



## How To Correct Error Message “PaperVision Web Assistant Not Found” Internet Explorer

1. If you receive the error message below, please follow the steps in this guide in order to get your document viewer functioning correctly again.

**PaperVision® Web Assistant Not Found**

**The PaperVision® Enterprise web site is unable to communicate with the PaperVision® Web Assistant.**

Common communication issues include:

- The PaperVision® Web Assistant is not running. Click [here](#) to start the PaperVision® Web Assistant.
- The PaperVision® Web Assistant is configured to use a different port than the PaperVision® Enterprise web site.
- The PaperVision® Web Assistant has not been installed.
- The PaperVision® Web Assistant response timeout setting is too low for this system.

Click the 'Set Port/Retry' option to enter a new port number or retry, select the 'Install Now' option to install the PaperVision® Web Assistant, select the 'Set Timeout Value' option to increase the timeout value, or select 'Use Direct Launch' option to launch the PaperVision® Web Assistant in disconnected mode.

PaperVision® Web Assistant Not Found

Set Port/Retry   ([What's this](#))

Install Now

Set Timeout Value (ms)  ([What's this](#))

Use Direct Launch\*  ([What's this](#))

\*Requires PaperVision® Web Assistant Version R80 or higher.

Set Port/Retry Cancel

**PaperVision® Web Assistant Not Found**

**The ImageSilo® web site is unable to communicate with the PaperVision® Web Assistant.**

Common communication issues include:

- The PaperVision® Web Assistant is not running. Click [here](#) to start the PaperVision® Web Assistant.
- The PaperVision® Web Assistant is configured to use a different port than the ImageSilo® web site.
- The PaperVision® Web Assistant has not been installed.
- The PaperVision® Web Assistant response timeout setting is too low for this system.

Click the 'Set Port/Retry' option to enter a new port number or retry, select the 'Install Now' option to install the PaperVision® Web Assistant, select the 'Set Timeout Value' option to increase the timeout value, or select 'Use Direct Launch' option to launch the PaperVision® Web Assistant in disconnected mode.

PaperVision® Web Assistant Not Found

Set Port/Retry   ([What's this](#))

Install Now

Set Timeout Value (ms)  ([What's this](#))

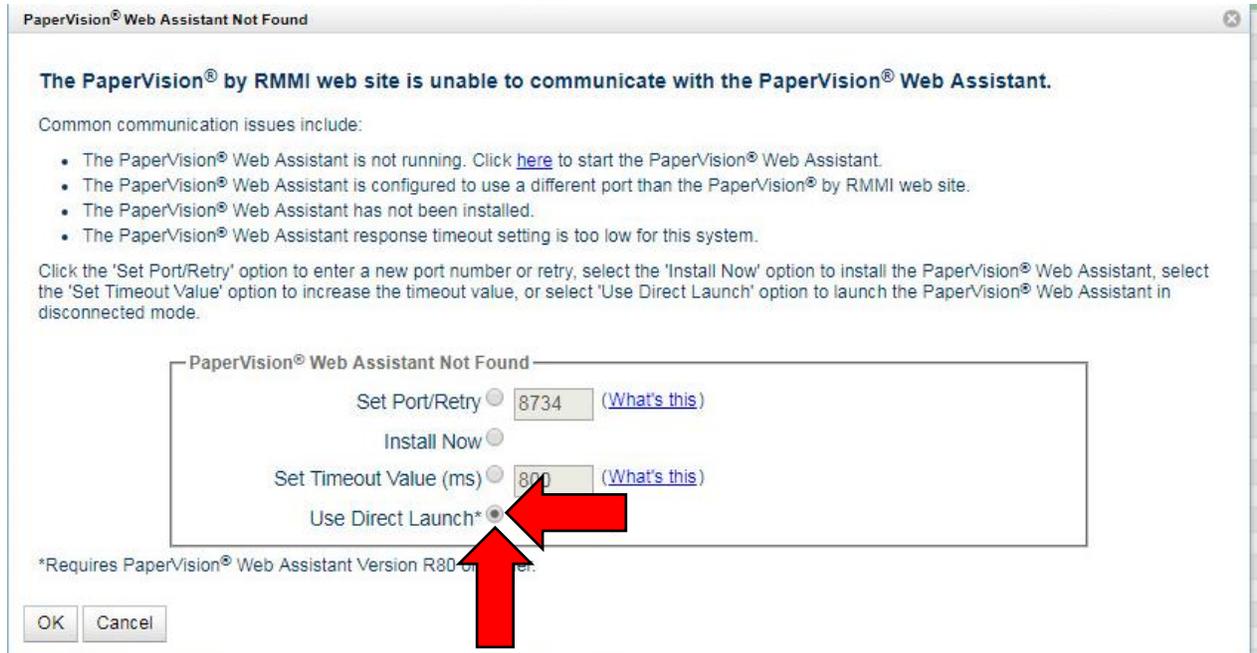
Use Direct Launch\*  ([What's this](#))

\*Requires PaperVision® Web Assistant Version R80 or higher.

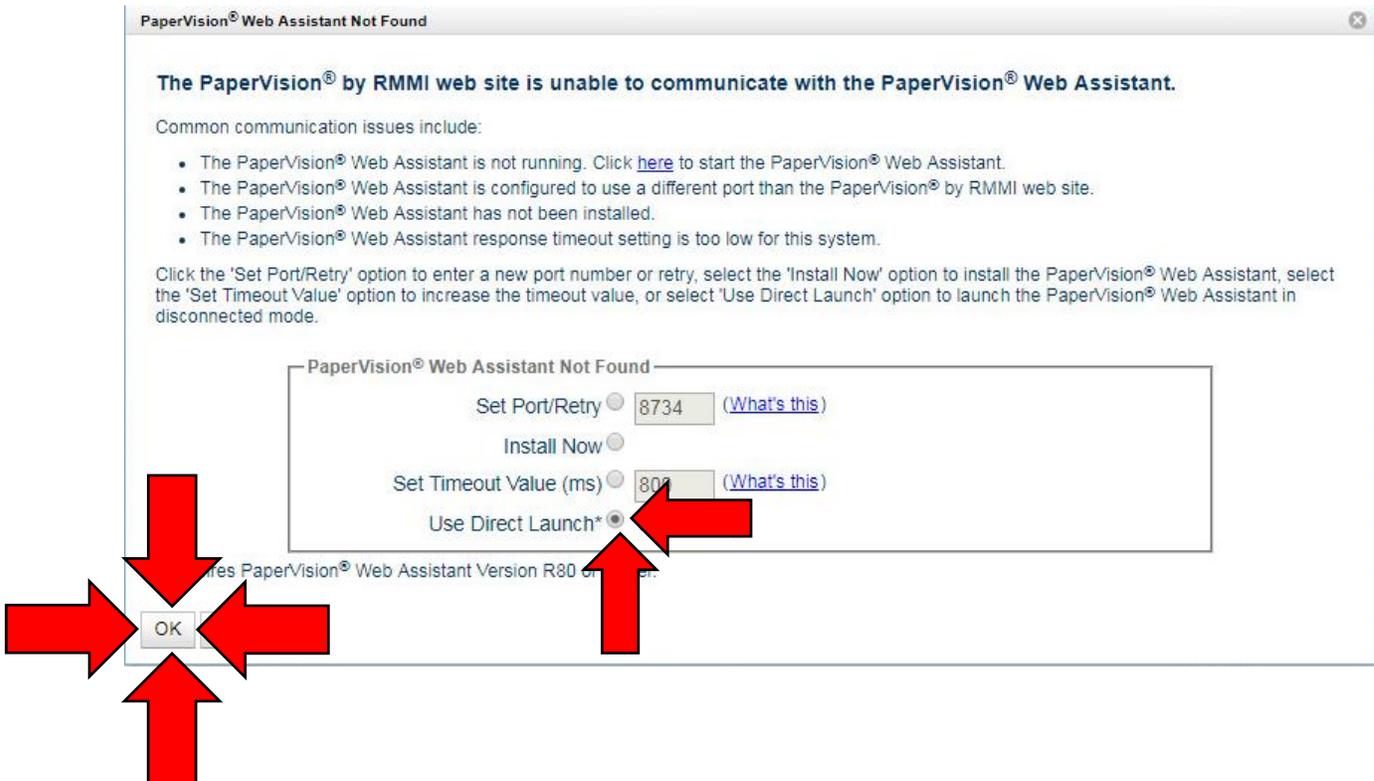
Set Port/Retry Cancel



2. Please select/click the radial button next to the text “Use Direct Launch\*” as seen below.



3. After clicking/selecting the radial next to “Use Direct Launch\*”, please click/select the “OK” button at the bottom left to save this change as seen below.



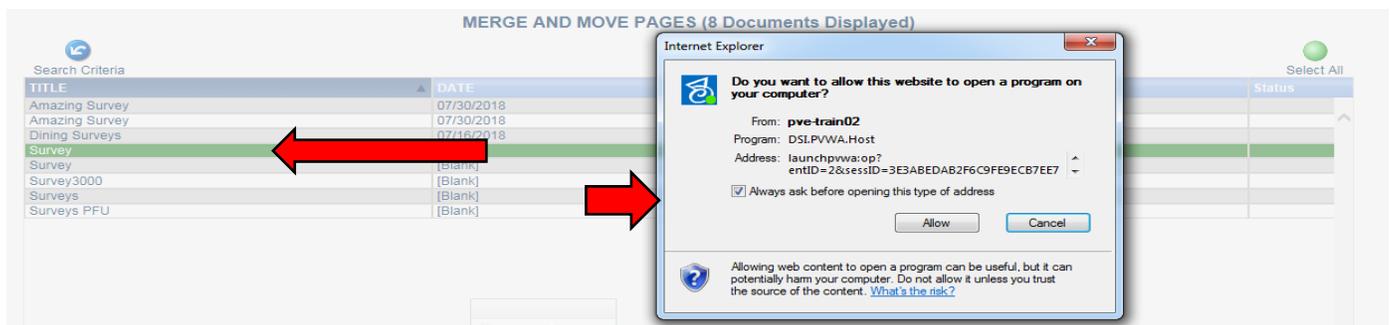


4. After completing the previous steps you will now have to double click/select a document again to proceed to the next steps.

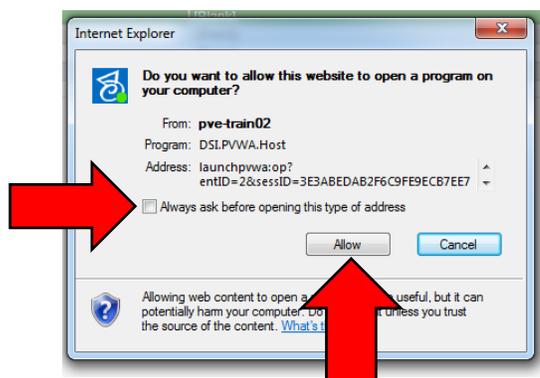
MERGE AND MOVE PAGES (39 Documents Displayed)

TITLE	DATE	TYPE	Status
100	[Blank]	[Blank]	
100	[Blank]	[Blank]	
100	[Blank]	[Blank]	
150	[Blank]	[Blank]	
200	[Blank]	[Blank]	
231	[Blank]	[Blank]	
280	[Blank]	[Blank]	
300	[Blank]	[Blank]	
350	[Blank]	[Blank]	
390	[Blank]	[Blank]	
400	[Blank]	[Blank]	

5. After double clicking/selecting a document to open, the following popup box will appear “Do you want to allow this website to open a program on your computer?” as seen below.



6. Please un-check the box “Always ask before opening this type of address”, and click the “Allow” button.





7. The PaperVision Web Assistant will now open and appear as seen below with your document ready to view as seen below.

The screenshot displays the PaperVision Web Assistant interface. The window title is "MERGE AND MOVE PAGES - View Document". The interface includes a ribbon with tabs for "Home", "Edit", and "View". The ribbon contains various icons for document management, navigation, and editing. Below the ribbon, there are several panels:

- Indexing:** A table with columns "Name" and "Value".

Name	Value
TITLE	100
DATE	
TYPE	
- Document:** The main content area showing a document page. The page header is "PFU" and the main heading is "Thank You for Dining With Us!". Below the heading is a large black oval with the text "How Did We Do?" and a sub-heading "We'd like to hear about your dining experience so we can make it even better next time!". The survey questions are:
  - Overall, how do you rate the food service?
  - How do you rate the following:
    - The flavor of the food?
    - The temperature of the food?
    - The quality of the food?
    - The appearance and presentation of the food?
    - The variety of food choices available?
    - The helpfulness and friendliness of our personnel?
    - The speed of our service?
    - The appearance of our personnel?
    - Cleanliness?
    - The value of the meals you purchased?
  - Your comments are welcome. Please write on the reverse.
  - When did you dine here? (with a handwritten "7")
  - How often do you dine here? (with checkboxes for "Everyday", "2 or 3 times a week", "Once a week", and "Infrequently")

The right side of the interface features a "Thumbnails" panel showing three preview images of the document page, numbered 1, 2, and 3. A "Textual Notes" panel is also visible on the far right.

At the bottom of the window, there is a "Signatures" field and a status bar showing "Doc 1 of 38 | Page 1 of 130 | 100".