

Fortis to DocuWare: Customer FAQs

General Info



Can you tell me more about the new product? We took an in-depth look at the Fortis and DocuWare technology architectures before we decided to move the Fortis product lines to the DocuWare platform. We've taken on a two-plus year development project to create an outstanding combined product and a migration path from Fortis to DocuWare.

Is everything that is included in the core Fortis/FortisBlue product in DocuWare? If not, will I have to pay more to get the same functionality? For the most part, the systems are priced comparably. There will be a minimal difference in either direction depending on your system size and options.

Is licensing different for different database types? Fortis w/SQL or Oracle? Fortis for Oracle you use your own? For example, I have an Oracle database for Fortis and I want to continue using it for DocuWare, will there be any issues? There is no separate licensing for using DocuWare with Oracle, SQL Server and MySQL which comes with DocuWare. If you already have purchased Oracle or SQL Server licenses Fortis or FortisBlue you can use the licenses you have.

Will the same Partner support my account? DocuWare is offering all Fortis Partners the opportunity to become Authorized DocuWare Partners.

I pay an annual support and maintenance fee. Why do I have to pay additional money for Professional Services to upgrade to DocuWare? Annual support and maintenance covers standard technical hotline support and software updates. It provides insurance that critical line-of-business systems will continue to function. It is always to your advantage to stay on maintenance and support to protect your investment in the software. When you upgrade to DocuWare, you're getting a new platform with advanced technology and additional features.

How long will Fortis and FortisBlue be supported? Until the end of 2017.

When do we have to move over to the new product? When you're ready. We hope that as you learn more about DocuWare you will understand that there are many advantages to switching to the new platform.

Can I get access to an online version of DocuWare? There is a trial version of DocuWare that you can access.

Is there any new functionality in DW Fortis over Fortis/ FB?

Additional core functionality includes:

- A browser-based client with complete functionality implemented as an HTML5 application which runs in every modern browser on every operating system. No software installation or update is required on client computers.
- A Windows Explorer Client that enables you to store, search and edit documents in the familiar Explorer environment. The Windows Explorer Client provides you with a folder structure defined by index information in DocuWare
- PaperScan, one of our most recent innovations, which uses a smartphone camera to scan documents. The app

photographs documents, de-skews the images, and saves the scans into your DocuWare basket, Dropbox or Google Drive. It is both incredibly easy to use and – thanks to patent-pending technology – provides excellent scan results that can be incorporated into ECM just like traditionally scanned documents, without any limitations. PaperScan is available for Android and iOS.

- DocuWare's flexible add-on modules include: Intelligent Indexing for automated indexing; Smart Connect for easily configurable integration with other applications; Task Manager which enables you to use Task Lists and Email Notifications to manage simple workflow; and a drag-and-drop workflow designer.

Will I need to upgrade my hardware? If your hardware meets the Technical Specifications listed [here](#), no.

Do we still call the same Software Support department? Yes.

Is there be a scan client for DocuWare? Supported drivers? Yes there is a scan client for DocuWare. It is installed as part of the Desktop Apps. It supports TWAIN or WIA drivers.

How will the interface change effect our users' ability to accomplish their daily tasks? While any change in interface will have an impact on users initially, after they become familiar with the new environment, their daily tasks will be easier to accomplish. In order to continually improve the user experience, DocuWare has a user experience designer who works very hard to assure that the interface is intuitive.

Which backend databases will be supported with DocuWare?

- Microsoft SQL Server 2005 and later
- Oracle 11 and later
- MySQL 5.0 and later

Which browsers are supported?

- Internet Explorer 9-11
- Firefox 26 and later
- Chrome 32 and later
(DocuWare configuration only with versions of Chrome that support Silverlight. Support will probably end in mid-2015.)

Which server OSs are supported?

- Windows Vista (at least SP2, 32 bit), but only for DocuWare clients
- Windows Server 2008 (at least SP2, 32/64 bit)
- Windows 7 (at least SP1, 32/64 bit)*
- Windows Server 2008 R2 (64 bit)
- Windows 8 (32/64 bit)*
- Windows 8.1 (32bit/64bit), except DocuWare Windows Client*
- Windows Server 2012 (64 bit)
- Windows Server 2012 R2 (64-bit), except DocuWare Windows Client

Will functionality available in optional components for Fortis/Blue be available in DocuWare? DocuWare has add-on modules that provide similar functionality to the optional components you are used to working with in Fortis or FortisBlue. While they may function a little bit differently, the net result will be the same.

Will we be notified of new releases? Yes you will be notified. Please sign up for the DocuWare Blog and Customer Forum to make sure that you're always in the loop.

Will there be a MFP connector? Yes, DocuWare integrates with Ricoh, Toshiba, Sharp, Xerox and OKI MFP devices.

Which file types will be supported? For the most part, all of the same file types are supported. A list can be seen [here](#).

Will DocuWare have barcode separation and OCR? Yes, DocuWare provides Barcode Separation and OCR.

Will we still be able to use Planet Press and eCopy? Yes with some reconfiguration.

Will there be a Web only interface or will there be a thick client? DocuWare is solely an HTML Web Client. There are Desktop Apps that are installed for configuration, scanning, importing and other functions.

Does DocuWare support multiple languages? Yes, DocuWare supports 16 different languages.



This document can also be found here:

<http://pub.docuware.com/en/fortis-to-docuware-customer-faqs>

For more information please visit our website at

www.docuware.com