How To Enable Direct Launch for Your Document Viewer:

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 ⦿ 8734   (What's this) │
│   Install Now ○   │
│   Set Timeout Value (ms) ○ 800   (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 ⦿ 8734   (What's this) │
│   Install Now ○   │
│   Set Timeout Value (ms) ○ 800   (What's this) │
│   Use Direct Launch* ○ (What's this)   │
└──┘

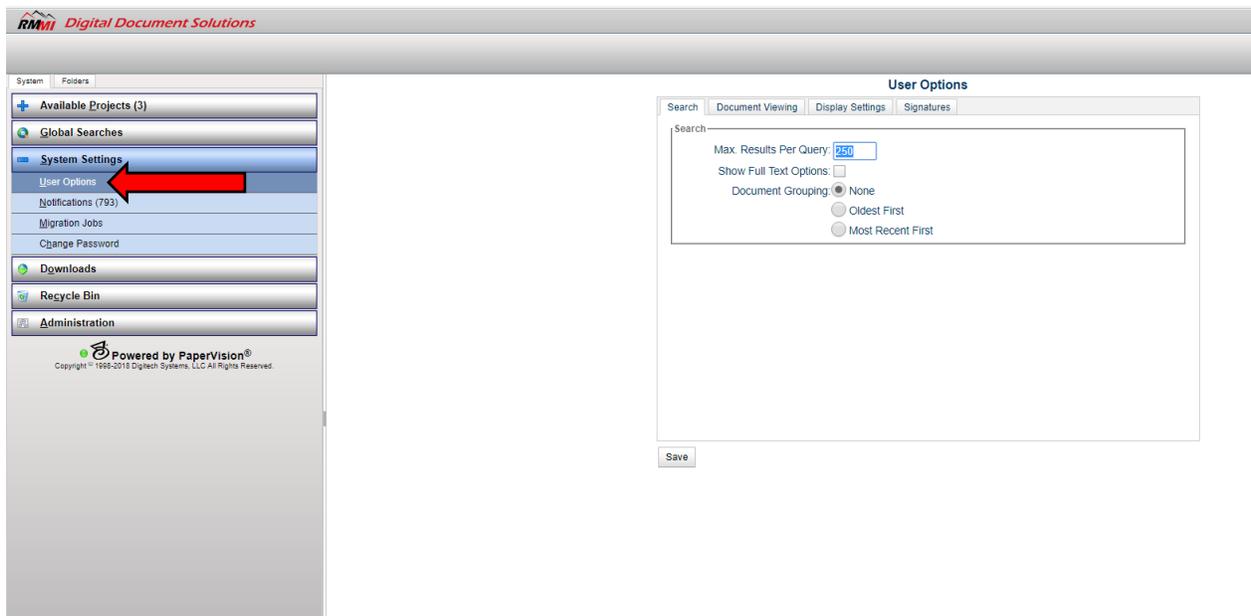*Requires PaperVision® Web Assistant Version R80 or higher.

[Set Port/Retry] [Cancel]

2. Please select/click on the System Settings tab on the left hand side to expand it.
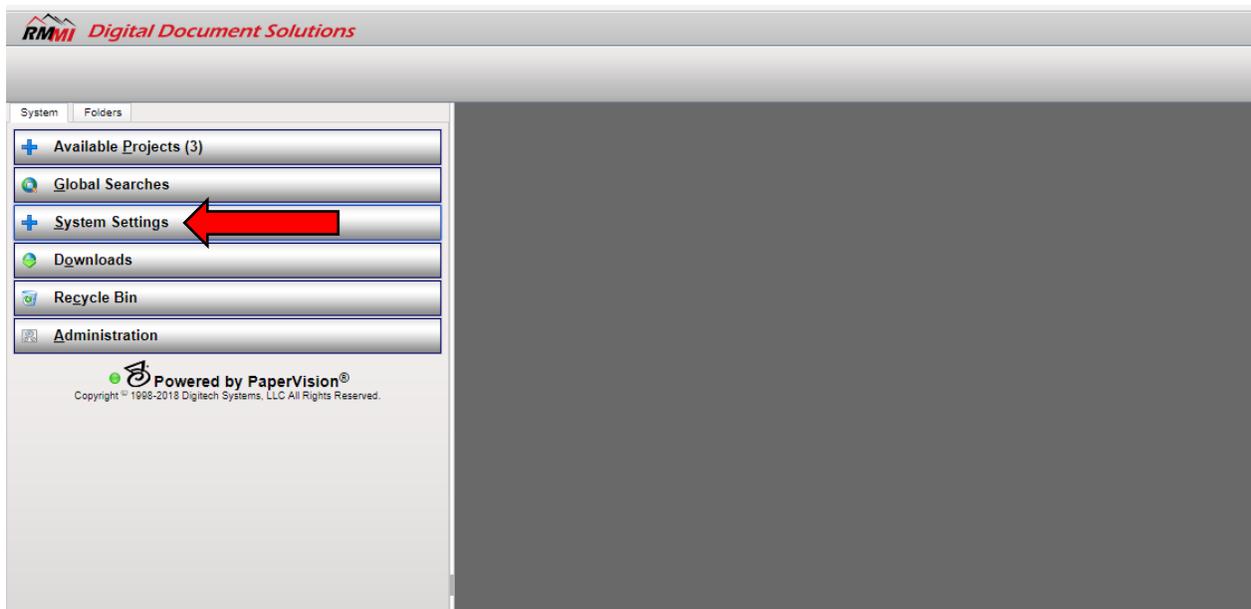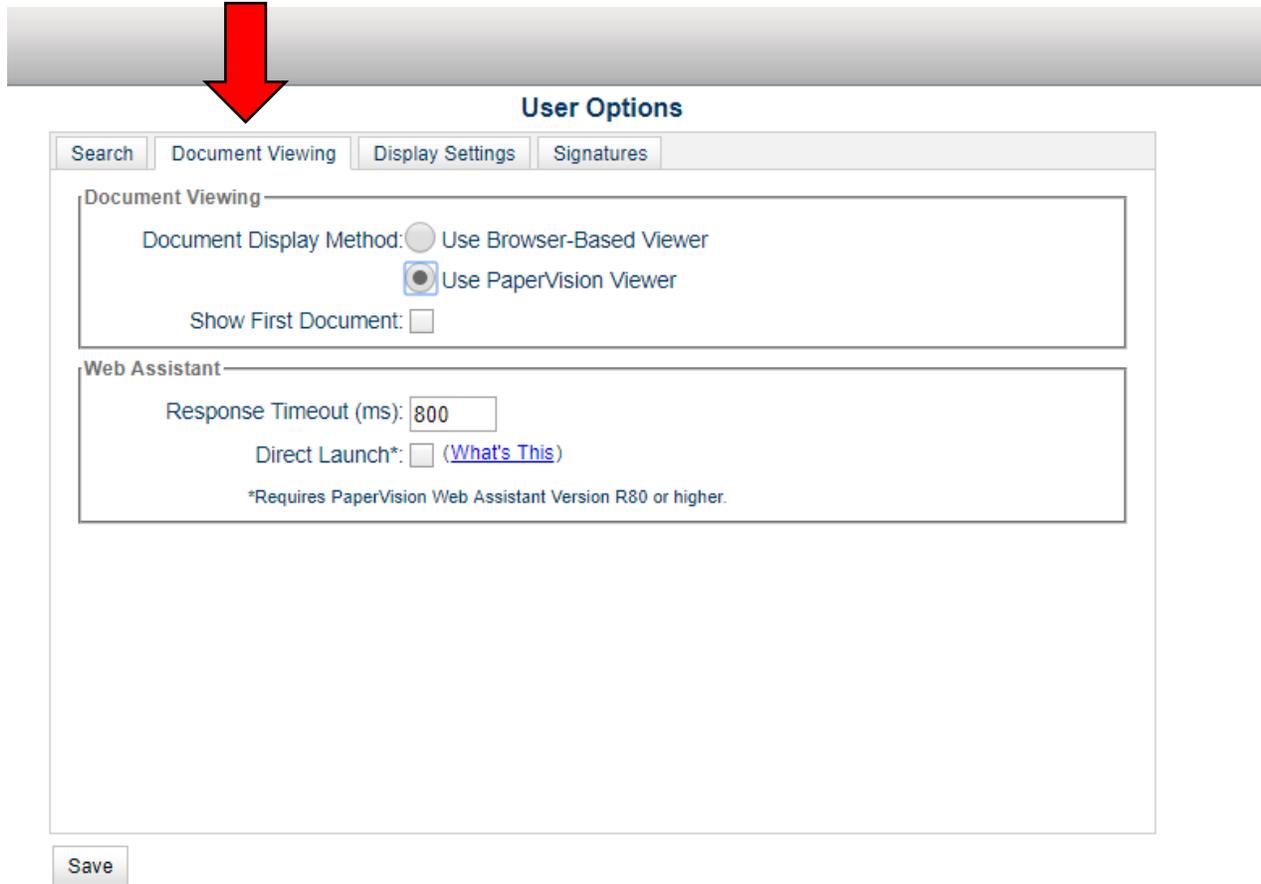

3. Please select/click on the "User Options" tab within the expanded "System Settings" to open the User Options Settings as seen below:

4. Please select/click on the "Document Viewing" tab within the "User Options":

User Options

| Search | Document Viewing | Display Settings | Signatures |

Document Viewing

Document Display Method: ○ Use Browser-Based Viewer
◉ Use PaperVision Viewer
Show First Document: ☐

Web Assistant

Response Timeout (ms): 800
Direct Launch*: ☐ (What's This)
*Requires PaperVision Web Assistant Version R80 or higher.

Save

5. Please select the "Direct Launch" checkbox in order to enable it, and make sure that "User PaperVision Viewer" is selected as well.

User Options

| Search | Document Viewing | Display Settings | Signatures |

Document Viewing

Document Display Method: ○ Use Browser-Based Viewer
◉ Use PaperVision Viewer
Show First Document: ☐

Web Assistant

Response Timeout (ms): 800
Direct Launch*: ✓ (What's This)
*Requires PaperVis...Web Assistant Version R80 or higher.

6. Please select/click on the "Save" button to save the changes made to your document viewer settings.

7. Please expand your "Available Projects" tab and select one of the projects you have access to and click the "Search" button to carry out a search for the next steps.
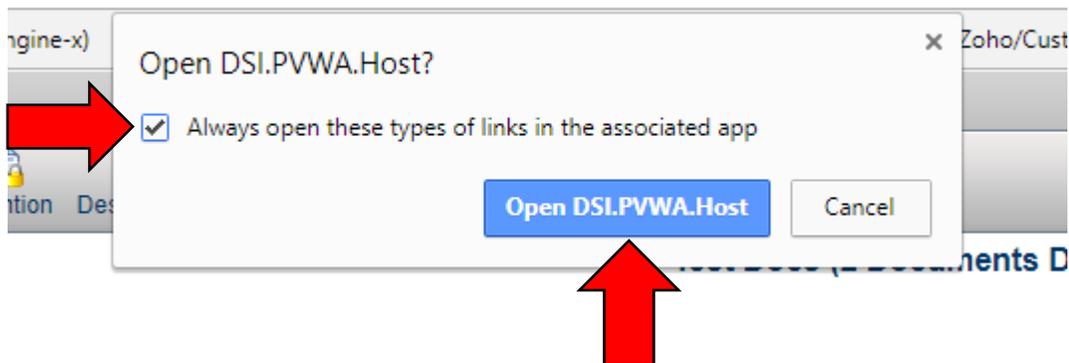
8. After clicking the "Search" button a list of documents will appear, please double click to open one and the following popup box will appear as below.
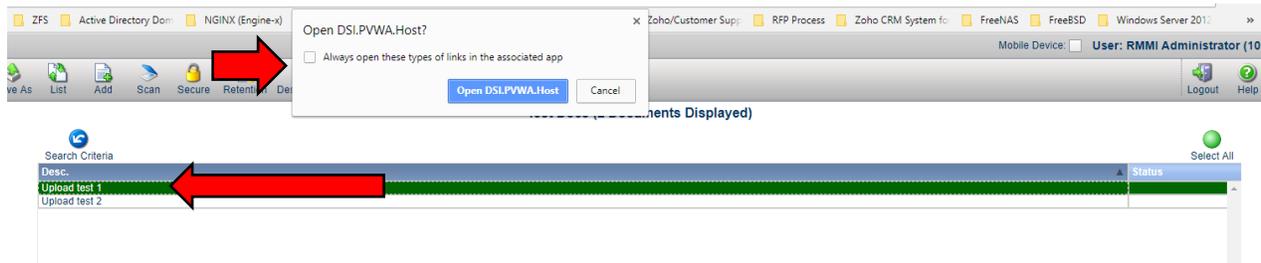
9. Please check the box "Always open these types of links in the associated app", and click the "Open DSI.PVWA.Host" button.

10. Please double click to open the same or another document, and it should open up in your PaperVision Document Viewer, which looks like the screenshot below.