

# Frequently Asked Questions

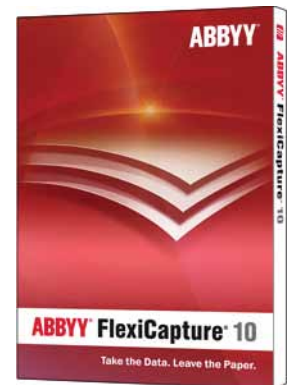
## **ABBY® FlexiCapture® 10**

### What's New

#### What are the key new features in FlexiCapture 10?

New program features are detailed on the [FlexiCapture 10 microsite](#). Contact your Regional Sales Manager to obtain a password to gain access to the site. Information can also be found at [www.abbyusa.com/flexicapture](http://www.abbyusa.com/flexicapture). New features include:

- Advanced Scalability
- E-mail Data Capture
- Improved Fault Tolerance
- Double Verification
- New Tools for Customization
- Customizable Verification Station
- Web-based Data Verification
- Robust Reporting
- Simple Remote Scanning
- Easy Forms Design
- Easy Start (Auto-learning Technology)



### Licensing and Pricing

#### How does pricing for FlexiCapture 10 differ from pricing for FlexiCapture 9.0?

Pricing is unchanged for FlexiCapture 10. However, the total number of SKUs has been reduced to make the price list more manageable and easier to use.

#### How do I get the most current price list?

Contact your Regional Sales Manager to request a current price list.

#### How does FlexiCapture 10 count pages?

FlexiCapture 10 counts every page as input. For example, whether adding images to a batch using a scanning station (FlexiCapture Distributed) or one at a time by the administrator (FlexiCapture Standalone), FlexiCapture 10 counts every image recognized, whether or not data was extracted. A letter size page equals 1 page. A legal size page counts as 2 pages because its area is almost twice that of a letter size page. A page smaller than letter size equals 1 page.

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## How much does it cost to add more stations? Does it matter which type of station is being added?

Pricing varies based on the station type and overall configuration. Please refer to the price list for exact pricing. FlexiCapture 10 Distributed default setup includes: Administrator and monitoring station (no limit), 1 project setup station, 1 verification station, 1 scanning station, and unlimited processing stations.

## Is the 60,000 pages per year limit divided into 12 months at 5,000 pages/month? If so, what happens if I scan less than 5,000 pages per month?

Total pages per year (PPY) is not broken down by month. You have 1 year from the date of activation to scan up to 60,000 PPY as needed. This affords you greater flexibility in managing load balancing over multiple months of peaks and valleys.

## What is a Line Items add-on?

The Line Items add-on is a feature that enables you to capture tables and repeatable groups from any type of document. This module is not standard on FlexiCapture 10 but may be purchased separately.

## What function is allowed by the Line Items add-on for fixed forms?

The Line Items module for fixed forms allows you to use table elements in fixed forms. For example, the banking sample below uses table elements for the list of opened accounts.

The screenshot displays a banking document form with various fields and a table. The form includes sections for 'FOR BANK USE ONLY', 'Security' (with 'Approved' and 'Not Approved' checkboxes), 'Approval Date', 'Refusal Code', and 'Private Customer Service'. A table titled 'ACCOUNTS OPENED' is divided into five parts (Part1 to Part5) and contains four rows of data. The table structure is as follows:

	Part1	Part2	Part3	Part4	Part5
1					
2					
3					
4					

Additional fields include 'Document Date', 'Signature', 'Date', and a barcode at the bottom. A 'Document Structure' pane on the right lists fields like Name, Addressing, Status, and Requested Accounts.

## Is there a separate developer edition/SDK/API? How does this impact licensing?

FlexiCapture 10 uses scripts and API for integration purposes. Scripts are available for both FlexiCapture Standalone and FlexiCapture Distributed. API is available only in FlexiCapture Distributed and is included in the FlexiCapture Distributed license.

Standard workflows can now be customized to accommodate a variety of work scenarios based on unique user requirements. FlexiCapture 10 provides powerful tools to integrate custom stages and external modules, and customize workflows using scripts. Workflows can also be extended to accommodate tasks such as enhancing images using a third-party engine, connecting an alternative OCR/ICR engine, adding new verification stages, and customizing document routing.

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Support for .NET code further simplifies integration of custom modules into the system. SDK-based FlexiCapture Engine 9.0, a pure SDK without UI, but extensive API, is also available. Please contact your Regional Sales Manager for more information.

## Why is the price for FlexiCapture Standalone the same as FlexiCapture Distributed?

Pricing for is the same for FlexiCapture Standalone and FlexiCapture Distributed with semi-structured and fixed forms support. Pricing is based on volume, with no restrictions on the type of documents that can be processed. Like-pricing allows customers to choose the installation that best meets their needs – FlexiCapture Standalone, which offers a simple one-seat install, or FlexiCapture Distributed, which accommodates multiple stations and requires a more complex install.

## Is there an extra charge for importing a TIFF?

There is no charge for importing a TIFF or PDF.

## How do FormReader 6.5 Enterprise Edition stations, names, and functionality compare to FlexiCapture 10?

Please refer to the table below:

FormReader 6.5 Enterprise Edition	FlexiCapture 10 Distributed
Scanning Station	Scanning Station
Registration Station	<b>Recognition Station – Processing Server plus Processing Stations</b> <ul style="list-style-type: none"><li>Allows an unlimited number of processing stations; productivity is controlled either by the number of pages or the number of cores.</li></ul>
Recognition Station	<b>Recognition Station</b> <ul style="list-style-type: none"><li>Included in all available licenses; provides the ability to monitor hot folders.</li></ul>
Verification Station	<b>Data Verification Station</b> <ul style="list-style-type: none"><li>Web data verification is also included and is limited only by the number of stations in under the license.</li></ul>
Correction Station	<b>Verification Station</b>
Export and Monitoring Station	<b>Unlimited Administrator and Monitoring Stations</b> <ul style="list-style-type: none"><li>Export is included and does not require a separate station.</li></ul>
Standard Station	<b>Project Setup Station</b> <ul style="list-style-type: none"><li>Offers more functionality than FormReader 6.5 Enterprise Edition.</li></ul>
Administrator Station	<b>Unlimited Administrator and Monitoring Stations plus Project Setup Station</b> <ul style="list-style-type: none"><li>Some FormReader 6.5 Enterprise Edition functionality, such as Batch Type and Workflow, are available via a project setup station.</li></ul>

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## Upgrades

### If a customer has FlexiCapture 8.0 Professional – No Page Count, what would their page count be in FlexiCapture 10 Standalone?

Contact your Regional Sales Manager for upgrade details.

### How do you migrate customers from older FlexiCapture and FormReader versions to FlexiCapture 10?

Migrating from FlexiCapture 9.0 to FlexiCapture 10 is a seamless and fully automated process, while migrating from FlexiCapture 8.0 and FormReader 6.5 to FlexiCapture 10 requires additional adjustments. Step-by-step instructions to guide you through the upgrades are available on the [FlexiCapture 10 microsite](#). Contact your Regional Sales Manager to obtain a password to gain access to the site. Below is a brief overview of the migration process.

<b>FlexiCapture 9.0 to FlexiCapture 10</b>	<ul style="list-style-type: none"><li>• Fully compatible</li><li>• All projects converted automatically</li><li>• Migration guide available</li></ul>
<b>FlexiCapture 8.0 to FlexiCapture 10</b>	<ul style="list-style-type: none"><li>• Same migration as FormReader 6.5 to FlexiCapture 9.0</li><li>• Migration guide available</li></ul>
<b>FormReader 6.5 to FlexiCapture 10</b>	<ul style="list-style-type: none"><li>• Same migration as FormReader 6.5 to FlexiCapture 9.0</li><li>• Migration guide available</li></ul>

## Collateral

### Where can I find a complete roster of FlexiCapture 10 marketing materials?

The [FlexiCapture 10 microsite](#) is the main source of information about FlexiCapture 10. Contact your Regional Sales Manager to obtain a password to gain access to the site. Information can also be found at [www.abbyyusa.com/flexicapture](http://www.abbyyusa.com/flexicapture).

### Are customizable HTML advertising templates for FlexiCapture 10 available to ABBYY VARs?

Yes. Easy-to-edit HTML templates announcing the release of FlexiCapture 10 are available on the [FlexiCapture 10 microsite](#). Space for VAR contact information, logo, and additional product information is provided.

## Functionality

### Does FlexiCapture 10 work in a virtual environment?

Yes. FlexiCapture 10 has been tested in the virtual environments listed below. Please be sure to obtain proper licensing when using any virtual environment, including:

- VMware® Workstation 6.5
- VMware® Server 2.0
- VMware® ESXi 4.0
- Hyper-V

# Frequently Asked Questions

## **Does the scanning station in FlexiCapture 10 Distributed support TWAIN and ISIS?**

Yes. FlexiCapture 10 supports TWAIN and ISIS, both of which are supported in all FlexiCapture 10 licenses.

## **Does the scanning station in FlexiCapture 10 have a web-based UI?**

The FlexiCapture 10 scanning station has a web-based installation, which is implemented via ClickOnce technologies. In subsequent releases of FlexiCapture 10, we will introduce a web-based UI.

## **Can the scanning station be configured as a folder monitoring station?**

Yes. FlexiCapture 10 allows you to set up a hot folder using the project setup station. This function is included with all FlexiCapture licenses. No additional stations are required.

## **When is the data verification station used? What is the scenario for this?**

The data verification station provides access only to character and field level verification. It does not allow for assembly rules, rescanning, or recognition of certain pages. Typically, inexperienced verifiers or verifiers who need only limited access to recognition results use the data verification station. Full verification is available through a verification station that can manage validation rules, rescanning, and rerecognition.

## **Can FlexiCapture 10 automatically create database tables on export? Can FlexiCapture 10 export detail groups?**

Yes. FlexiCapture 10 can create database tables on export and will export detail groups. First, set up a database link in Document Definition. When completed, use the Create Tables Automatically button to create database tables.

## **Can the processing server be run as a service or as an application only?**

Both the processing server and processing station run as a service, with a UI for setup and monitoring.

## **Does FlexiCapture 10 have API access?**

Yes. FlexiCapture 10 Distributed offers Web Service API, which provides access to basic functions like adding batches of images for processing, passing tasks/documents to an external verification module, and obtaining processing results.

FlexiCapture 10 also offers new tools for easier integration into business processes. Standard workflows can now be customized based on unique user requirements and accommodate a variety of scenarios. FlexiCapture 10 provides powerful tools to integrate custom stages and external modules, as well as customize a workflow using scripts.

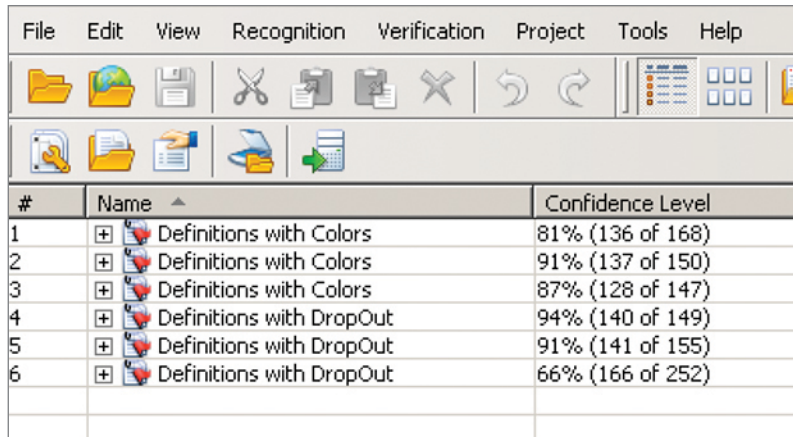
Workflows can also be extended to accommodate tasks such as enhancing images using a third-party engine, connecting an alternative OCR/ICR engine, adding new verification stages, and customizing document routing. Support for .NET code further simplifies integration of custom modules into the system. Tools include scripting and new UI functionality for customization.

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## Is information about character confidence available in FlexiCapture 10?

Accuracy and character confidence data are available via several tools found in FlexiCapture 10.

1. Accuracy at the document level:



The screenshot shows the FlexiCapture 10 interface with a menu bar (File, Edit, View, Recognition, Verification, Project, Tools, Help) and a toolbar. Below the toolbar is a table with the following data:

#	Name	Confidence Level
1	Definitions with Colors	81% (136 of 168)
2	Definitions with Colors	91% (137 of 150)
3	Definitions with Colors	87% (128 of 147)
4	Definitions with DropOut	94% (140 of 149)
5	Definitions with DropOut	91% (141 of 155)
6	Definitions with DropOut	66% (166 of 252)

2. Two levels of confidence at the character level: suspicious, not suspicious. These values are available via scripts:

[Obsolete] Suspicious Symbols	String	Red/Write	Describes what symbols are suspicious for recognizer, consists of 0 and 1. Retained for backward compatibility.
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## Does FlexiCapture 10 work with Windows® 7 and Windows® Server 2008 R2?

FlexiCapture 10 was tested with both operating systems. Follow the instructions provided in the Administrator's Guide for optimal results.

## Can a third-party or external engine be integrated via an API?

Yes. Using an external engine requires that you create a script rule that will:

1. Initialize the COM-object of the external engine
2. Call the engine recognition function and transfer the field image to this function
3. Assign the result to the field's value

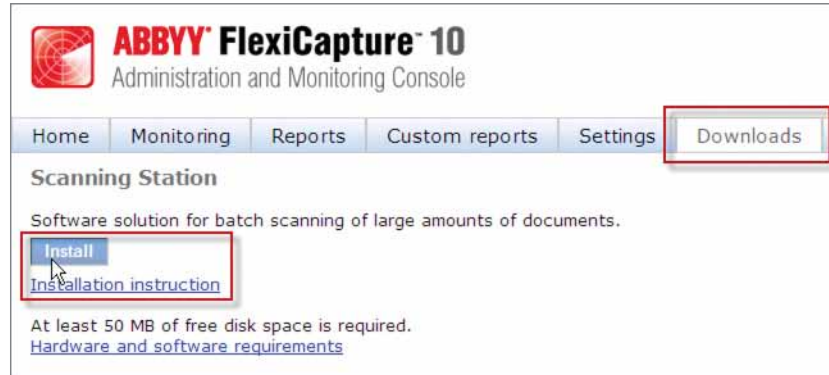
## Is FlexiCapture 10 Standalone a server-based installation?

FlexiCapture 10 Standalone is not a server-based installation. Knowledge of server configurations is not required.

# Frequently Asked Questions

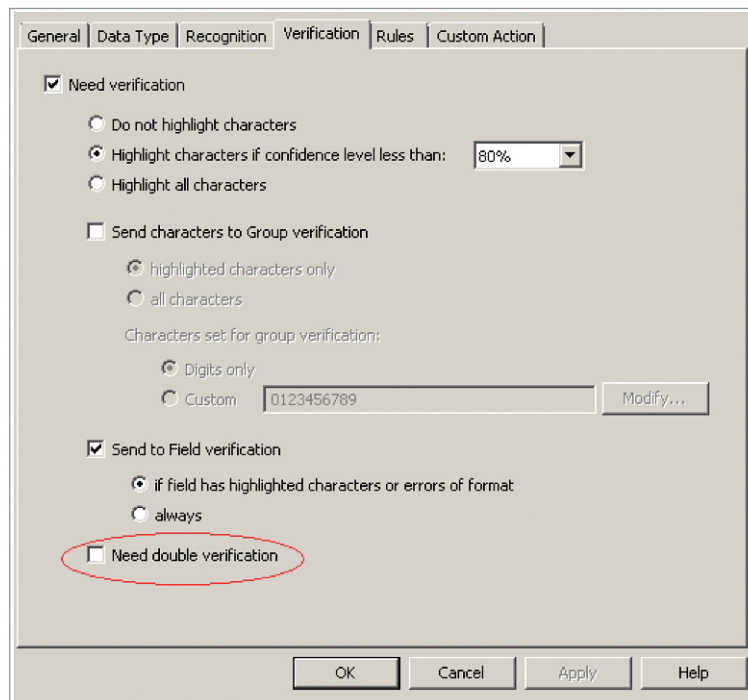
## What is ClickOnce technology?

ClickOnce technology allows easy, one-click installation of the scanning station via the application server and automatically configures the network settings. Operators can perform the installation in seconds, without having to obtain administrator rights.



## What is double verification and how do I set it up?

Double verification ensures that two operators can perform independent verification of business-critical data, thereby ruling out the possibility of program or human error. The data is considered verified only after proofreading results from both operators agree. Double verification is set up in the field level of the verification screen:



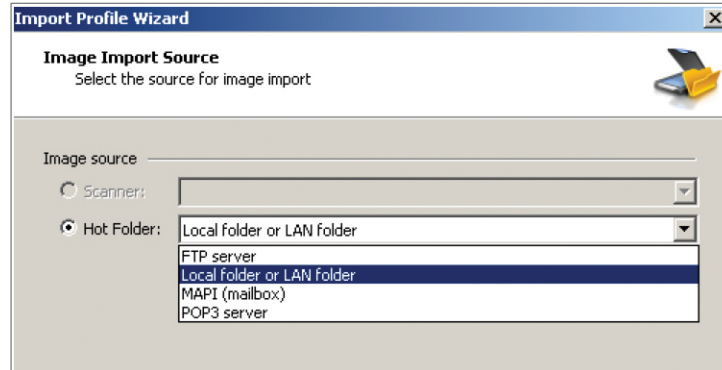
## Is FlexiCapture 10 compatible with Microsoft® Cluster Server?

Yes. FlexiCapture 10 offers superior fault-tolerant architecture with Microsoft Cluster support. The server-based system components can be installed on load-balancing and high-availability cluster nodes to ensure consistent system operation, eliminate bottlenecks, and prevent data loss in the event of a system failure.

# Frequently Asked Questions (FAQ)

## How do I use FlexiCapture 10 to capture data from emails?

Email integration is set up in Import Profile. Using the Import Profile Wizard, select MAPI or POP3 Server. Once setup is complete, enable the profile in the processing server.



## What programming languages are supported when integrating via FlexiCapture API?

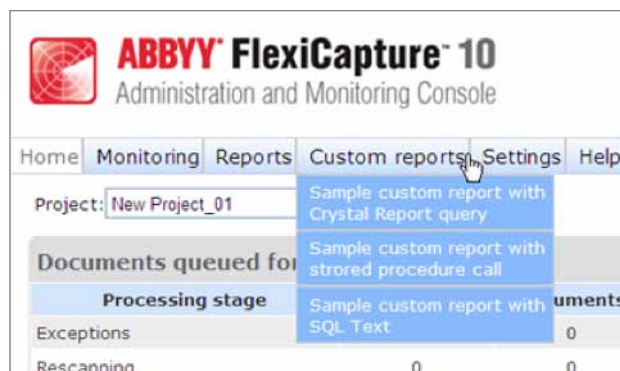
VBScript, JScript Compact, Jscript, C#.Net, Visual Basic.Net, and Jscript.Net. Note: All versions of Microsoft® Visual Studio are supported by FlexiCapture 10.

## What is the ideal use case in which I would use Auto-learning?

Auto-learning is ideal for classifying and creating simple, single-page layouts for semi-structured documents that do not require complex logic and does not contain tables.

## Does FlexiCapture 10 have reporting capabilities?

Yes. FlexiCapture 10 collects all processing statistics in the database and makes them available via administrator and monitoring console reports. A wide variety of standardized and customizable reports are available.



ABBYY USA  
880 North McCarthy Blvd.,  
Suite #220  
Milpitas, CA 95035, USA  
Tel +1 866.463.7689  
Fax +1 408.457.9777  
sales@abbyusa.com

[www.ABBYYUSA.com](http://www.ABBYYUSA.com)