.TXT from a functioning workstation into the C:\\\\Program Files\\\\Basys Corporation\\\\DocMan folder on the new PC
4. Request a new license file for the new scanner PC
5. Copy the new license file to the DocMan folder on the scanner PC

Why are some users able to view private scans that should not be permitted?

Viewing private documents ties back to Windows Active Directory and the user access rights, which are assigned to the Private Image Archive folder (usually \privimagearchive). If the Windows user account allows read and write access to that private folder, then DDM will allow them to view the documents. Likewise, if they do not have read/write access to that folder, private documents will not be displayed for that user.

Digital DocMan will not let me choose “new document”, the icon is gray.

Make sure that your license matches your computer name. The first line in the license file (DMLIC.TXT) should have the name of your PC. If this is different, or there is no computer name in the license, then the PC will act as a viewing station only and will not allow you to scan.

My scanner has two drivers, a TWAIN and a WIA, which should I use?

Always use TWAIN drivers with Digital DocMan.