Inheriting OnBase

An introduction for new OnBase administrators that will get you up to speed and serve as a continual source of support as you take over as your company's OnBase System Administrator

OnBase

a Hyland Software solution

Table of Contents

Congratulations on your new role with OnBase! As you take over the responsibility of administering or helping to configure your OnBase enterprise content management (ECM) solution, there's a lot to learn. At Hyland, we constantly work to make OnBase easy to use and strive to be your dedicated partner throughout the life of your solution. Use this document as an introduction to the resources that will quickly get you up to speed and serve as a continual source of support.

Introduction

The list below outlines each section in this document. Check them off as you go and when you're finished, you'll know all of the most important information about your OnBase solution so you're ready to take over system adminstration.

Temporary System Administrator

- Assess the need for a temporary System Administrator

Get Connected

- Sign up on the **Hyland Software Community** site

- Visit **Training.OnBase.com** to learn about OnBase Certified System Admin requirements and all of the available courses

- Visit **Hyland.com** to watch an OnBase demo video and access educational ECM materials

History of OnBase at your Company

- Discover why OnBase was initially installed

- Find existing documentation

Current Status of OnBase

- Observe how end users are using OnBase

- Run all available OnBase Reports

- Identify the business processes OnBase supports

Document, Document, Document

- Start and maintain a document library

- Store custom documentation

- Validate the change process

Evaluate Existing Security

- Understand the parts of OnBase

- Identify OnBase in your system: Services, Service Accounts, Application Pools

- Evaluate/Re-evaluate User Groups and Rights

- Evaluate database security

- Understand scripting

- Find all special workstations

- Evaluate remote access rights

Plan for the Future

- Discuss the user experience

- Plan a future upgrade path

Temporary System Administrator

Assess the need for a temporary System Administrator

Before digging into all the details, you may want to consider Hyland's Outsourced System Administration offering. The service is available at different levels to fit your needs and budget. It ranges from a few mentoring sessions to assuming the role of system administration onsite while you learn the ropes. No matter what, we'll help reduce the learning curve and build a solid foundation of best practice knowledge and capabilities.

To find out if this service fits your needs, visit **Services.Hyland.com** and check out the **Outsourced System Administration** page. To log in, use your Hyland Community or Training.OnBase username and password. Keep reading to find out more about Community and Training.OnBase.com!

Get Connected

1. Visit Hyland.com to watch an OnBase demo video and access educational ECM materials

If you're new to ECM or OnBase, Hyland.com is chock full of educational material and informative tools about ECM, the OnBase product and Hyland.


Also, be sure to check out the latest information about our conference and upcoming events under **About > Conferences**

2. Sign up on Hyland Software's Community site

The Community site is our user portal where partners, customers and Hyland employees share their expertise and discuss OnBase. There, you'll find:

- Product, Technical and International forums where you can ask any questions you have about OnBase and Hyland
- Status updates on your support issues, links to our training websites, the technical knowledgebase, and a link to the **Customer Experience blog**

To sign up or log in, go to **Hyland.com/Community**.
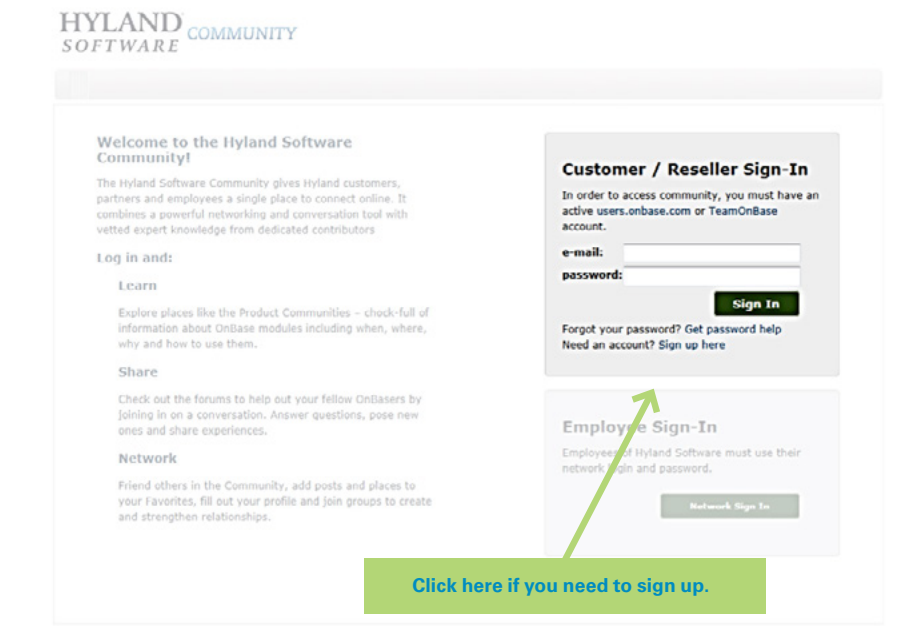
3. Visit Training.OnBase.com to learn about OnBase Certified System Admin (OCSA) requirements and other available courses

Here you will find all the necessary information for getting the required **OCSA certification**. Training.OnBase.com also offers classroom, online and self-paced trainings that cover a variety of subjects from our specific products, to supporting OnBase and more.

A helpful training course for System Admininstrators is the **Quick Links Administrative Task Card Series**. With 21 mini-courses, you can discover what you should know to support your OnBase solution in small increments. Hyland's training plan for being a System Administrator has been developed to help you succeed. Visit the **My Team** training site to learn more.

If that gets your training appetite going, we also offer a **Premium Subscription** program with even more courses to benefit you and your users.

History of OnBase at your Company

1. Discover why OnBase was initially installed

To understand your OnBase solution, you need to understand its history at your organization. Start at square one and ask around to find out what business pains drove your organization to look for an ECM solution, why OnBase was chosen, and what the vision and plan for it was when it was first implemented.

The **IT department** is always involved when a new system is implemented, so be sure to talk to them.

Your **reseller** is a great resource. They'll have documentation around the OnBase install and will help you get educated and up to speed. They have a relationship with your company and they'll want to build one with you, too.

Your Hyland Software **account manager** is always there to help. Don't know where to start? Unsure of who would have the information you are searching for? Don't hesitate to reach out to him or her for assistance!

2. Find existing documentation

OnBase Installation Report
The OnBase Installation Report should have been created by the person responsible for the OnBase installation. This report is required for someone to become an official OnBase Certified System Administrator, so every customer should have one.

Workflow Installation Report
If Hyland configured and installed Workflow for you, your company should have received the Workflow Installation Report. You can also check with your reseller to find out if they have anything similar. Your organization may have created its own version as well, as it's required to become an OnBase Certified Workflow Administrator.

Custom Installation Reports
If Hyland Global Services performed any custom work while installing OnBase, reach out to the Custom Solutions Group and request a Custom Installation Report. It provides a good overview of what was done and why. If your reseller performed this work, ask them for this information. If you are unsure who did the work, you can always call your Hyland account manager who will be able to find out for you.

Module Reference Guides
All **Module Reference Guides** (MRG) are found on the Hyland Community site. They provide in-depth information for each OnBase module. They're free to download and fully indexed, so you can search for keywords throughout the document from either the file or directly from Community. To find any MRG, search on Community or **visit the Community Product pages**.

Current Status of OnBase

1. Observe your end users

Simply observing how your end users are using OnBase will provide you with a wealth of insight.

Some questions to ask while observing include:

What client(s) are being used?
- There are three OnBase clients:
    - Thick
    - Web (Thin)
    - Unity
- Does everyone use the same client or different ones?

What version of OnBase is installed?
- Is everyone using the same version? If not, why?
- Departments or users using older versions of OnBase are missing out on new functionality.

Identify the Database Server software that is hosting the OnBase server.
- What Open Database Connectivity (ODBC) is being displayed?

How are users logging in?
- Do they log in with their user name and password or are they automatically logged in?

How are they doing their work?
- Does it seem to flow naturally or is it disconnected and hard to do?

Do the users understand the purpose and goal of the solution?

Who do people go to when there is a problem or they have a question?

What do they like about the solution? What would they like to improve?

After gathering this information, you'll develop some ideas for making incremental improvements to the system. Start by looking for ways to address tasks that are hard to do, involve multiple steps, require a lot of clicks or require users to complete manually.

You'll also want to know when your users are connected to OnBase. This information will help determine peak usage times during the day and is necessary information when planning system maintenance or an upgrade. You can access the number of people using OnBase at any given moment by:
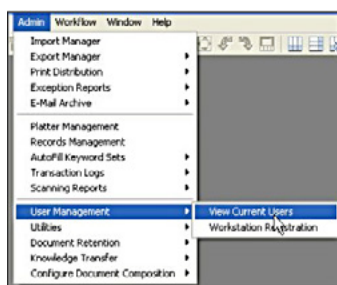
In OnBase Config ➡ Admin menu ➡ User Management ➡ View Current Users

Web Client ➡ Admin menu ➡ User Connections link

2. Run OnBase Reports

OnBase System Reports – All OnBase systems create system reports. These reports provide detailed information about all configured options, user group information, user rights, licensing information and more. You'll be able to find out who is logging in, from where and how many people are using the system. Also, it is very important to find out what functionality is licensed so you can best leverage OnBase to help your organization accomplish its goals.

Configuration reports document everything from keywords to document types to scanning configurations. To create a configuration report, follow these steps:

To Run: From OnBase Config ➡ Report menu ➡ Run All Reports to run all the options available

To Retrieve: From OnBase Client ➡ Select System Documents ➡ Select SYS Configuration Reports

Transaction Log Reporting – All OnBase systems create transaction log reports (TLRs). TLRs are often referred to as an audit log and it provides many options to view activity within the system. You see when users have accessed OnBase, what processes have been run, and what documents have been deleted or modified. To create a TLR, follow these steps:

OnBase Config ➡ Admin menu ➡ Transaction Logs ➡ Create Report

You can choose what kind of report to run – the most common reports are document history and security. You can also choose which actions and date range you want to view.

Report Services – This is a licensed module with 140 pre-configured reports. It also has the option for your organization to create its own custom reports. Use the pre-configured reports and any custom reports your orgnization created to help evaluate a complete picture of OnBase.

3. Identify the business processes OnBase supports

What business processes use OnBase?

It's important to understand what goals your solution accomplishes. What processes are automated through OnBase? What departments rely on the software? After observing your end users, identify the automated processes and match them up with the end users involved. This information will be helpful if an issue occurs with the software, so you'll know who will be affected the most. It will also help if you are looking to do any expansion of your solution in the future.

Identify:
- Departments that use OnBase
- Subject matter experts who know those processes best
- Business processes that are automated through OnBase

Document, Document, Document

1. Start and maintain a document library

Maintain important documents pertaining to your OnBase solution including any system administration documentation and system use reports, as well as project, proposal and any other relevant documentation. This helps keep track of internal knowledge of the system and helps anyone who might help with administration. Having all the historical information will help other system administrators quickly get up to speed. With documentation in one central place, system audits are also easier.
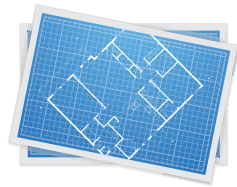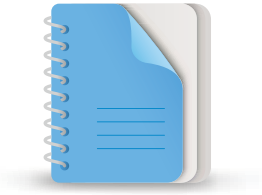
2. Store custom documentation

Store your custom documentation in your document library. These custom documents will most likely include:

- Administration guides
- End user guides
- Import processes
- Business process automation documentation
- Any other reports or documents you create around your OnBase solution

3. Validate the change process

It's important to validate a change process if it's already in place or create a new one if there isn't an existing one. Without a change process, big changes, like moving from processing paper documents to automating processes using OnBase, can get very chaotic. A change process will make sure transitions run smoothly. Below are some questions to consider before setting up a change process:

- What systems are accessing OnBase?
- Is there a better way to perform your business processes?
- Are there any criticisms from users? Any outstanding issues that still need to be fixed?

Re-establish Security

1. Identify basic components of OnBase

OnBase systems have some common basic components:

Database Server(s) –
for ample performance

File Server(s) –
for sufficient storage
and future needs

Web Server(s) –
if applicable

Security Devices/Software –
to protect the data

Be sure to understand your organization's OnBase clients, processing workstations and services as well as any external data links. See the following sections for more information: "Identify OnBase on your system: Services, Service Accounts, Application Pools" and "Find all Special Workstations" on page 14.

Questions to answer about these components include:

- What is the general health of the servers?
- Does the hardware supporting these OnBase components need any upgrades?
- Who is managing the physical components of the OnBase system?

The **Technical Forums** on the Community site also contain relevant information for system administrators. New files and guides are uploaded regularly including, **"Central Monitoring of an OnBase Solution,"** which help you discover and understand all of the pieces and parts of your OnBase system.

2. Identify OnBase on your system: Services, Service Accounts, Application Pools

By understanding what components are running, where they exist and why they are being used, you are in a better position to support the system. When you need to make a change, such as hardware adjustments, the administrator will be able to determine the impact of those changes in advance.

Services
Knowing what services are running will help you filter diagnostic and security reports. To find services on your machines:

- Use the user account number running the service to mine the log information
    - In Configuration: User ➡ User Names/Passwords
    - Select the user account that you believe is being used for a service. You will see the user account number in the upper right hand corner
- Security log information will contain IP information

Service Accounts

Find which Service Accounts are in use:

- Distribution Services
- Workflow Timer Services
- Others

Find the answers to these questions as well:

- What do the services do?
- What security are they using?
- How many services are in use?

All Hyland/OnBase services begin with the word "Hyland" so they're easy to find.

Hyland Automated Indexing	Automated ...		Manual	Local Syste..
Hyland Autonomy IDOL Indexing Service			Manual	.\kemacor
Hyland Diagnostics Service	Allows you ...	Started	Manual	Local Syste..
Hyland Distribution Service	Integrates w...		Manual	.\kemacor
Hyland Document Composition Service	Processes t...		Manual	.\kemacor
Hyland Full-Text Indexing Service	This service ...		Manual	.\kemacor
Hyland PageHandlers Service	Allows the E...	Started	Automatic	.\kemacor
Hyland Timer Service	Manages ti...		Manual	.\kemacor
Hyland Workflow Timer Service	Processes t...		Manual	.\kemacor

Application Pools

Application Pools are associated with worker processes. They contain one or more applications and provide isolation among different applications.

- One application pool per application server – there can be more than one app server (i.e., when OnBase Workflow timers are sent to a dedicated Workflow processing workstation)
- One application pool per OnBase Web Server

The App Pools window is found in the Administrative Tools of Windows in the Internet Information Services (IIS) Manager.

(For Windows 7) Control Panel ➡ System and Security ➡ Administrative Tools

Identify OnBase

Identify OnBase on your machine in the Programs window. Here you can easily see when it was installed, the size of the software and the version.

Name	Publisher	Installed On	Size	Version
Hyland Code Access Security	Hyland Software	6/8/2011	952 KB	1.0.3
Hyland Excel 2010 Add-In [ExcelAddIn2010]	Hyland	2/6/2012		1.0.0.0
Hyland Integration for IDOL Full-Text [12.0.0.31]	Hyland Software	7/31/2012	121 MB	12.0.031
Hyland OCR Engine for OnBase 16.6	Hyland Software	12/20/2011	264 MB	16.6
Hyland Office 2010 Integration x86	Hyland Software	7/31/2012	88.7 MB	12.0.031
Hyland Office Integration Dependencies	Hyland Software	2/6/2012	219 KB	11.0.1101
Hyland OnBase Client	Hyland Software	7/23/2012	364 MB	12.0.0509
Hyland OnBase Office Add-In	Hyland Software	7/31/2012	73.4 MB	12.0.031
Hyland OnBase Virtual Print Driver	Hyland Software	11/23/2011	1.86 MB	11.0.15.1000
Hyland Report Services [M2MInstance1]	Hyland	5/31/2012		1.0.0.4
Hyland Report Services Client [12.0.0.31]	Hyland Software	7/31/2012	54.8 MB	12.0.031
Hyland Server Components [12.0.0.31]	Hyland Software	7/31/2012	1.35 GB	12.0.031
Hyland Unity Client [12.0.0.31]	Hyland Software	7/31/2012	98.8 MB	12.0.031
Hyland Unity Client [HSIDB - Unity]	Hyland	1/11/2012		1.0.0.3
Hyland Unity Client [SpotDeploy]	Hyland	12/1/2011		1.0.0.7
Hyland Web ActiveX Controls	Hyland Software	7/31/2012	43.4 MB	12.0.031
Hyland Workflow Studio [12.0.0.31]	Hyland Software	7/31/2012	86.8 MB	12.0.031

3. Evaluate/Re-evaluate Users, User Groups and Rights

Users

- How many users do you expect to use OnBase?
- Who is logging into configuration?
- Which User Groups does each user belong?

User Groups and Rights

Change the Administrator and Manager passwords. These accounts are super users, so you should re-establish their security, especially if the password is still the default "PASSWORD." Check and manage each User Groups' rights and memberships as well.

To change the Administrator and Manager passwords, follow the below instructions:

From OnBase Config, select Users ➡ User Names/Passwords Select MANAGER ➡ Settings button ➡ Update Password checkbox

4. Evaluate database security

Users should go through OnBase to access the database. This:

- Prevents misuse
- Prevents accidents
- Provide an audit trail

Other important questions to answer regarding your database:

Security
- Who has database access outside of OnBase?
- Who has the data passwords?
- Is the database shared or exclusive to OnBase?

Administration
- Who is keeping the database tuned?
    - Maintenance plans, updating statistics, rebuilding indexes
    - For help or advice concerning your database maintenance plan,

        refer to the **Database Maintenance Guide**
- Who is checking on the size of the database?

Backups
- How long will it take to recover from a total database failure?
    - Is this acceptable to the business process owners?
- Verify database backups are running nightly to assure you're prepared if your database fails.

5. Content maintenance and security

Disk Groups
- How much space is currently available for content?
- What is the projected need for additional storage?
- Is there a retention plan in effect?

Document Maintenance
- Check "Document Maintenance" for content that has been deleted but not yet purged

    In the Thick Client: Admin ➡ Utilities ➡ Document Maintenance
    - Document Maintenance is often used as a "safety net" where deleted documents reside before a final purge. Be aware of what is in there and be sure you want to delete the items.

6. Understand scripting

Your end users, your reseller or the Hyland Services Team could have created custom scripts to pair with your OnBase solution. Review all scripts to understand their purposes. They should contain comments to explain the steps and expected outcomes. They also maintain the history of changes so you can see the evolution of your system's scripts.

Important aspects to understand regarding each script:

- Scope

- Other systems they are connecting to

- Permissions

- Ad-hoc or integrated

Also, review all your scheduled tasks and any associated scripts.

7. Find all special workstations

- Find registered products by workstation including Imaging, Workflow Timers and Schedule Processors

- Find and document any scheduled processing at these workstations

- Find out who is an administrator and who are the local admins on webservers

8. Evaluate remote access rights

Your users may have the ability to access the OnBase system remotely. As system administrator, you need to monitor this access and make sure it is appropriately distributed so the correct parties have access to what they need.

- Who can access remotely and how do they access?

  – Through VPN or a Citrix environment?

- What rights do they have through a remote connection?

  – Are they appropriate?

Plan for the Future

1. Discuss the user experience

If you are following this checklist, you have already observed how your end users are using OnBase, what connections are out there, who to go to with technical problems, etc. Now you should have a discussion about the user experience when working in OnBase.

- What is working for your users that they would not want to change?
- What is not working in the system that could benefit from some tweaks or revisions?

Do some research on our **Community site** – ask questions, check out the forums and MRGs – to find out if Hyland has already made some of the improvements your users are requesting. We are always looking for customer feedback, and we may have made a change to a specific module or client your users have criticized.

This will give you an idea of a future roadmap for your users and your organization as a whole.

2. Plan a future upgrade path

With this new knowledge gleaned throughout this discovery process, designate an upgrade path for OnBase.

Some other questions to consider besides module functionality include:
- Is there a test system in place?
- Is there a development system in place?
- Is there already a plan for an incremental parallel upgrade?
- What obstacles exist that may prevent you from upgrading? Plan for them.

You've made it!

Congratulations on becoming your organization's new OnBase System Administrator. Now that you've completed this checklist, you should have a clear picture of your OnBase solution and be ready to hit the ground running in your new role. Continue to use this document as a reference going forward, but please know we are always here to help you. Reach out to your account manager or your first in line of support for additional help and guidance.

OnBase®

a Hyland Software solution