



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](#))

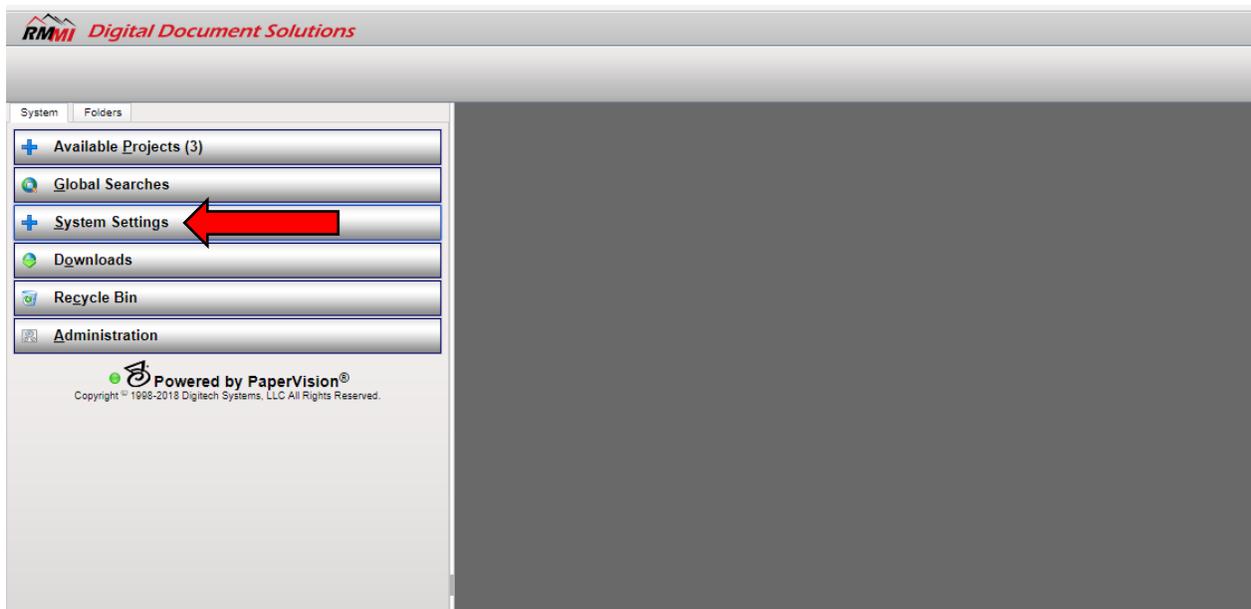
Use Direct Launch* ([What's this](#))

*Requires PaperVision® Web Assistant Version R80 or higher.

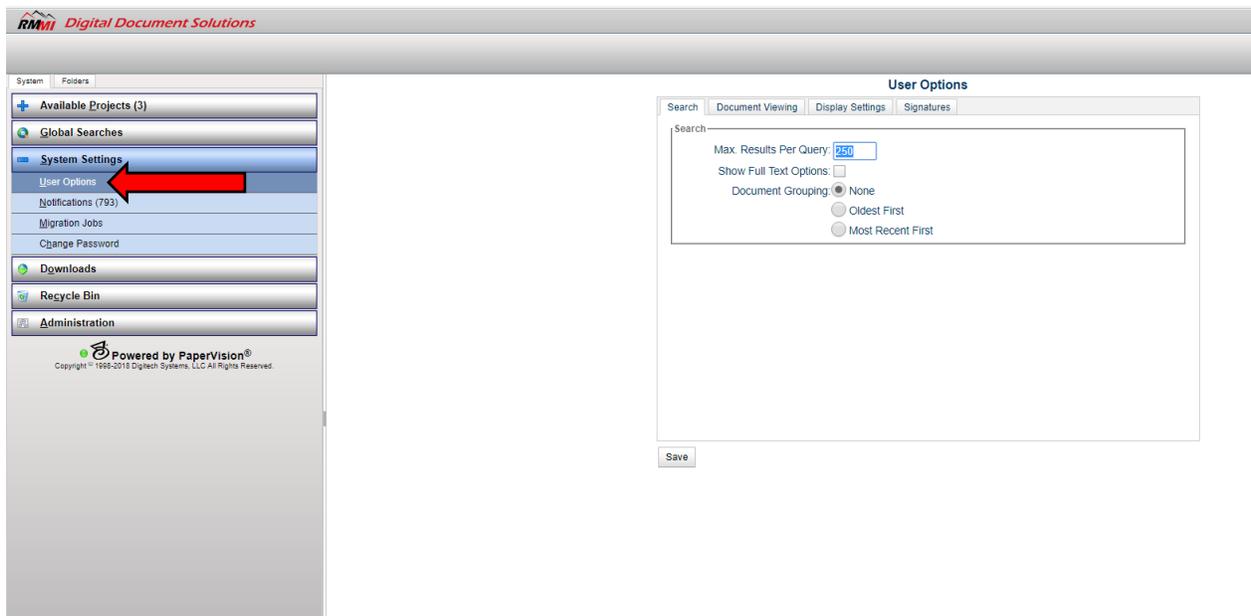
Set Port/Retry Cancel



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

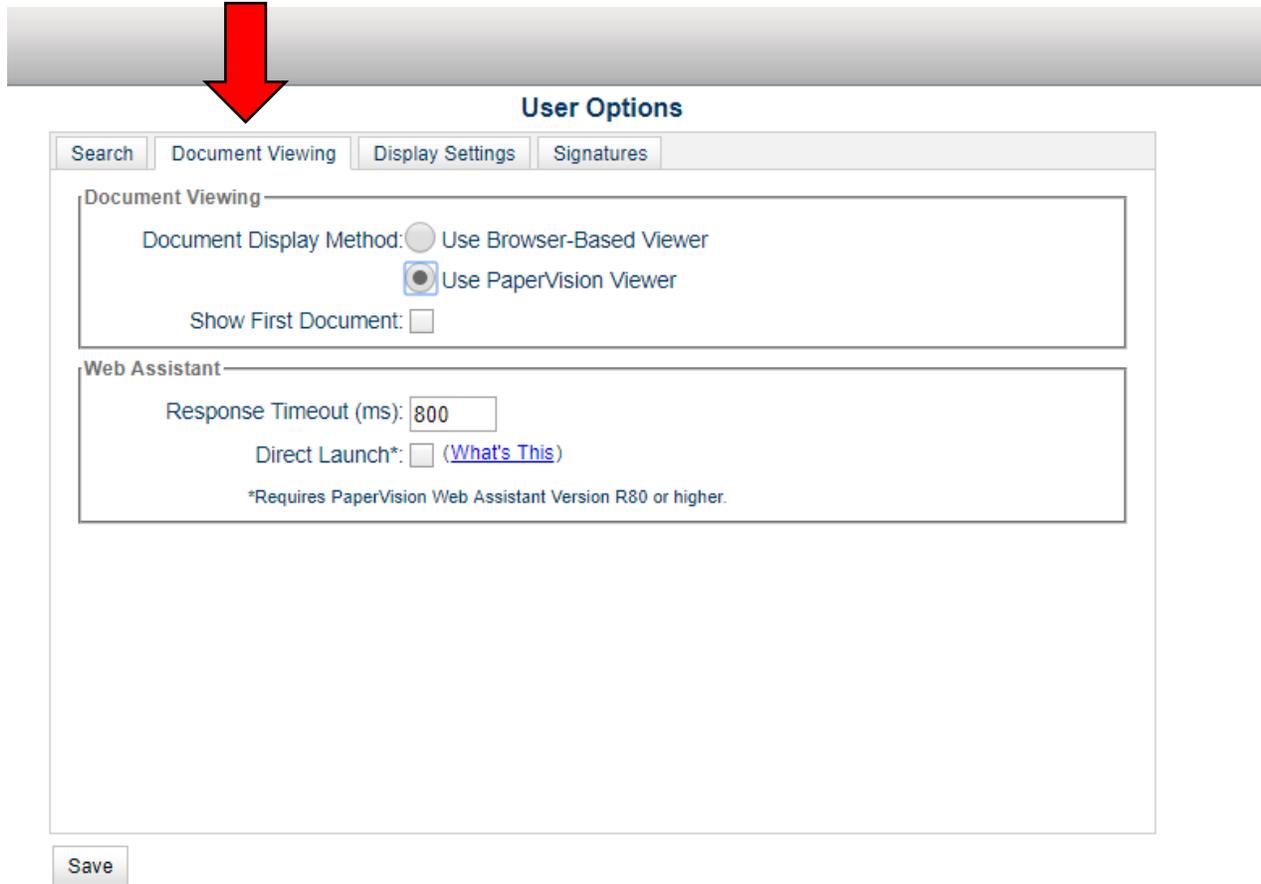


3. Please select/click on the "User Options" tab within the expanded "System Settings" to open the User Options Settings as seen below:





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



The screenshot shows the 'User Options' interface with the 'Document Viewing' tab selected. A large red arrow points down from the top of the page to the 'Document Viewing' tab. The interface includes a 'Search' tab, a 'Document Viewing' tab (which is active), a 'Display Settings' tab, and a 'Signatures' tab. The 'Document Viewing' section contains the following options:

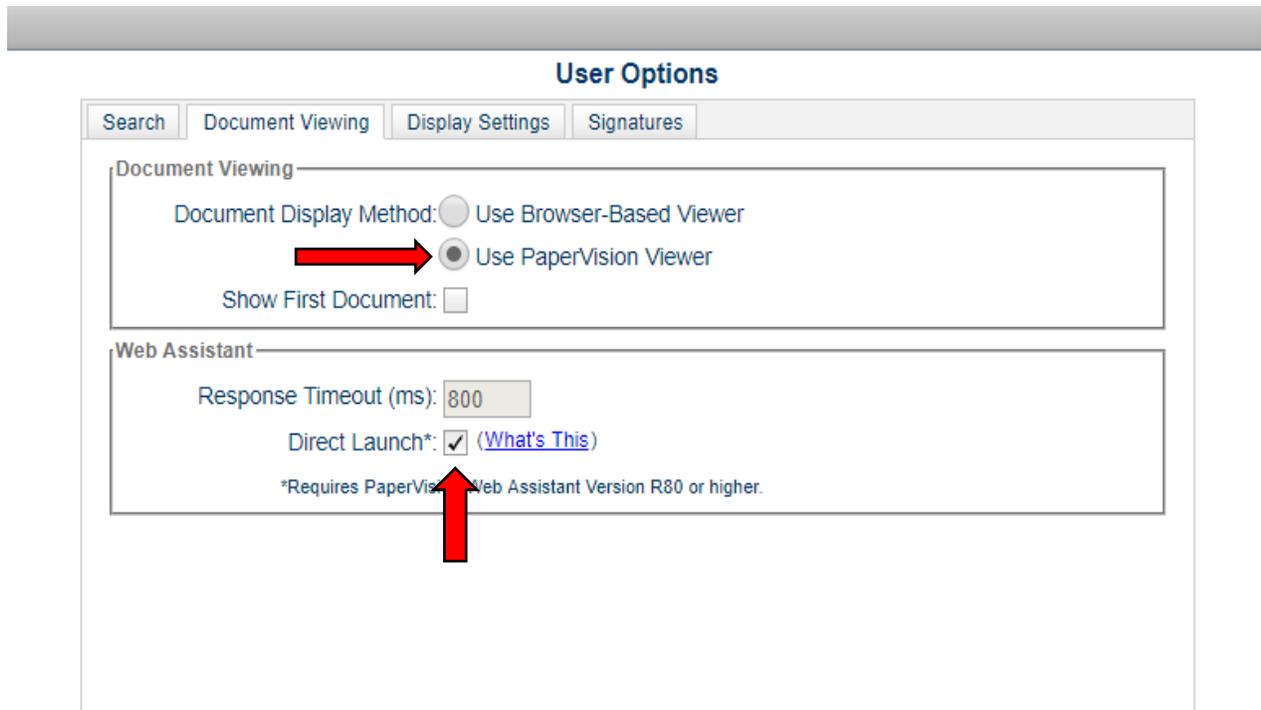
- Document Display Method: Use Browser-Based Viewer
- Use PaperVision Viewer
- Show First Document:

The 'Web Assistant' section contains the following options:

- Response Timeout (ms):
- Direct Launch*: ([What's This](#))
- *Requires PaperVision Web Assistant Version R80 or higher.

A 'Save' button is located at the bottom left of the form.

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



The screenshot shows the 'User Options' interface with the 'Document Viewing' tab selected. A large red arrow points down from the top of the page to the 'Document Viewing' tab. The interface includes a 'Search' tab, a 'Document Viewing' tab (which is active), a 'Display Settings' tab, and a 'Signatures' tab. The 'Document Viewing' section contains the following options:

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

The 'Web Assistant' section contains the following options:

- Response Timeout (ms):
- Direct Launch*: ([What's This](#))
- *Requires PaperVision Web Assistant Version R80 or higher.

Two red arrows are present: one pointing to the 'Use PaperVision Viewer' radio button and another pointing to the 'Direct Launch*' checkbox.



- Please select/click on the “Save” button to save the changes made to your document viewer settings.

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):

Direct Launch*: ([What's This](#))

*Requires PaperVision Web Assistant Version R80 or higher.

- 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.

RMMI Digital Document Solutions Mobile Device: User: RMMI Administrator (10)

Add Scan Logout Help

System | Folders

- Available Projects (3)** ←
- Jeffco DHS - CAD
- Test Docs
- TRUST DOCUMENTS
- Global Searches
- System Settings
- Downloads
- Recycle Bin
- Administration

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→

Search: Test Docs

Document Index Field Search Criteria

Desc:

Project Search Options

Search Type: Sort By: Include Recycled Documents:

Full-Text Search Criteria

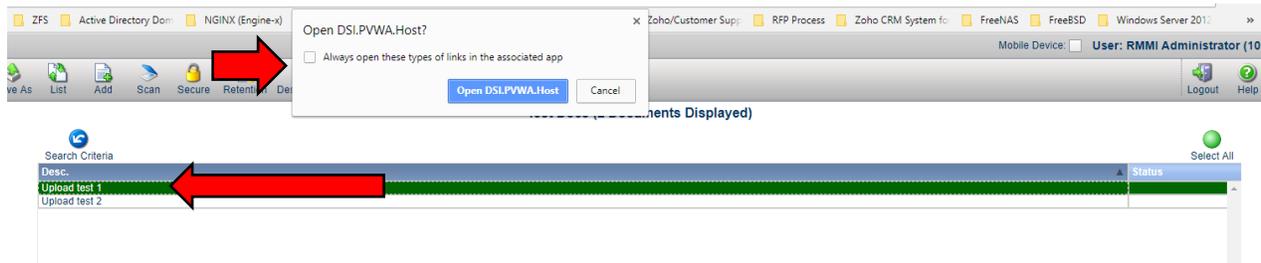
Criteria:

Search Type: Boolean Search (and, or, not, ...) Natural Language

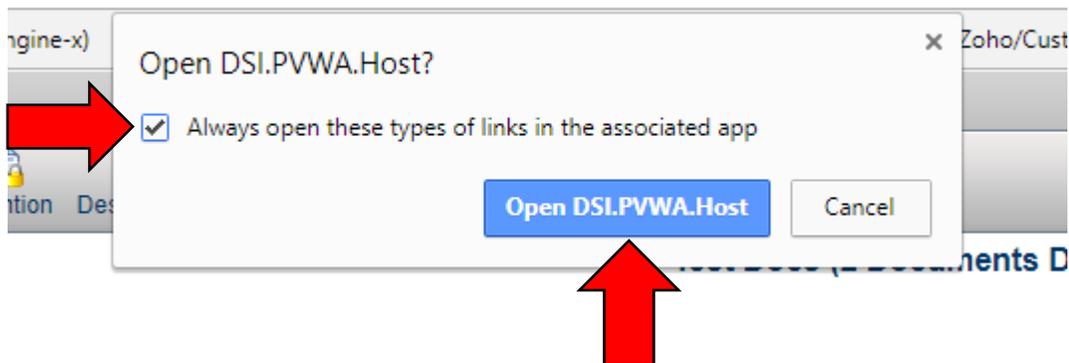
Query After Indices:



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.

