OnBase®
Foundation EP5

Records Management

Reference Guide

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Copyright

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Department/Group .... Documentation
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Overview

The Records Management module offers control mechanisms for managing records. Within this module, a collection of one or more related documents is defined as a record. Documents are placed into a folder which, from its creation, becomes the control mechanism for the record. Although the document can be considered logically to be a record in a business environment, within Records Management, the folder is the record. By defining the folder as the record, Records Management is capable of managing all documents within a record simultaneously and efficiently.

Records Management allows for customized retention plans, which control and track a record's life cycle. Retention plans are assigned to Records Management folder types. Folders that are created using a Records Management folder type in the Client will adhere to the applied retention plan. There are four basic statuses for a retention plan: Open, Closed, Cutoff, and Final Disposition. When a folder is Open, documents can be added to the folder, and thus the record. When a folder is Closed, documents cannot be added to the folder[1] and the folder is awaiting cutoff. When a folder is Cutoff, it is waiting to start the retention period. When a folder is in the retention period, it is awaiting its final disposition.

Likewise, Event Sets are assigned to Records Management folder types. Events sets are groups of events that can occur for specific Retention Plans. Events can trigger Retention Plan actions (Open, Closed, Cutoff) for folders.

At any time, a folder can be put on hold. When a hold is placed on a folder, the folder does not continue through its retention plan. It is "frozen" and nothing can be put into the folder, nor can any events move the folder through the retention plan. If the folder is frozen, but it is going through its retention period, time does not stop accumulating. For example, if you put a folder on hold for 8 years, and its retention period is 7, it will immediately move to its final disposition as soon as the hold is removed.

Why Records Management?

Records Management establishes a structured compliance policy that assists in meeting legal requirements. It also provides a consistent process for deleting documents, resulting in reduced space, time, and costs. In addition, it reduces exposure to legal action based on redundant content.

Records Management is useful when you want to manage many different related documents from different Document Types based on the same schedule. Records Management should also be used when a retention process is based on events that can occur at any time.

1. Under some circumstances, it may be necessary to add documents to a folder that is not open without disrupting its Retention Plan. Users with an elevated administrative privilege are able to add documents to folders that are not open as needed.

Application

An example of how Records Management can be used is in Human Resources. Every employee has a file, or record. This record contains all of the documents related to his or her employment. Using Records Management, each employee would have his or her own folder within OnBase containing all of his or her documents. The folder would be controlled by events, such as resignation or termination of employment. For example, after a resignation, the folder may remain open for a few days to gather all the necessary paperwork. After the specified number of days the folder would be Cutoff, and a retention period of 7 years would begin. After 7 years the folder, and its contents, would be purged from OnBase.

Licensing

Beginning in OnBase Foundation EP5, new customers must use simplified licensing to access Records Management functionality. Existing customers upgrading from a version of OnBase prior to OnBase Foundation EP5 can continue to use legacy licensing to access this functionality.

If you are a new customer as of OnBase Foundation EP5 or greater, see Simplified Licensing on page 2.

If you are upgrading from a version of OnBase prior to OnBase Foundation EP5, see Legacy Licensing on page 2.

Simplified Licensing

The Essential User, Standard User, or Premier User license is required.

Legacy Licensing

A server hosting the Records Management module requires a Records Management server license.

Each instance of the Records Management client requires valid Client license.

Check your current licensing status by selecting **Utils** | **Product Licenses** from the Configuration module.

OnBase®
Foundation EP5

Records Management

Installation Guide

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Requirements

The following sections outline requirement information specific to Records Management in OnBase Foundation EP5.

General Requirements

For general requirement information that applies to Records Management and other modules, see the sections on the following topics in the **Installation Requirements** manual:

- Databases Supported
- Database/File Servers
- Database Client / Server Compatibility
- Supported Desktop Operating Systems
- Microsoft .NET Framework Requirements
- Microsoft Visual C++ Requirements
- Web Client Browser Requirements
- Unity Client Browser Requirements
- Client Retrieval Workstation Hardware Requirements
- Web Client Hardware Requirements
- Unity Client Platform Hardware Requirements
- Third-Party Software Compatibility
- About Virtual Environments
- 64-bit Support Statement
- Windows User Account Control Statement

Licensing

See Licensing on page 2 for licensing requirements.

Records and Information Management Server

One server must be running the OnBase Client with the following command line switch:

-RIMSERVER

This command line switch is used to process Records Management retention plans and event sets with timed delay periods, where the database server's date/time is used as the point of reference. Without a Records Management server running, events that have timed delay periods can be posted (either manually or automatically using OnBase Workflow), but the events will not be processed.

Retention plans that are configured using time-based transitions instead of events will not transition without the -RIMSERVER switch. When posted in the OnBase Client, immediate events, or events that have no timed delay period associated with them will be processed immediately. When posted in the OnBase Unity Client or Web Client, immediate events will require one OnBase Client machine running the -RIMSERVER switch for events to be processed.

For example, if the -RIMSERVER switch is not applied to a server when a Closed or Cutoff event (or any event with a timed delay period) is posted on an Open managed folder from the Unity Client or Web Client, then the event will not be processed. This means that the documents will not be locked down or made unalterable; users can edit keywords, add documents, delete documents, and perform other actions normally prohibited on Closed or Cutoff folders. Although the effective date on a folder's disposition status will be updated when an event is posted, the folder will not be processed through the configured retention plan without the -RIMSERVER switch. The recommended best practice is that the -RIMSERVER switch be applied to a single OnBase Client server that is running at all times.

Only one instance of the OnBase Client should be running with the -RIMSERVER switch. You can verify that the Client is running as a Records Management server by checking the **RIM Server Mode** status in the **System Status** dialog box. If **RIM Server Mode** is displayed as **Yes**, the Records Management server is active.

Contacting Support

When contacting your solution provider, please provide the following information:

- The OnBase module where the issue was encountered.
- The OnBase version and build.
- The type and version of the connected database, such as Microsoft SQL Server 2014 or Oracle 12c, and any Service Pack that has been installed.
- The operating system that the workstation is running on, such as Windows 10 or Windows Server 2012 R2, and any Service Pack that has been installed. Check the supported operating systems for this module to ensure that the operating system is supported.
- The name and version of any application related to the issue.
- The version of Internet Explorer and any Service Pack that has been installed, if applicable.
- A complete description of the problem, including actions leading up to the issue.
- Screenshots of any error messages.

Supplied with the above information, your solution provider can better assist you in correcting the issue.

Records Management

Administration Guide

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Before beginning configuration, have a clear Records Management design in place.

Configuration

Records Management consists of the following steps:

1. Plan your folder hierarchy. Be aware that Records Management features, such as posting events, are available from the OnBase Client, Unity Client, and Web Client only.
2. Create a File Cabinet. See Configuring Standard Folders on page 42 for more information about configuring File Cabinets.
3. Create the folder structure that will contain your managed folder(s). See Configuring Standard Folders on page 42 for more information about configuring non-managed Folder Types.
4. Create a Records Management folder type. See Creating Records Management Folders on page 8 for more information.

   If your system is a Layer 2 or Layer 3 institutional database, then also see Configuring Managed Folders for Institutions on page 12.
5. Create Hold Sets. See Creating Hold Sets on page 14 for more information.
6. Create Retention Plans. See Creating Retention Plans on page 17.
7. Create Retention Plan Sets. See Creating Retention Plan Sets on page 21.
8. Create Event Sets. See Creating Event Sets on page 28 for more information.
9. Create a Document Type configured for Auto-Foldering. See the appendix for more information. (This step is optional depending on your Records Management needs.)
10. Configure user group rights. See Records Management User Group Settings on page 35 for more information.
11. When configuration is complete, ensure one OnBase Client with the **-RIMSERVER** command line switch is running on a server at all times. The **-RIMSERVER** switch turns the Client into a Records Management server, which ensures that managed folders are processed appropriately. The Records Management server must be running at all times to process time-based transitions, events with delay periods, and any event posted from the OnBase Unity Client or Web Client. If the Records Management server is not running, the affected folders are not processed, and users may be able to modify folders that should be locked down or unalterable.

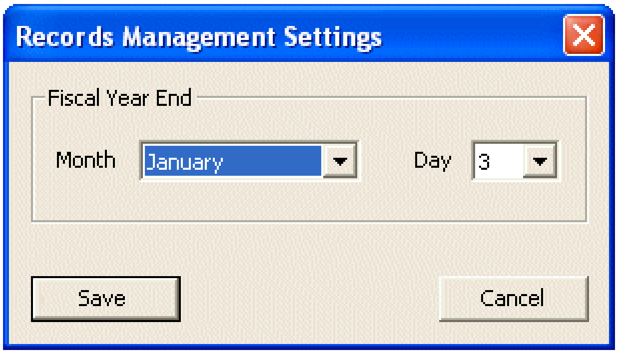
    For more information, see the Installation chapter of the Records Management reference guide.

Configuring the Fiscal Year

Because the start of a fiscal year can vary by organization, it is configurable by system. Some retention plans may be dependent on the fiscal year setting.

To define the start of the fiscal year for OnBase:

1. In Configuration, select **Users | Records Management Settings**. The **Records Management Settings** dialog box is displayed.



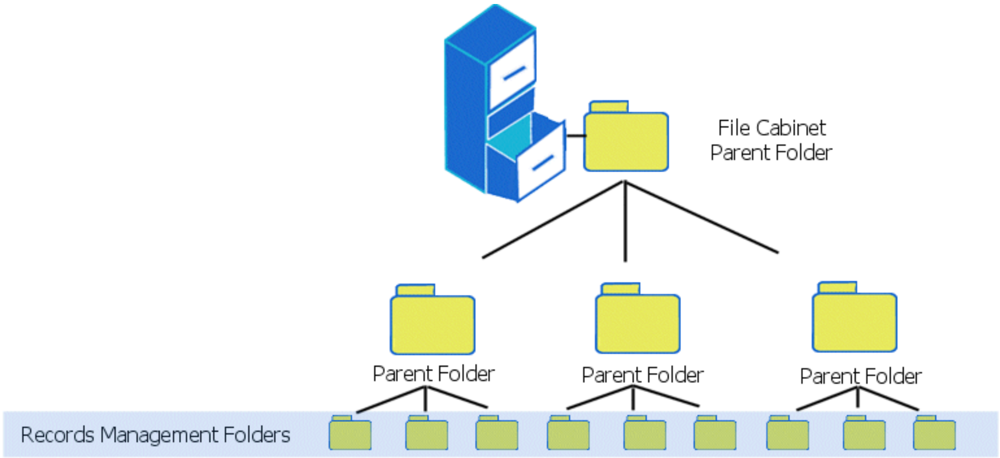
2. Select appropriate month and day from the drop-down lists.
3. Click **Save**.

Creating Records Management Folders

A folder is a grouping mechanism that contains documents and allows for the group of documents (or record) to be managed. Folders are configured in the OnBase Configuration Module. Records Management folders can be created manually, through auto-foldering, or using the OnBase API.

In the OnBase Configuration module, you must create a Folder Type. This folder must have a Parent type assigned to it if configuring auto-foldering. You may want to configure a Parent Folder Type before continuing with the Records Management folder.

Configuring Records Management will involve configuring a folder hierarchy structure containing a file cabinet and standard Folder Types. The following is an example of a correct folder hierarchy used for Records Management:



When configuring your foldering hierarchy, plan to use a unique identifier for folders. This is especially important when selecting Keyword Types used for Auto-Foldering.

There are few items of note when configuring Records Management Folder Types:

- Records Management Folder Types are always Static.
- A Records Management Folder Type cannot be a Parent Folder. A Records Management Folder Type cannot have Child folders.
- Records Management Folder Types cannot be used as the top level of a file cabinet folder.

Creating a New Folder Type

To create a Folder Type:

1. In to the Configuration module, select **Document | Folder Types**. The **Folder Type** dialog box is displayed.
2. Right-click in the left pane and select **New**. The **New Folder Type Dialog** dialog box is displayed.
3. Enter the name of the Folder Type.
4. Click **Save**.
5. Configure the folder as a parent folder. See Configuring Standard Folders on page 42 for folder configuration options.
6. Select the newly created folder, right-click and select **New Child**. The **New Folder Type Dialog** dialog box is displayed.
7. Enter the name of the Records Management folder.
8. Click **Save**.
9. Continue to the next procedure.

Applying Records Management Folder Settings

The following steps describe how to configure a Folder Type for Records Management.

1. Select the Folder Type in Folder Type configuration.
2. On the **Settings** tab, select the **Records Management** usage option.

Caution: Once you select the **Records Management** option, you cannot save this change until the Retention Plan and Event Set are established. If you navigate away from the Folder Type without these two settings set, the Folder Type's **Usage** setting will be reset to **Client**. This same behavior occurs also if you navigate away from the **Records Management** tab without applying a retention plan or event set.

3. Select the **Records Management** tab.
4. Create the appropriate hold reasons. See Creating Hold Sets on page 14 for more information about configuring hold reasons.
5. Select the **Retention Plan** from the drop-down list. For more information about Retention Plans, see page 17.

   Once a folder is created for the Folder Type, the **Settings** are disabled and you need to click **Change Retention Plan** to edit the retention plan. See Changing a Retention Plan on page 33 for more information.
6. If the folder's retention plan assignment should be based on a Keyword Value, select a **Retention Plan Set**. To create a retention plan set, see Creating Retention Plan Sets on page 21.
   - Retention plan sets are available only if they are based on a Keyword Type assigned to the selected Folder Type.
   - If the Keyword Value on a folder is not mapped to a retention plan, then the default retention plan you selected in the previous step is used.
   - Once a folder is created for the Folder Type, the **Settings** are disabled and you need to click **Change Retention Plan** to edit the retention plan set. See Changing a Retention Plan on page 33 for more information.
7. Select the **Event Set** from the drop-down list. For more information about Event Sets, see page 28. Only the events within the selected Event Set will be available for selection in the Client.
8. Click **Save**.

Caution: Once a Records Management Folder Type is saved and a folder of the Folder Type is created, its settings cannot be edited. The only exception is if a Folder Type does not have a hold set assigned. You can assign a hold set to a Folder Type that has existing folders, but once you navigate away from the Folder Type, this assignment cannot be changed.

Applying Other Folder Type Settings

The following steps describe how to configure additional Folder Type options for managed folders:

1. Assign the appropriate user groups.
2. Add the Keyword Types you want to associate with the Folder Type.

   Unless you have sufficient privileges, you cannot change Keyword Type assignments if one or more folders based on the selected Folder Type have a status other than **Open**.

   If you have privileges to modify Keyword Types on folders that are not open, you can modify Keyword Type assignments on Folder Types even if there are folders based on the Folder Type that have a non-open status. See Modifying Keyword Types on Managed Folders and Documents on page 11.
3. Specify an appropriate Auto-Name.
   - Folders get their names from the Auto-Name of the Folder Type they are based upon. The name can include Keyword values and other information about the folder.
   - Include retention plan information within the Auto-Name to help you identify Folder Types during system maintenance.
4. If the solution uses Auto-Foldering, assign the appropriate Document Type to the Records Management Folder Type you have created under Document Type configuration.

Note: Records Management Folder Types cannot be deleted if a managed folder exists of that Folder Type.

More information about Folder Types, parent folders, file cabinets, and auto-foldering can be found in the appendix.

Modifying Keyword Types on Managed Folders and Documents

If you have the **Modify Managed Document and Folder Keyword Types** privilege, you can change the Keyword Types assigned to managed Folder Types that have folders that are not open. You can also modify Keyword Types on Document Types that have documents residing in folders that are not open. Keyword Types added to these folders or documents will be assigned null values.

If you remove Keyword Types from managed Folder and Document Types, the Keyword Types and their values are no longer accessible from the managed folders or documents in the OnBase Client.

Note: Keyword Types cannot be removed if they are associated with a retention plan set that is in use by a folder.

Caution: The **Modify Managed Document and Folder Keyword Types** privilege lets you change which Keyword Types are assigned to records that are closed, cutoff, or on hold. Removal of Keyword Types can result in the loss of metadata required by your business and records management processes. If you remove a Keyword Type that is used by a Folder Type's Auto-Foldering process, the Auto-Foldering configuration is deleted, and no message is displayed to indicate that the deletion occurred. Ensure you understand the consequences of modifying Keyword Types on these records before exercising this privilege.

Logging Keyword Type Changes

Keyword Type changes that affect non-open folders or their documents will be logged to the Records Management Transaction Log as well as the **Records Management** tab in the affected folder's **Folder History** window. If these changes involve Keyword Type Groups, each Keyword Type in the group will have a separate log entry. For information about using the Records Management Transaction Log, see Viewing Records Management Transactions on page 245. For information about accessing the **Folder History** window, see Viewing Records Management History on page 243.

Note: Any folders created after Keyword Type assignments are modified will not have these changes logged.

Keyword Change Confirmation Prompt

When you attempt to modify Keyword Types assigned to non-open folders or to documents in non-open folders, a warning message prompts you to confirm that you want to continue.

- Click **Yes** to continue. The warning will be suppressed for subsequent Keyword Type changes made from the current dialog box or tab.
- Click **No** to cancel the changes. The warning will be displayed again the next time you attempt to modify the Keyword Types assigned to the Document Type or Folder Type.

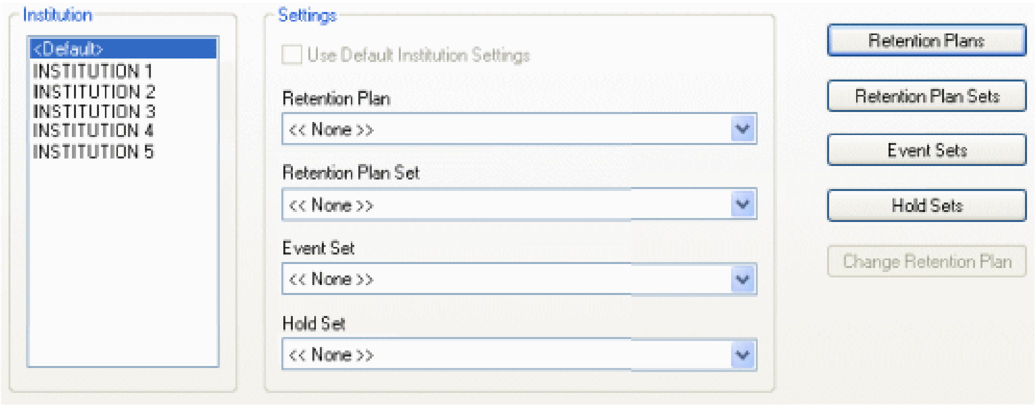
Configuring Managed Folders for Institutions

If your solution is configured as a Layer 2 or Layer 3 institutional database, then managed Folder Types allow you to assign the following for each institution:

- Retention plans
- Retention plan sets
- Event sets
- Hold Sets

On the **Records Management** tab in Folder Type configuration, the **Institution** list allows you to select the institution you want to configure. Complete the following steps in Configuration to configure a managed Folder Type that is shared among several institutions:

1. Select **Document | Folder Types**. The **Folder Type** dialog box is displayed.
2. Select the managed Folder Type that has the **Institution #** Keyword Type assigned.
3. Click the **Records Management** tab.
4. Select **<Default>** from the **Institution** list to configure the default settings.



Note: The **Institution** list is available only for super users in Layer 2 and Layer 3 institutional databases. The Folder Type must have the **Institution #** Keyword Type assigned for institutions to be available.

5. Select a **Retention Plan**.
6. (Optional) Select a **Retention Plan Set**.
7. Assign an **Event Set**.
8. Assign a **Hold Set**.
9. Click **Save**.
10. Repeat for each institution that will use the Folder Type.

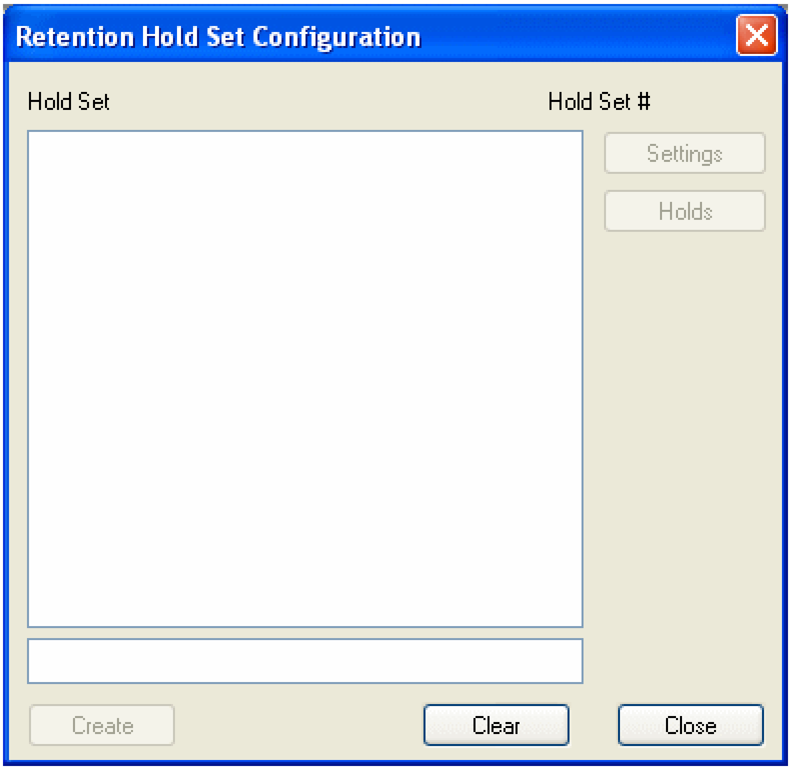
    If an institution should use the **<Default>** institution settings, select **Use Default Institution Settings**. All remaining options are automatically set to the default settings.

    For additional configuration information, see Creating Hold Sets on page 14, Creating Retention Plans on page 17, Creating Retention Plan Sets on page 21, and Creating Event Sets on page 28.

Creating Hold Sets

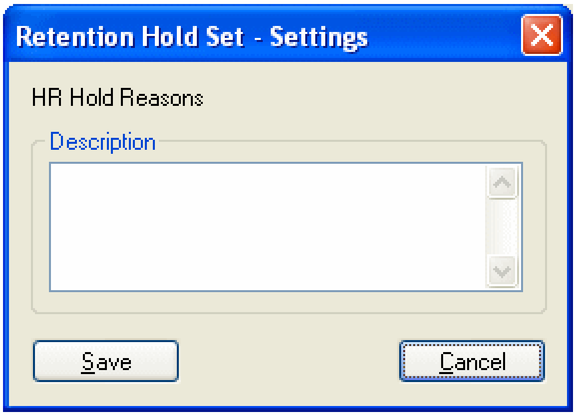
Hold sets are groups of hold reasons that can be applied to different Folder Types. Hold reasons are reasons a folder should be placed in a frozen status and not moved through the retention plan. If a Folder Type is not assigned a hold set, then users cannot place folders of the Folder Type on hold.

1. In OnBase Configuration, select **Document | Retention Hold Sets**. The **Retention Hold Set Configuration** dialog box is displayed.



Tip: To access hold set configuration during Folder Type configuration, click **Hold Sets** on the **Records Management** tab.

2. Enter the name of the hold set and click **Create**. The **Retention Hold Set - Settings** dialog box is displayed.



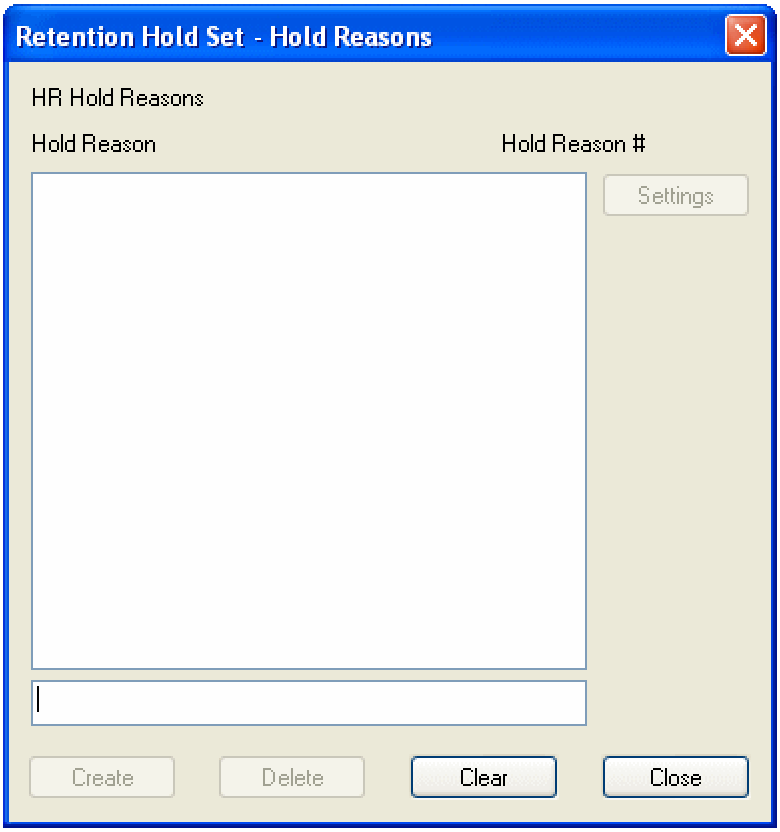
3. Enter the description of the hold set in the **Description** field.
4. Click **Save**.
5. Continue to Creating a Hold Reason on page 16.

Caution: Once a hold set is assigned to a Records Management Folder Type and a folder is created of that type, the hold set's settings cannot be edited.

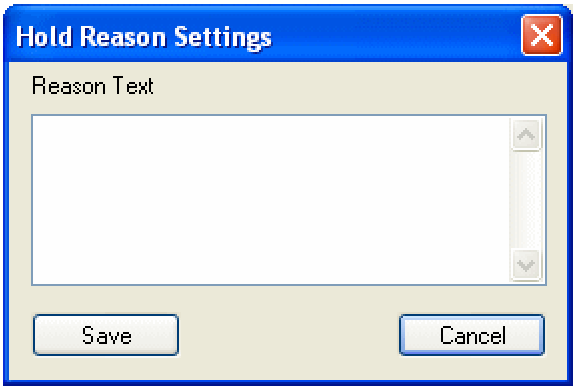
Creating a Hold Reason

Once a hold set is created, hold reasons can be added to the set. Hold reasons can be created and configured even if the hold set is already assigned to a Folder Type that has existing folders. Hold reasons also can be deleted if they currently are not assigned to a folder.

1. Select a hold set in the **Retention Hold Set Configuration** dialog box.
2. Click **Holds**. The **Retention Hold Set - Hold Reasons** dialog box is displayed.



3. Enter the name of the hold reason and click **Create**. The **Hold Reason Settings** dialog box is displayed.



4. Enter the reason text. This text will be displayed as the default text in the Client when a hold is placed on a folder.
5. Click **Save**.

Caution: If a hold is placed on folder that an event with a delay has been posted on, when the hold is removed, the event will occur immediately if the delay time period has elapsed.

Creating Retention Plans

A Retention Plan consists of the actions that must happen in order for a record to reach the end of its life cycle. Possible actions can be a specific period of time elapsing or an event. Retention plans set the rules for managed folders. Retention plans are assigned at the Folder Type level. The appropriate retention plan must be configured before configuring a Records Management Folder Type.

Retention plans control the following status transitions:

Close: An action that closes the folder and does not allow any more records to be filed into the folder. The cutoff action typically follows a close action.

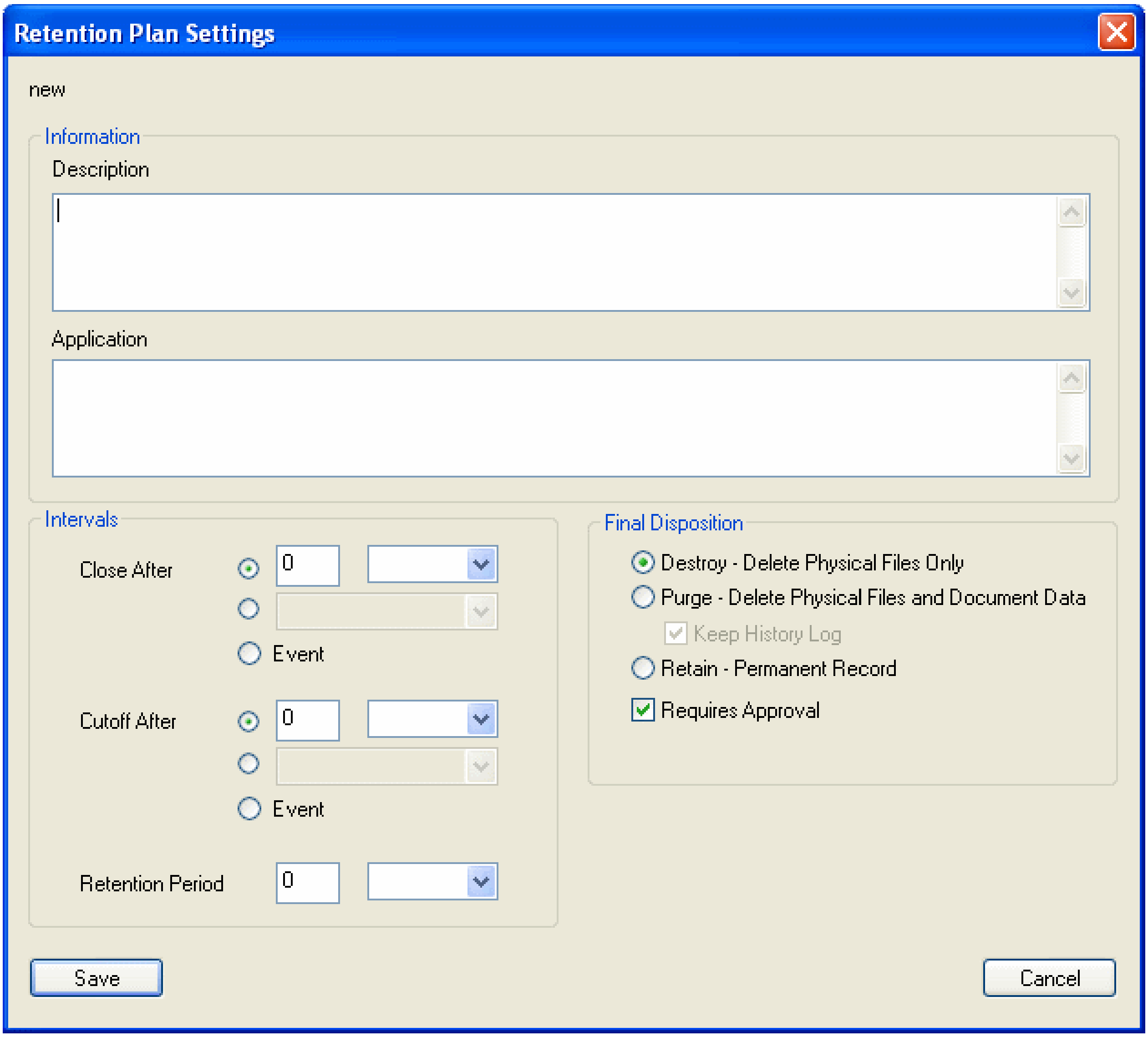
Cutoff: An action that signals that the specified retention period should begin and allows disposition instructions to be completed.

Final Disposition: The final disposition is the records final status. The record could be destroyed, purged, or retained permanently.

The **Close** and **Cutoff** status transitions can be configured for time intervals, a specific date, or by event. Transitions to final disposition can only be set to time intervals.

To create a retention plan:

1. In the Configuration module, select **Document | Retention Plans**.
2. Enter a name for the plan and click **Create**. The **Retention Plan Settings** dialog box is displayed.



3. Enter a detailed **Description** and **Application** of the retention plan. These fields should provide information about the retention plan and how it will be applied to a business need.
4. Select the appropriate interval settings. You can use a combination of interval settings. See Interval Settings on page 19 for more information.
5. Select the appropriate destruction settings. See page 20 for more information.

6. Click **Save**.

Caution: Once a retention plan is assigned to a Records Management Folder Type and a folder is created of that type, its settings cannot be edited.

Tip: Retention plan configuration can also be accessed in the **Records Management** tab during Folder Type configuration by clicking **Retention Plans**.

Interval Settings

The following options are available:

Option	Description
Close After	Closes the folder and does not allow any more records to be filed into the folder. The cutoff action follows a close action. A folder must be closed in order for it to be cutoff. This option can use any available trigger.
Cutoff After	This signals that the specified retention period should begin. This option can use any available trigger.
Retention Period	Specifies the length of time that folder contents should be retained. Allows you to specify a specific number of days, weeks, months, or years to retain records.

Triggers for Closing and Cutoff

From the first radio button, you can specify a set number of days, weeks, months, or years.

From the second radio button, you can specify a certain moment in time (End of Month, End of Quarter, End of Half, End of Year, End of Fiscal Quarter, End of Fiscal Half, End of Fiscal Year).

Note: If you are using a fiscal year setting, the fiscal year must be configured. See Configuring the Fiscal Year on page 8 for more information.

Event	Description
End of Month	Action is initiated at the end of the current month.
End of Quarter	Action is initiated at the end of the calendar quarter.
End of Half	Action is initiated at the end of the calendar half.
End of Year	Action is initiated at the end of the calendar year.
End of Fiscal Quarter	Action is initiated at the end of the quarter of the configured fiscal year.
End of Fiscal Half	Action is initiated at the end of the half of the configured fiscal year.

Event	Description
End of Fiscal Year	Action is initiated at the end of the configured fiscal year.

From the third radio button, you can select an event to trigger closing the folder.

Final Disposition Settings

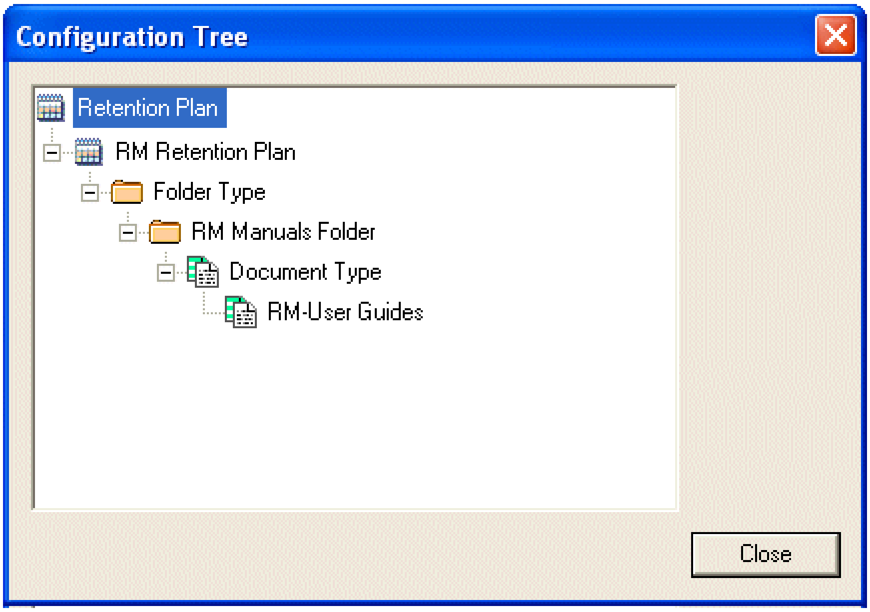
The following final disposition settings control what happens to the file after the retention period has elapsed:

- **Destroy - Delete Physical Files Only** will delete the electronic file, but will keep the metadata information intact in OnBase. Administrators can view the document history and see that the document was destroyed by Records Management.
- **Purge - Delete Physical Files and Document Data** will delete the electronic file and all of its associated metadata.
- **Keep History Log** will retain history log entries for folders and their documents that are purged, including an entry for the folder purge event. If this option is not selected (the default setting), then log entries for the appropriate folders and their documents are purged when the folders are purged.
- **Retain - Permanent Record** will make a managed folder a permanent record which will not be destroyed.
- **Requires Approval** can be used in conjunction with either **Destroy** or **Purge**. This option requires an administrator to approve the destruction of information before the information is destroyed or purged.

Viewing Folder Type and Document Type Assignments

You can view the Folder Types and Document Types that are assigned to a retention plan and configured for auto-foldering. To view assignments:

1. In the Configuration module, select **Document | Retention Plans**.
2. Select the appropriate retention plan and click **Info**. The **Configuration Tree** dialog box is displayed.



3. Expand the appropriate retention plan until you find the information you are looking for.
4. Click **Close** when finished.

Note: Once the **Configuration Tree** dialog box is accessed, if any configuration options are changed, the Configuration module must be closed and restarted in order for changed to be reflected in the **Configuration Tree** dialog box.

Tip: In addition, the retention plan will be listed in the **Configuration Tree** dialog box when accessed from the **Document Types** dialog box or by selecting **Utils | Configuration Tree**.

Creating Retention Plan Sets

Retention plan sets allow folders of the same Folder Type to be assigned different retention plans. The retention plan assigned to a folder depends on the folder's value for a specific Keyword Type. If this value changes, the retention plan is updated to reflect the new value.

Retention plan sets can be assigned to a managed Folder Type as long as no folders based on that Folder Type exist in OnBase. The retention plan set's settings, retention plans, and event set cannot be changed if a folder based on the assigned Folder Type exists.

Read the following topics:

- Keyword Type Specifications on page 22
- Creating a Retention Plan Set on page 23
- Adding New Keyword Values to a Retention Plan Set on page 26

Keyword Type Specifications

OnBase assigns a retention plan to a folder based the folder's value for the Keyword Type on which the retention plan set is based. When the retention plan set is configured, each retention plan is associated with a specific value for the Keyword Type. When configuring the Keyword Type and values for a retention plan set, be aware of the following specifications:

- Only numeric and alphanumeric Keyword Types can be associated with a retention plan set.
- This Keyword Type must also be assigned to the Folder Types associated with the retention plan set. Otherwise, the retention plan set cannot be assigned to the Folder Type.
- If none of the folder's Keyword Values is associated with a retention plan, then the folder is assigned the default retention plan assigned to the Folder Type.
- If a folder is assigned multiple values for the Keyword Type on a retention plan set, then OnBase uses the first retention plan that has a matching value.
- Keyword Values assigned to retention plan sets are treated as case insensitive, even if the Keyword Types are mixed case. For example, the values **BLUE**, **blue**, and **Blue** all would match a retention plan associated with the value **BLUE**.
- A Keyword Type used by a retention plan set cannot be removed from the Folder Type if there are any folders based on the Folder Type. The Keyword Type can be removed if no folders based on the Folder Type exist and the user has sufficient privileges. When the Keyword Type is removed, the Folder Type's retention plan set configuration is cleared.

Creating a Retention Plan Set

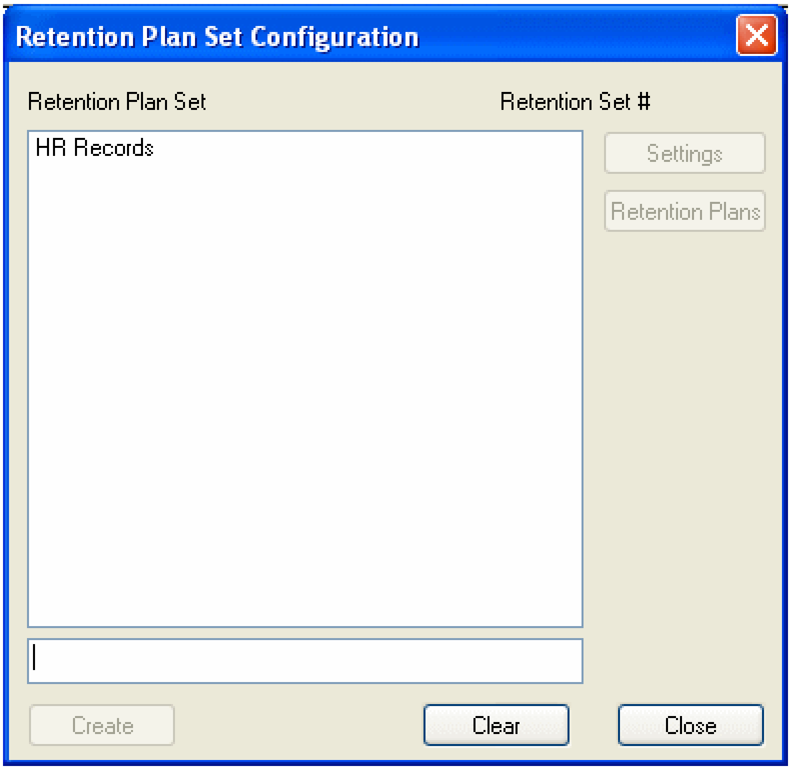
Before configuring a retention plan set, you must configure the retention plans that will be associated with the set. To configure retention plans, see Creating Retention Plans on page 17.

To create a retention plan set:

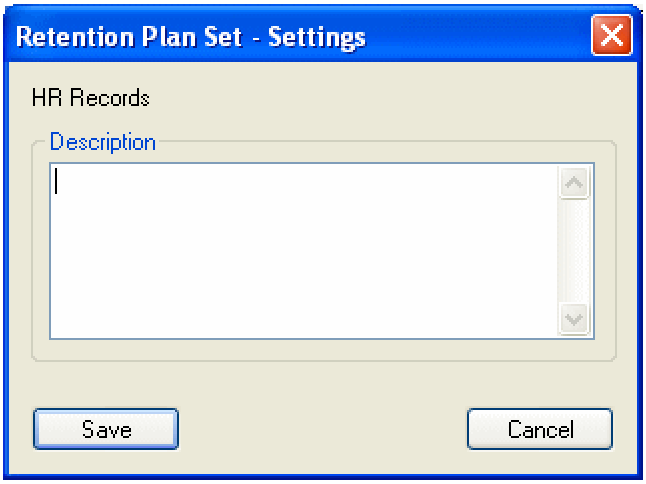
1. In OnBase Configuration, select **Document | Retention Plan Sets**.

Tip: To access retention plan sets through Folder Type configuration, click the **Records Management** tab, and then click **Retention Plan Sets**.

The **Retention Plan Set Configuration** dialog box is displayed.

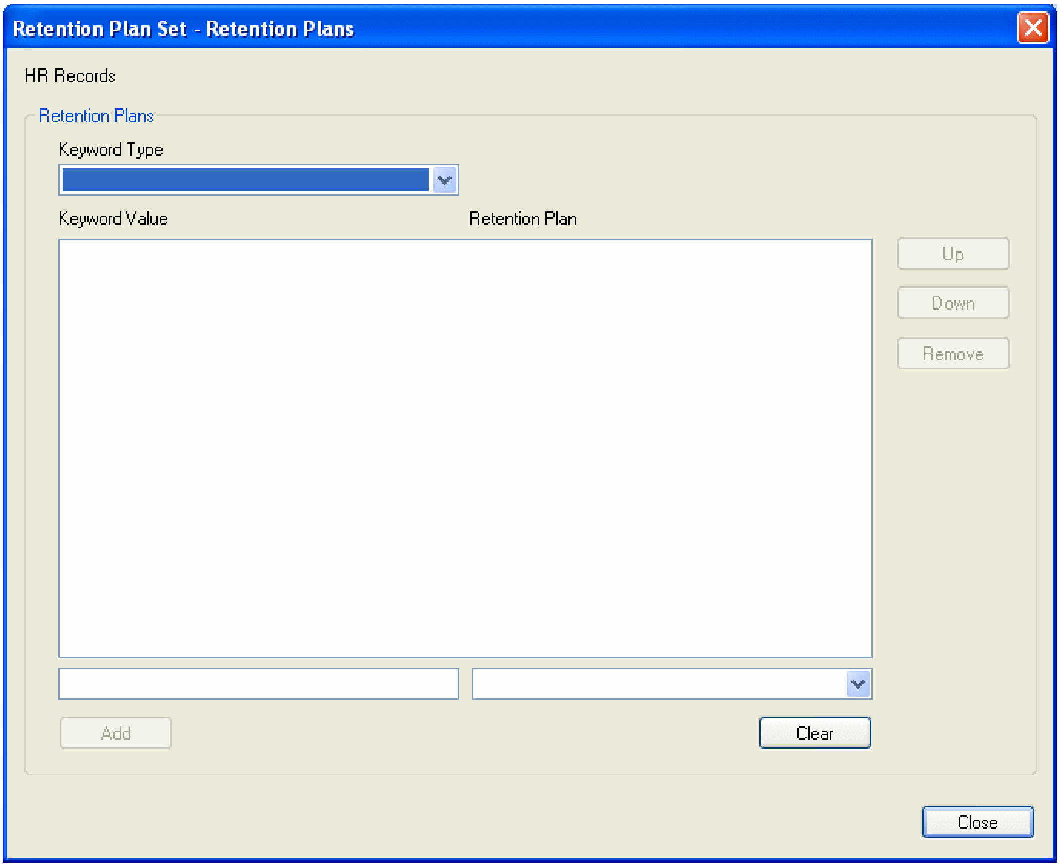


2. Enter a name for the set and click **Create**. The **Retention Plan Set - Settings** dialog box is displayed.



3. Enter a detailed **Description** of the retention plan. The description should provide information about the retention plan and how it will be used.
4. Click **Save**.

5. Click **Retention Plans**. The **Retention Plan Set - Retention Plans** dialog box is displayed.



6. Select the **Keyword Type** on which retention plan assignment will be based. Refer to the Keyword Type Specifications on page 22.

Note: Once a retention plan is added to the set, the associated Keyword Type cannot be changed. All assigned plans must be removed before you can change the Keyword Type.

7. In the lower-left field, type a Keyword Value to associate with a retention plan.
8. From the adjacent drop-down, select the retention plan to associate with the Keyword Value.
9. Click **Add**.
10. Repeat for each value to be associated with a retention plan.
11. Click **Close**.
12. Assign the retention plan set to the Folder Type in Folder Type configuration.

Caution: Once a retention plan set is assigned to a Records Management Folder Type and a folder is created of that type, the settings of the retention plan set cannot be edited.

Adding New Keyword Values to a Retention Plan Set

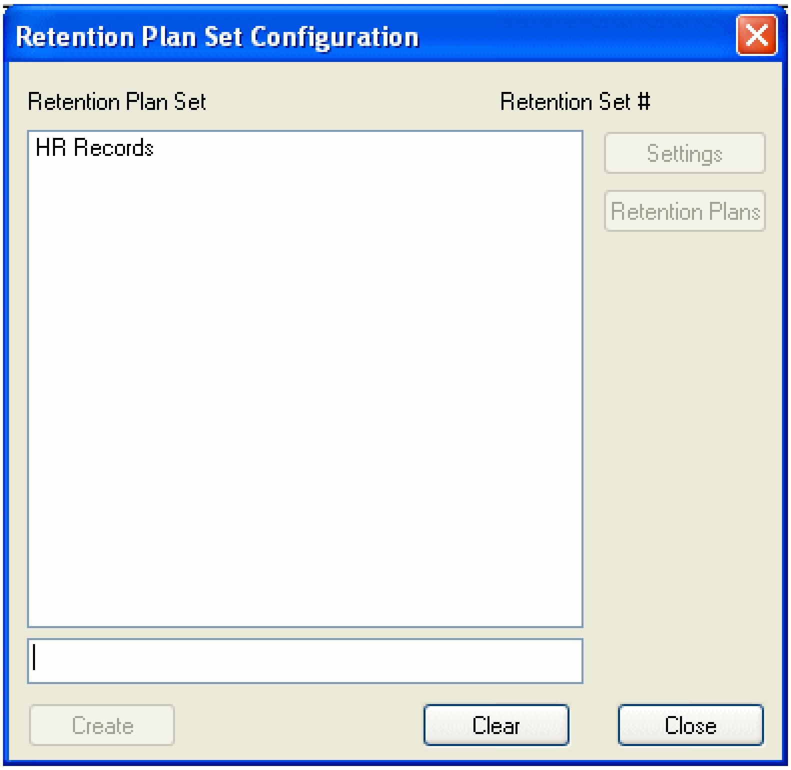
Once a retention plan set is in use, then the Keyword Values currently assigned to the retention plan set cannot be changed. New Keyword Values can be added as needed, provided that they are not currently assigned to a managed folder associated with the retention plan set.

To add new Keyword Values to a retention plan set:

1. In OnBase Configuration, select **Document | Retention Plan Sets**.

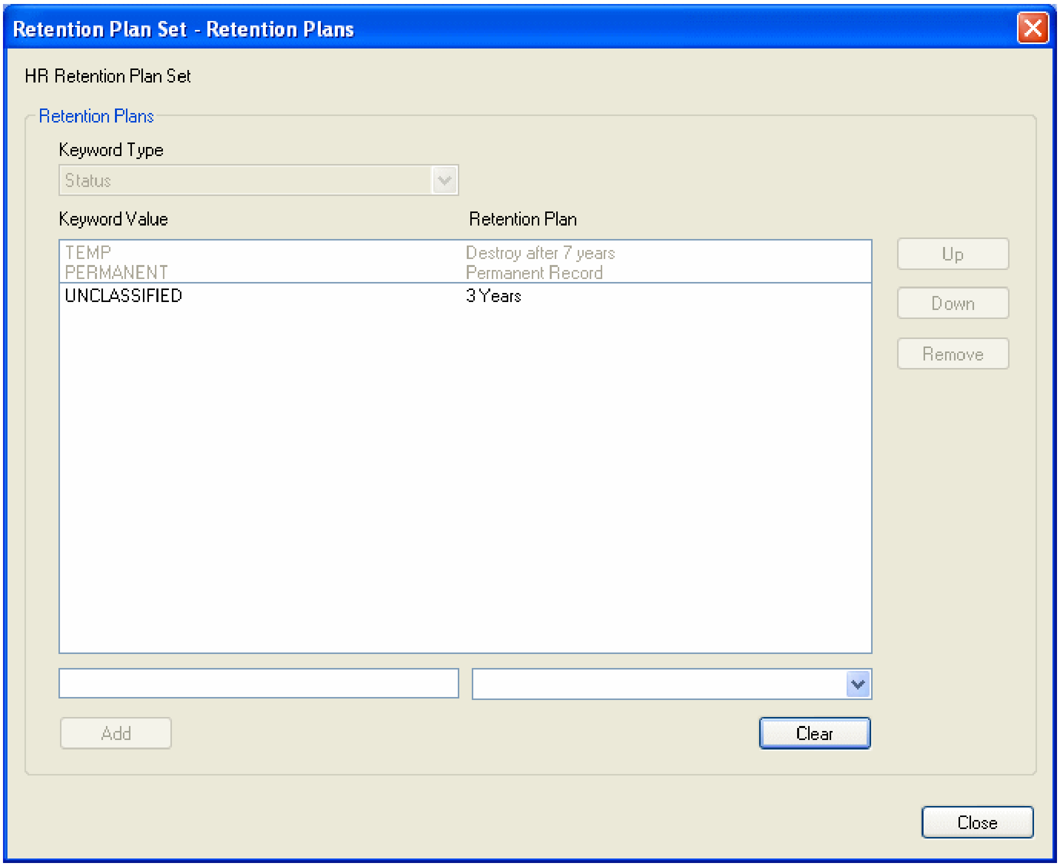
Tip: To access retention plan sets through Folder Type configuration, click the **Records Management** tab, and then click **Retention Plan Sets**.

The **Retention Plan Set Configuration** dialog box is displayed.



2. Select the retention plan set you want to modify.

3. Click **Retention Plans**. The **Retention Plan Set - Retention Plans** dialog box is displayed. A line separates the list of Keyword Values and their associated retention plans.
   - Keyword Values displayed above the line are read-only. Once a retention plan set is assigned to a folder, then the Keyword Values currently assigned to the retention plan set become read-only, and they cannot be removed.
   - Newer Keyword Values are displayed below the line, where they can be removed and re-assigned until the retention plan set is assigned to a new folder.



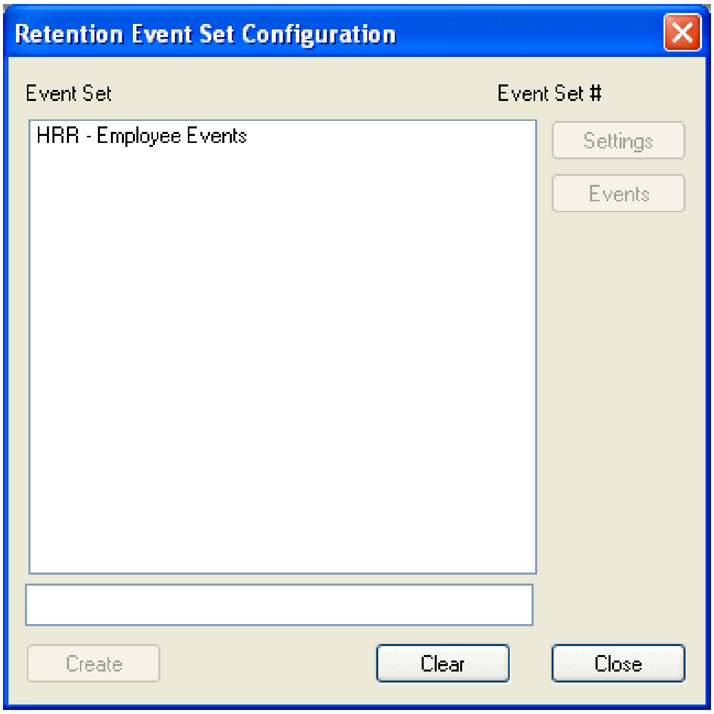
4. In the lower-left field, type a new Keyword Value to associate with a retention plan.
5. From the adjacent drop-down, select the retention plan to associate with the Keyword Value.
6. Click **Add**. The new Keyword Value and retention plan are added below the line.
7. Repeat for each new Keyword Value to be associated with a retention plan.
8. Click **Close**.

Creating Event Sets

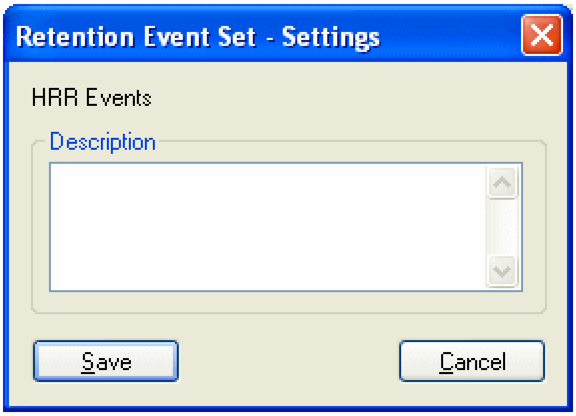
Event sets are groups of events that should be available for the same retention plan. Events are manual triggers to allow folders to move through the appropriate retention plan. You can configure a combination of events and retention plans to achieve the retention results you need.

To configure events sets:

1. In OnBase Configuration, select **Document | Retention Event Sets**. The **Retention Event Sets Configuration** dialog box is displayed.



2. Enter the name of the event set and click **Create**. The **Retention Event Set - Settings** dialog box is displayed.



3. Enter the description of the event set in the **Description** field.
4. Click **Save**.
5. Continue to Creating an Event on page 29.

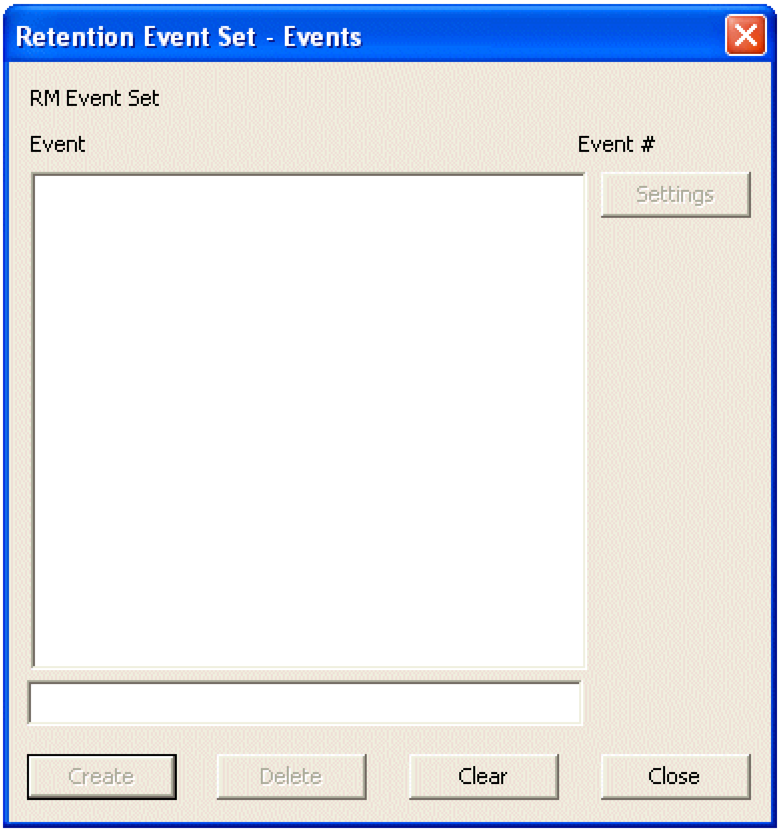
Tip: Retention event set configuration can also be accessed in the **Records Management** tab during Folder Type configuration by clicking **Event Sets**.

Caution: Once an event set is assigned to a Records Management Folder Type and a folder is created of that type, its settings cannot be edited.

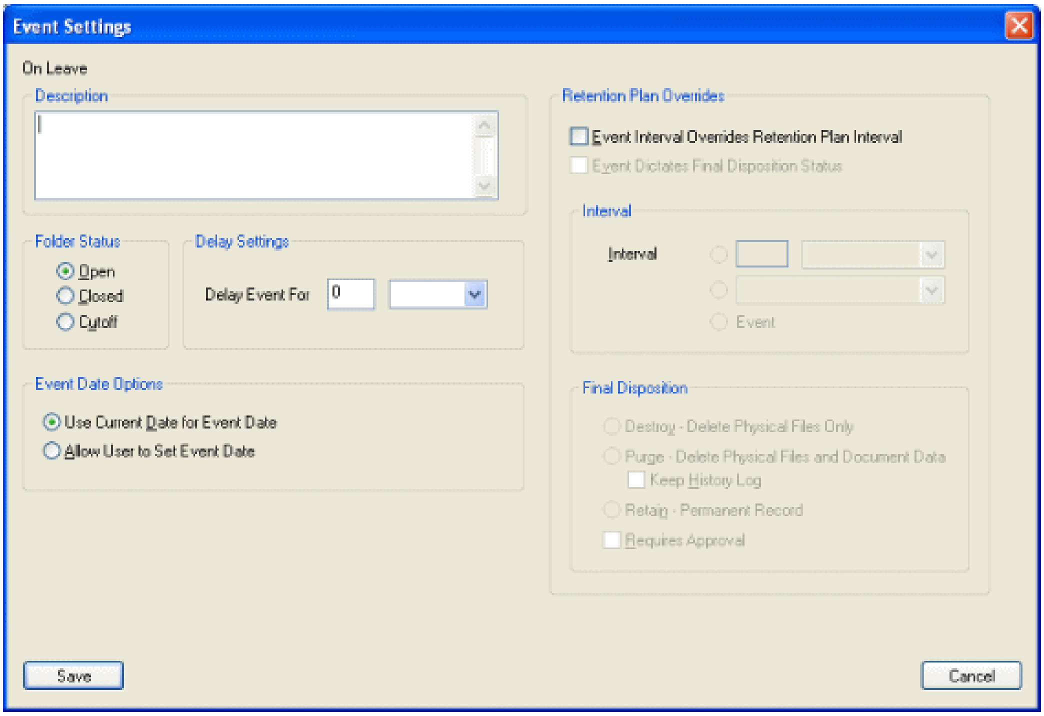
Creating an Event

Once an event set is created, events can be configured within the set. To configure events:

1. In the **Retention Event Set Configuration** dialog box, select the appropriate event set.
2. Click **Events**. The **Retention Event Set - Events** dialog box is displayed.



3. Enter the name of the event and click **Create**. The **Event Settings** dialog box is displayed.



4. Enter a description of the event.
5. Select the appropriate **Folder Status**. See Folder Status on page 31 for more information.

Note: Folder Status will override transitions set at the retention plan level.

6. Select the appropriate **Delay Settings**. See Delay Settings on page 31 for more information.
7. Select the appropriate **Event Date Option**. See Event Date Options on page 31 for more information.
8. If the event should override any retention plan settings, apply the appropriate **Retention Plan Overrides**. See Retention Plan Overrides on page 32 for more information.
9. Click **Save**.

Caution: Once an event set is assigned to a Records Management Folder Type and a folder is created of that type, the settings of its existing events cannot be edited. New events, however, can be added to the event set.

Folder Status

Within each event there are status settings that you can specify. The status setting will override the retention plan. If you select **Open** as the status, the folder will be opened when the event is posted, after the delay settings time has elapsed if applicable.

Caution: Changing a folder's status to **Open** will reset the retention plan. If the retention plan is based on time, rather than event, the appropriate amount of time will need to elapse in order for the folder to reach the end of the life cycle without any additional events posted to alter the timeline of the folder. For example, if you open a folder that has a retention plan that specifies that a year must pass before the folder is closed and there are no events that can close the folder, the folder must wait a full year for it to close.

If you select **Closed** as the status, the folder will be closed and will be awaiting Cutoff, as specified by the retention plan. If you select **Cutoff** as the status, the folder will be cutoff and the retention period will start as specified by the retention plan.

Delay Settings

Delay settings delay the effect the event has on a folder for a specified amount of time. Select the number of days, weeks, months, or years that you want to delay the event in the field and select the unit of measure in the drop-down list. For example, if you have an event that will close the folder and the event has a delay setting of 4 days, the folder will not close until after the 4 days has expired.

If a folder is transitioned to its final disposition before an event takes effect, then the pending event is deleted.

Event Date Options

Event date options control whether Records Management administrators can specify an event date when posting an event. By default, the date the event is posted is used for the event date. In some cases, an event may need to be backdated to accommodate existing documents that have already been processed.

- Select **Use Current Date for Event Date** if the current date should always be used when an event is posted.
- Select **Allow User to Set Event Date** to allow administrators to specify a different date when posting the event.

Read the following scenarios for examples of when the **Allow User to Set Event Date** option may be needed.

Example 1: An organization has loan documents in OnBase, some loans of which have already been paid off. The organization must retain these documents for **x** years after the date the loan is paid off. When implementing Records Management, the organization wants to assign the "paid off" event as the date the loan was actually paid off. In this case, the organization wants to accommodate existing loan documents that have already been paid off and are **x** years into their retention.

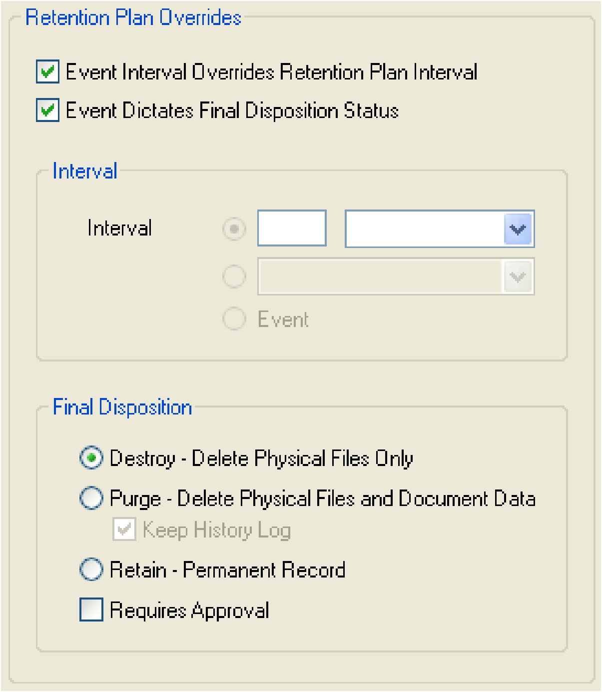
Example 2: An organization is converting from another records management application with documents currently in a retention schedule. The ability to place an event in the past provides a seamless transition between the old records management application and OnBase, as records will resume the correct retention schedules once in OnBase.

Example 3: A document was created last week and scanned into OnBase today. The retention plan is supposed to start on the day the document was created, rather than the day the document was imported into OnBase. Backdating the event will start the retention schedule appropriately.

Retention Plan Overrides

Documents within the same Document Type may require different retention schedules depending on the decisions made on the documents. For example, application documents may require different retention schedules based on the applications being "accepted" (keep for five years) or "rejected" (keep for six months).

Events can be configured to override the retention plan interval. Cutoff events can be configured to override the final disposition status as well. The following steps describe how to configure overrides for an event using the **Event Settings** dialog box. Override options are available in the **Retention Plan Overrides** section.



1. Select **Event Interval Overrides Retention Plan Interval** to override the existing retention plan's interval, or retention period.
2. Select **Event Dictates Final Disposition Status** to override the existing retention plan’s final disposition. This option is available for Cutoff events only.

3. Under **Interval**, select one of the available options:
   - The first option allows you to specify the number of days, weeks, months, or years in the interval. This option is available for all types of events, and it is the only option available for cutoff events.
   - The second option, which is available for open and closed events only, allows you to select whether the interval extends to the end of the month, quarter, half year, year, fiscal quarter, fiscal half, or fiscal year.

Note: If you are using a fiscal year setting, the fiscal year must be configured. See Configuring the Fiscal Year on page 8 for more information.

   - The third option, **Event**, is available for open and closed events only. It allows the interval to be determined by the posting of an event.

   For more information about interval settings, see Triggers for Closing and Cutoff on page 19.
4. If you selected **Event Dictates Final Disposition Status**, then choose the **Final Disposition**. For information about available options, see Final Disposition Settings on page 20.

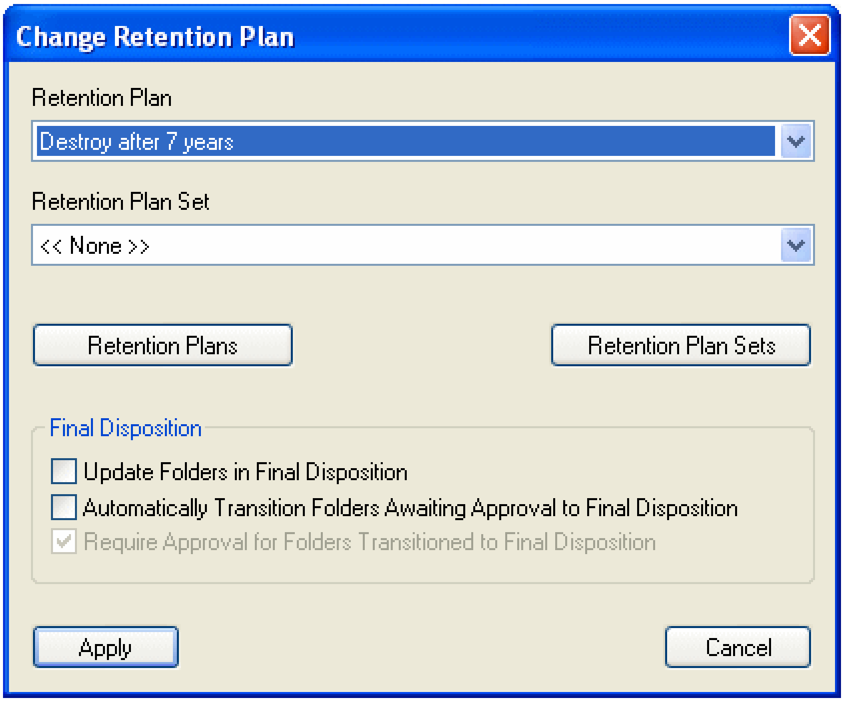
Changing a Retention Plan

In some instances, you may want to change the retention plan assigned to a Folder Type that already has folders created. When you change a folder's retention plan, the action is logged to the folder's history.

Note: When changing a retention plan, retention will be based on the current date, not an event date. For example, you change a Folder Type retention plan from a five-year retention plan to a one-year retention plan on April 11, 2015. Folders that are closed or cutoff are no longer basing retention on original the event date, but rather April 11, 2015.

To change a retention plan for a Folder Type with existing folders:

1. In the **Records Management** tab of the Folder Type configuration screen, click **Change Retention Plan**. The **Change Retention Plan** dialog box is displayed.



2. Select the appropriate **Retention Plan** from the drop-down list.

   If you need to create a new retention plan, click **Retention Plans** to access the **Retention Plan Configuration** dialog box.
3. Select the appropriate **Retention Plan Set** from the drop-down list. Retention plan sets are available only if they are based on a Keyword Type assigned to the Folder Type.

   If you need to create a new retention plan set, click **Retention Plan Sets** to access the **Retention Plan Set Configuration** dialog box.
4. To update folders that are currently in the Final Disposition status, select the **Update Folders in Final Disposition** option.
5. To transition folders that are currently Awaiting Approval to the Final Disposition status, select the **Automatically Transition Folders Awaiting Approval to Final Disposition** option.
6. To require that folders transition to the Final Disposition status are approved, select the **Require Approval for Folders Transitioned to Final Disposition** option. This option is unavailable if the selected retention plan requires approval and a **Retention Plan Set** is not selected.
7. Click **Apply**.

Assigning Records Management Folders for Auto-Foldering

You cannot assign more than one managed Folder Type as an auto-folder destination Folder Type to prevent auto-foldered documents from appearing in more than one managed folder.

Running a Configuration Report

You can run a Records Management configuration report from the Configuration module by selecting **Report | Records Management**.

The report, which is stored in the **SYS Configuration Reports** Document Type, contains configuration information about the following components:

- Retention plans
- Retention plan sets
- Event sets
- Hold sets
- Managed Folder Types

Each Folder Type is followed by its assigned retention plan, event set, hold reasons, and any Document Types that the Folder Type is using for Auto-Foldering.

Note: Descriptions are limited to the number of characters that the report can fit on one line.

Records Management User Group Settings

In order to configure or work with Records Management, users must be assigned the appropriate rights and privileges.

See the following topics:

- Configuration Rights on page 35
- Records Management Privileges on page 36
- Log Privileges on page 39

Configuration Rights

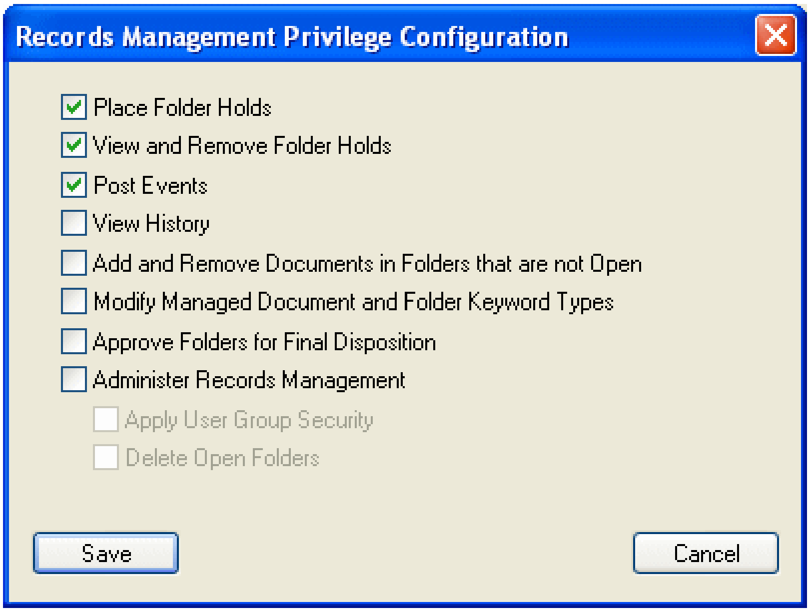
In order to configure Records Management, the user must belong to a user group that has the appropriate configuration right. To grant a user group the right to configure Records Management:

1. In the Configuration module, select **Users | User Groups/Rights**.
2. Select the appropriate user group.
3. Click **Configuration Rights**.
4. Click the **Products** tab.
5. Select **Records Information Management**.
6. Click **Save**.

Records Management Privileges

In order to place, view, and remove holds on folders, the user must have the appropriate Records Management rights. To specify these rights:

1. In the Configuration module, select **Users | User Groups/Rights**.
2. Select the appropriate user group.
3. Click the **Records Management** button. The **Records Management Privilege Configuration** dialog box is displayed.



4. Select the privileges to grant the selected user group. Available privileges are described in the following table:

<table>
<tr><th>Privilege</th><th>Description</th></tr>
<tr><td>Place Folder Holds</td><td>Allows users to place holds on managed folders.</td></tr>
<tr><td>View and Remove Folder Holds</td><td>Allows users to view and remove holds on folders. Users with only this option selected can only remove holds that they placed themselves.</td></tr>
<tr><td>Post Events</td><td>Allows users to post events on managed folders.</td></tr>
<tr><td>View History</td><td>Allows users who also have the Folder History product right to view a managed folder’s Records Management history, which includes its event postings, transitions, hold placement and removal, administrative actions, and errors.

Note: Users must also have the Folder History product right to view a folder’s Records Management history.</td></tr>
<tr><td>Add and Remove Documents in Folders that are not Open</td><td>Allows users to manually add and remove documents in managed folders that are not open using the OnBase Client or Unity Client.
Addition and removal of documents in any managed folder that is not open will be logged to the Records Management Transaction Log.
This privilege applies to folders with a status of Closed, Cut Off, Awaiting Approval, On Hold, or Permanent Record.
Documents can only be added to these folders by manually adding them or by using the Unity API.
This privilege should be assigned to as few users as necessary. The following scenarios are examples of when this privilege should be used:
A document has been misindexed or imported too late. The document needs to be added to a managed folder without disrupting the retention period.
A managed folder has been audited, and a certificate of audit needs to be added.</td></tr>
</table>

Privilege	Description
Modify Managed Document and Folder Keyword Types	Allows users to modify Keyword Types on managed Folder Types that have folders that are not open. Privileged users can also modify Keyword Types on Document Types that have documents residing in managed folders that are not open. Addition and removal of Keyword Types on any managed object will be logged in the Records Management Transaction Log. Keyword Types added to documents and folders that are not open will have null values. **Caution:** This privilege allows users to remove metadata from folders and documents that are not open. This privilege should be assigned and exercised with caution.
Approve Folders for Final Disposition	Allows users to transition folders to their final disposition from the **Records Management Administration** window in the OnBase Client and from the **File Cabinets** layout in the OnBase Unity Client. Access to the **Records Management Administration** window is controlled by the **Administer Records Management** privilege. The **Administer Records Management** privilege is not required for approving folders within the Unity Client. **Note:** The **Transition to Final Disposition** option is not available in the Web Client.
Administer Records Management	Provides users access to the **Admin | Records Management** options in the OnBase Client. When this privilege is combined with **View and Remove Folder Holds**, users can also remove holds placed by other users.
Apply User Group Security	This option is available only if **Administer Records Management** is selected. Select this option if the **Records Management Administration** window should display only folders belonging to Folder Types that users have privileges to access. Reports created using the **Create Report** option will display information for only folders that users have privileges to access. If this option is not selected, administrative users can view and administer folders of all Folder Types. **Note:** If a user has override privileges to a Folder Type, but does not have the **Retrieve/View** override privilege, then the user is able to see folders of that Folder Type in the **Records Management Administration** window, but the user cannot open the folders.

Privilege	Description
Delete Open Folders	This option is available only if **Administer Records Management** is selected. Select this option to grant the user group the ability to delete managed folders in an open status from the **Records Management Administration** window. Deleted folders are purged immediately and recorded in the Records Management Transaction Log as being manually deleted. Documents in the deleted folders are not affected.

3. Click **Save**.

Log Privileges

In order to view the Records Management Transaction Log, users must have the appropriate log privilege. To grant a user group this privilege:

1. In the Configuration module, select **Users | User Groups/Rights**.
2. Select the appropriate user group.
3. Click **Log Privileges**.
4. Select **Records Management Log**.
5. Click **Save**.

Updating Keywords with the AutoFill Keyword Processor

When the AutoFill Keyword Processor updates Keyword Values on documents, it can skip documents locked by Records Management. This behavior is controlled by the **Skip documents locked by Records Management** option, which can be applied to the process in both OnBase Configuration and the OnBase Client.

- If this option is not selected (default), then the processor updates applicable documents that are locked by Records Management. The Records Management transaction log records any documents that are updated while residing in managed folders that are not open.
- If this option is selected, then the processor does not update applicable documents that are locked by Records Management. The verification report records any documents that have not been updated because they reside managed folders that are not open.

Reading the Verification Report

If the **Detailed Insert Report in the Verification Report** option is selected and OnBase is licensed for Records Management, then the verification report lists the number of documents locked by Records Management (**Locked by RIM**) along with the number of documents checked and updated.

- If the **Skip documents locked by Records Management** option is not selected, then the number of documents **Locked by RIM** reflects the number of documents that were updated even though they were locked by Records Management.
- If the **Skip documents locked by Records Management** option is selected, then the number of documents **Locked by RIM** reflects the number of documents that would are updated but were not because they were locked by Records Management.

Using Workflow to Post Events

If your system is licensed for Workflow, Workflow can automatically post events to managed folders using the **Post Event on Managed Folder** action. For information about this action and configuring Workflow, see the Workflow module reference guide.

This functionality requires a license for Workflow.

Using Workflow to Transition Folders to Final Disposition

If your system is licensed for Workflow and the Unity Client Server, you can route managed folders through Workflow for final disposition when approval is required.

To enable this action, both the **Requires Approval** and **Add to Workflow** final disposition settings must be selected in the **Retention Plan Settings** dialog box.

For more information about this action and life cycles, see the Workflow module reference guide or help file.

Object Translation

You can use the Interface Translations feature to configure your system to display hold reasons and events based on each individual workstation’s Regional and Language Options. For more information on this topic, see the Interface Translations topic in the System Administration documentation.

System Interaction

Exporting and Importing

Records Management configuration items can be exported and imported using OnBase Configuration.

Configuration

In OnBase Configuration, in addition to the configuration items listed in the **System Administration** module reference guide, the following Records Management configuration items can be exported and imported:

- Retention Event Sets
- Retention Hold Sets
- RIM Retention Plan Sets
- RIM Retention Plans

When importing an export package, additional associated configuration items may require decisioning.

For more information, see the **System Administration** module reference guide.

Configuring Standard Folders

This section describes the procedures for configuring Folders, File Cabinets and Auto-Foldering to aid you in configuring the hierarchy that exists above Records Management folder types.

Note: Folder options available for other licenses (including managed folder options) are not covered in these topics. The options and screen shots shown in these topics are not license-specific.

Definitions

The following definitions are used in this section to describe expected behavior with folders.

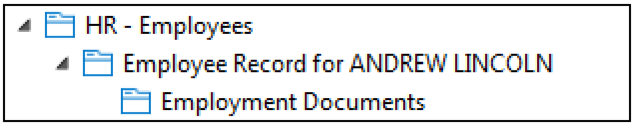
Folder Definition

Folders provide an additional interface for grouping documents for easy retrieval. This interface consists of file cabinets that contain folders.

- Each folder is based on a Folder Type. Folder Types determine a folder's setup, which includes the documents it can contain, whether documents are pulled into the folder automatically, and the folder's Keyword information.
- Folders are assigned Keyword Types by your system administrator. You can search for folders by Keyword Value.
- A folder can contain documents from multiple Document Types.
- A document can reside in multiple folders. Because the document resides in OnBase, it retains all permissions, properties, Keyword Values, document handle, and right-click menus (among other features).
- Folders can be configured to automatically store documents based on Keyword Values as they enter OnBase.
- You may be able to manually drag and drop documents into folders in the OnBase Client. COLD, DIP or Document Imaging can further automate this process.
- Depending on your privileges and how Folder Types are configured, you can create and delete folders and change their Keyword Values.

Folder Hierarchy

A folder's position in the folder tree is defined by its parent-child relationships. A folder that contains other folders is a parent folder. The folders residing within a parent are called child folders. Child folders can also be parent folders to the folders they contain.



In the illustration above, a folder named HR - Employees is the parent to the Employee Record for ANDREW LINCOLN folder, which is the parent to the Employee Documents folder. The Employee Documents folder is the child to Employee Record for ANDREW LINCOLN, and Employee Record for ANDREW LINCOLN is the child to HR - Employees. Notice Employee Record for ANDREW LINCOLN is both a parent and a child folder, depending on the context.

Folder Contents

Folders are classified based on their contents, which can be static, dynamic, or both. A static folder's contents must be manually added or removed from the folder. A dynamic folder's contents are automatically added based on common Keyword Values assigned to the folder. File cabinets can contain a combination of both static and dynamic folders. To determine whether a folder is static, dynamic, or both, check the status bar at the top of the folder window. For more information about static and dynamic folders, see their definitions later in this section.

Static Folder

Static folders allow users to manually add and remove documents as needed for a custom organizational hierarchy.

- You can add OnBase documents to a static folder using the OnBase Client, Web Client, and Unity Client.
- Adding a document to a folder does not physically move the document. Rather, the folder provides another way for users to easily access the document.
- You can drag documents from outside of OnBase into a folder using the OnBase Client.

  Documents imported using this method can be automatically indexed with the static folder's Keyword Values, provided that the folder's Keyword Types also exist on the Document Type.
- Documents residing in a static folder do not have to share the same Document Type or Keyword Values.

Dynamic Folder

Dynamic folders allow users to automatically store documents in folders based on Keyword Values.

- A dynamic folder contains all documents that match specified Keyword Value criteria and Document Types. Whenever the folder is opened, its contents are updated automatically.
- Documents that are automatically pulled into a dynamic folder are not physically moved. The folder just provides another way for users to easily access the document.
- For documents to be added manually to a folder from within OnBase, the Folder Type must be static or both static and dynamic.

  If a folder is both static and dynamic, documents containing Keyword Values not matching the folder Keyword Values can be added manually. If a folder is dynamic only, documents cannot be manually placed in or removed from the folder from within OnBase.
- You can drag documents from outside of OnBase into a folder.

  Documents imported using this method can be automatically indexed with the dynamic folder's Keyword Values, provided that the folder's Keyword Types also exist on the Document Type. You can change these values in the **Import Document** dialog box, but if you change a Keyword Value the folder uses to dynamically store the document, then the document will not be dynamically stored in the folder. If the folder can contain static contents, then the document will be statically stored in the folder.

Using Dynamic vs. Static Folders

Dynamic folders provide a predictable and organized approach to controlling which Document Types appear in a folder. Use a dynamic Folder Type if the folder should contain only documents that share the dynamic Keyword values assigned to that folder.

When a folder is dynamic only (as opposed to both static and dynamic), users cannot place documents manually into the folder from within OnBase, nor can they remove documents from the folder. When a dynamic folder is opened, documents are pulled into the folder through a dynamic database query for what should be in the folder, in real time.

Static folders let you group documents that don't share Document Type or Keyword Values. Users can manually add any document to a static folder, and placing it alongside the folder's existing contents. There is no relationship between any Keyword Values assigned to the folder and those assigned to the folder's documents. Any document that has been dropped into a static folder can also be removed from the folder.

As a best practice, dynamic folders should be used whenever possible. Static folders should be used only when a business need requires documents to be statically stored in the folder.

Note: A document can reside in as many folders as necessary. If a document resides in multiple folders, each instance of the document refers to one and only one document stored in OnBase. Any notes or annotations on the document are displayed on each instance of the document.

File Cabinet

A file cabinet is the highest organizational unit in a folder hierarchy. The file cabinet helps organize folders for easy retrieval. You can place OnBase folders into different cabinets just as you would physically with paper folders.

To open file cabinets in the OnBase Client, select **File | Open | File Cabinets**, or click the **Open File Cabinet** button from the Client toolbar.

Auto-Foldering

Auto-foldering can automatically create OnBase folders when documents are imported or created in Document Types that are set up for auto-foldering. Re-indexing, modifying Keyword Values, and updating AutoFill Keyword Set information will also create auto-folders if the Document Type is properly configured.

Auto-foldering should be used for folder creation whenever possible, because it removes the need to manually create folders and reduces the potential for human error. Auto-foldering also helps ensure that folder structures are consistent and logical.

If a folder is dynamic or static and dynamic, then all documents that meet the folder's dynamic criteria are pulled into the folder.

Related Folders

Related folders are OnBase folders that belong to specific Folder Types and share one or more common Keyword Values with the folder you are viewing. Related folders are not available for every folder. The Folder Type relationships and the Keyword Types that define them are set up in OnBase Configuration.

Related folders allow you to quickly access related information stored in different parts of the folder hierarchy. For example, suppose your folder system has customer claims and customer policy information stored in different branches of the folder tree. If the policy folders are designated as related to the claim folders, then you can access each customer's policy folder directly from the claim folders.

Note: Related folders are not available from the classic Folder Types window.

Folder Configuration Overview

The following procedures describe how to configure file cabinets and Folder Types. File cabinets and Folder Types must be configured before users can create folders.

Tip: Always design a folder hierarchy on paper before working in the Configuration module. When designing your folder structure, think of the folders in terms of the keywords they will use. Keywords are used to categorize, index, and auto-folder documents.

1. Designate an administrative super-user who can access all Folder Types for maintenance purposes. Choose a user account other than MANAGER.

   A super-user is helpful in several folder configuration scenarios. For example, if a user tries deleting a parent folder but lacks rights to a child folder, the user won't be able to delete the parent folder and won't know that there are child folders underneath.
2. Create the file cabinet. See page 48.
3. Configure a Folder Type for the folders that will reside in the file cabinet. See page 57.

Note: Folder Types are based on whether the folder should be static, dynamic or static and dynamic. Understand these classifications before beginning configuration; you must apply one or more to your Folder Types.

4. Configure Keyword Types. See page 83.
5. Configure the Auto-Name. See page 92.
6. Configure display options. Display options determine how folders and their contents are displayed to users. See page 72.
7. If the Folder Type's contents are **Static** only, you are finished with the Folder Type Configuration. Click **Close**.

   If the Folder Type's contents are dynamic (**Dynamic Document Types**, **Dynamic Document Type Groups** or a combination of **Static** and **Dynamic**), you must configure additional dynamic parameters. See page 110.
8. Create as many Folder Types as necessary for the folders in your file cabinet. File cabinets can contain folders of many different Folder Types. For example, folders based on static Folder Types and folders based on dynamic Folder Types can reside in the same file cabinet. See page 57.

Note: One Folder Type can be the model for multiple file cabinets or multiple folders, if they all share the same Folder Type characteristics.

9. Optionally, configure any filters or templates. See page 102 and page 117.
10. Optionally, set up any related Folder Types. See page 106.
11. Optionally, configure your folder system for folder notes. See page 142.
12. Create Custom Queries to retrieve folders. See page 179.
13. Configure User Group Privileges for Folder Types. See page 206.

14. Open the OnBase Client and create your folders.

Note: Auto-foldering allows OnBase to automatically create folders based on Keyword values of imported documents. See the Auto-Foldering on page 152.

File Cabinet Configuration

File cabinets are the highest level in the folder structure. All folders must reside in a file cabinet.

File cabinets are considered top-level folders and must be based on a Folder Type. Name the Folder Type and the file cabinet in a way that clearly reflects their 1:1 relationship (i.e., that the file cabinet is based on the Folder Type).

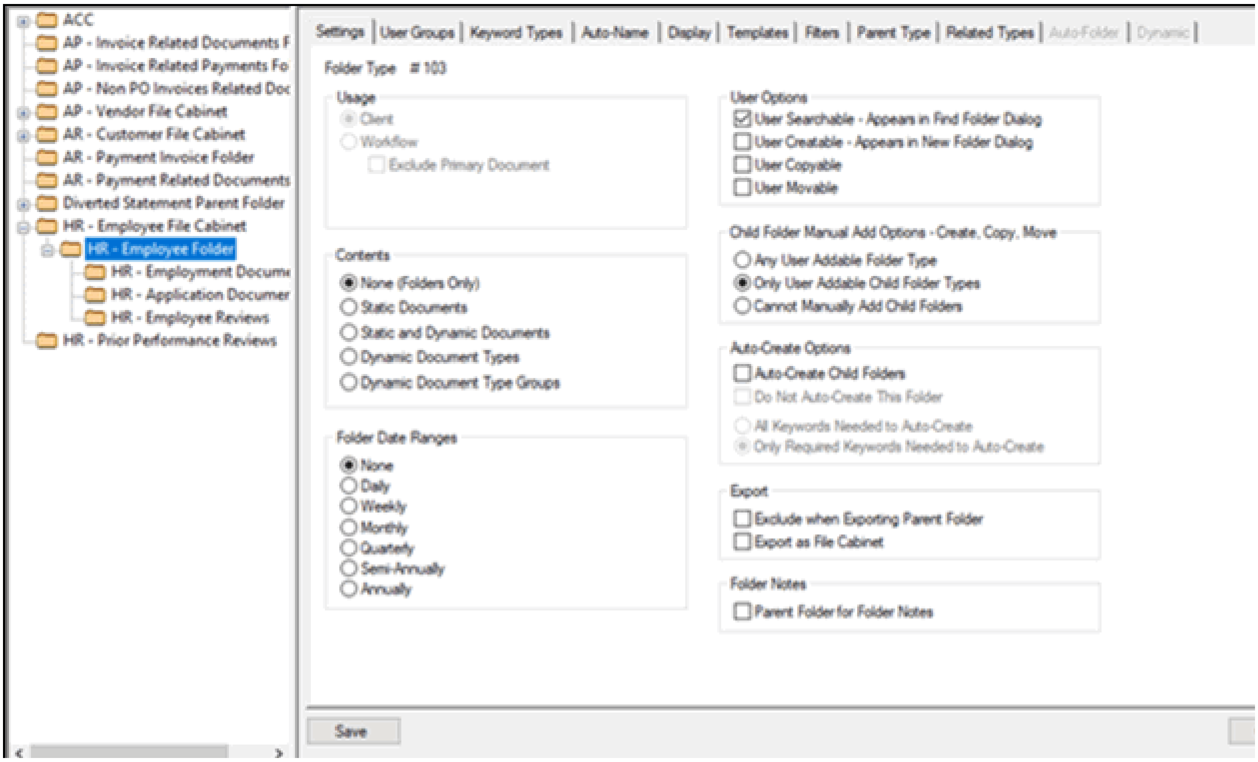
There are two ways to configure a file cabinet and its Folder Type:

- Simultaneously through the Folder Type configuration dialog box (**Document | Folder Types**). See page 49 for details
- Separately by first configuring the Folder Type for the file cabinet (**Document | Folder Types**), and then configuring the file cabinet (**Document |File Cabinets**). See Configuring Only the Folder Type for a File Cabinet on page 52 and Creating a File Cabinet Only on page 54.

Creating Both a File Cabinet and its Folder Type

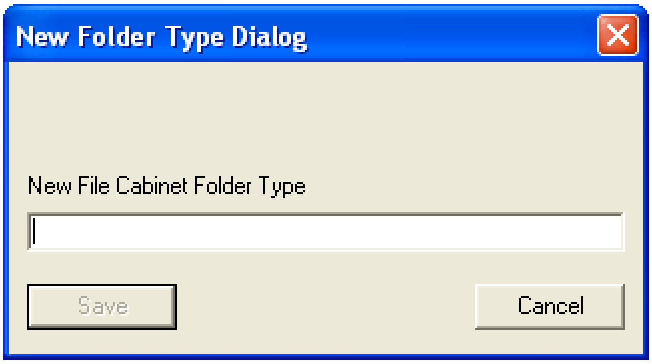
The following procedure describes how to create a file cabinet and its Folder Type at the same time.

1. In OnBase Configuration, select **Document | Folder Types**. The **Folder Type** configuration dialog box is displayed:
   - The left pane contains the folder tree, which displays previously configured Folder Types and their parent/child relationships.
   - The right pane contains all available configurable settings for a Folder Type.



2. Right-click the folder tree background and select **New File Cabinet**.

3. The **New Folder Type** dialog box is displayed. In the field provided, type the name of the new Folder Type.



- When you create a file cabinet this way, the name entered for the Folder Type is also used for the file cabinet. If you rename the Folder Type after creating the file cabinet, the file cabinet's name remains the same. To rename the file cabinet, see Renaming File Cabinets on page 101.
- Use a name that reflects the types of documents the file cabinet will contain. Ensure the naming convention indicates that this Folder Type is for a file cabinet.

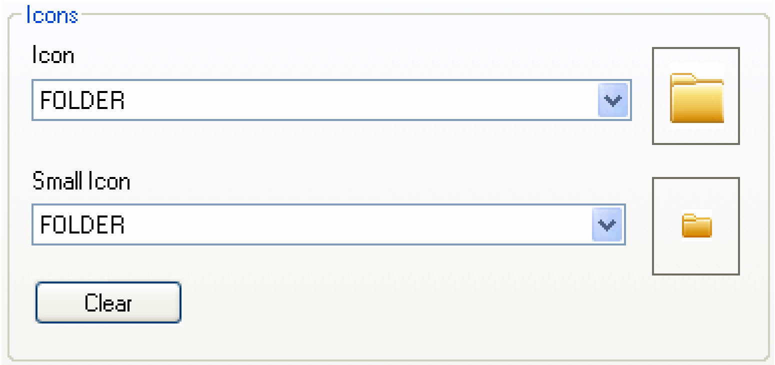
  For example, if the file cabinet will contain insurance policies, name the Folder Type **INS - Policies File Cabinet**. These naming conventions will make it easier to manage a folder structure containing many Folder Types and file cabinets.

4. Click **Save**. The new Folder Type is selected and ready for configuration.
5. Select the new Folder Type, right-click and select **File Cabinets** to see the file cabinet that corresponds to the Folder Type.
6. Select the file cabinet and click **User Group**.
7. Select User Group(s) from the **Available Groups** list and click **Add** to move them to the **Selected Groups** list. User Groups in the **Selected Groups** list will be able to access the file cabinet from the Client and perform all actions configured for the Folder Types inside the file cabinet.

Note: To access the file cabinet, User Groups must be assigned to both the file cabinet and the corresponding Folder Type. When a file cabinet is created using this method, the User Groups you add to the Folder Type before clicking **Save** are assigned to both the file cabinet and the Folder Type. If you later change the User Groups assigned to the Folder Type, then you must select the **Apply User Group Setting to File Cabinet** option to propagate your changes to the file cabinet. Otherwise, you can change the file cabinet's User Group assignment manually using the **File Cabinet** dialog box.

Tip: Only the file cabinet(s) based on the selected Folder Type are displayed when you right-click and select **File Cabinets**. To see all file cabinets in OnBase, select **Document | File Cabinets**.

8. Click the **Display** tab. Under **Icons**, select an image to represent the file cabinet or folders based on this Folder Type. Select the same image from the **Icon** and **Small Icon** drop-down lists.



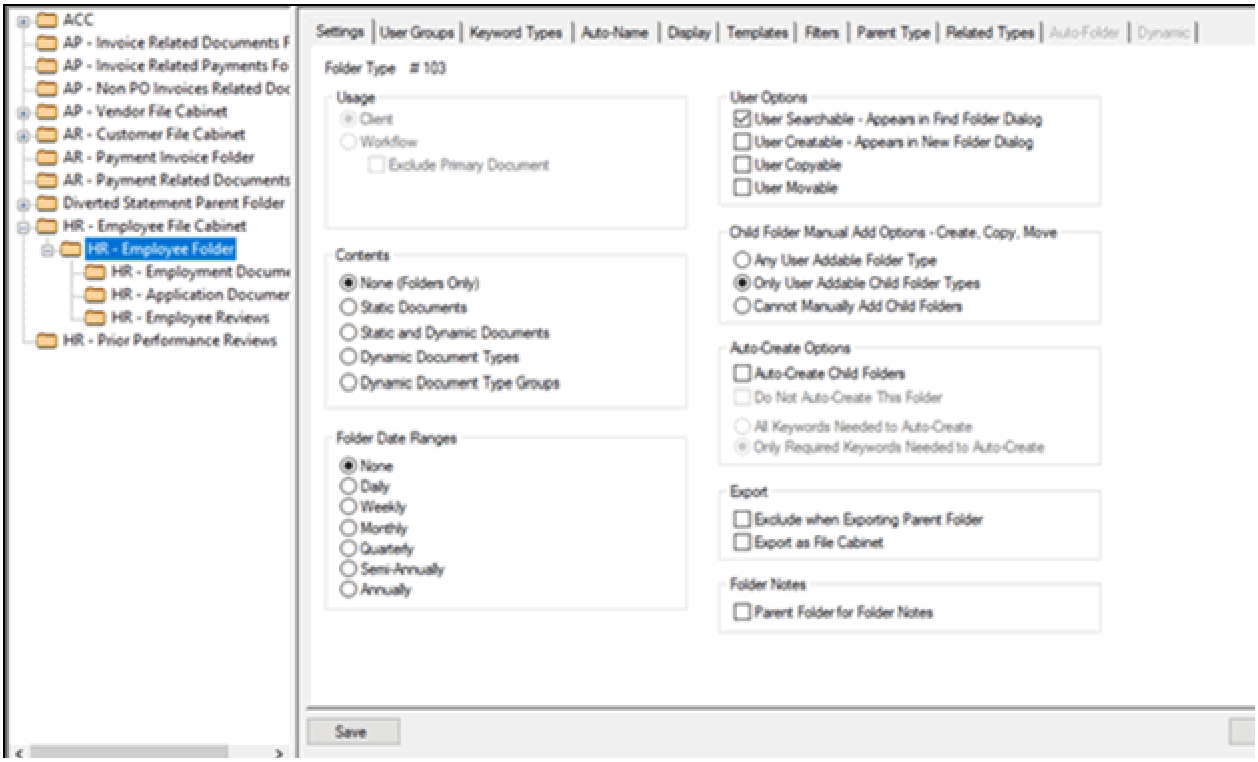
9. Click **Save** when finished. Do not configure any additional items for a file cabinet.

Configuring Only the Folder Type for a File Cabinet

For each file cabinet, you must configure a unique Folder Type to base it on. This Folder Type is required so that OnBase can build the folder structure. Follow this procedure to configure the file cabinet and its Folder Type separately.

Tip: To create both the file cabinet and its Folder Type in a single procedure, see Creating Both a File Cabinet and its Folder Type on page 49.

1. In OnBase Configuration, select **Document | Folder Types**. The **Folder Type** configuration dialog box is displayed.



This dialog box contains two panes:

- The left pane contains the folder tree, which displays previously configured Folder Types and their parent/child relationships.
- The right pane contains all available configurable settings for a Folder Type.

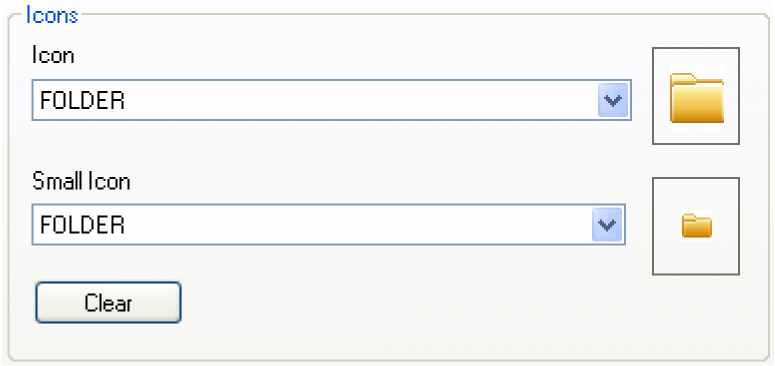
2. Right-click the folder tree background and select **New Workflow Folder**.
3. In the **New Folder Type Name** field, type the name of the new Folder Type.

Tip: Use a name that reflects that the Folder Type is for a file cabinet. For example: **Human Resources File Cabinet** or **Human Resources FC**.

4. Click **Save**.

5. The **Settings** tab is displayed.
    a. Under **Usage**, select **Client**. For Workflow or Records Management configurations, see the Workflow or Records Management documentation.
    b. Under **Contents**, select **Folders Only**.
6. Click the **User** tab. Assign one or more User Groups to the Folder Type.

    In addition, you must also assign the rights for users to view folder documents. Ensure Document Types and User Groups & Rights are appropriately configured for users who need access to folder documents.
7. Click the **Display** tab. Under **Icons**, select an image to represent the file cabinet or folders based on this Folder Type. Select the same image from the **Icon** and **Small Icon** drop-down lists.



8. Under **Child Folder Display Options**, select how folders should be displayed when a user opens the file cabinet. For information about these options, see Child Folder Display Options on page 77.

Note: Don't configure any Keyword Types, Auto-Name strings, or parents for Folder Types that will be used as file cabinets. Keyword Types serve no purpose on file cabinets because users won't retrieve file cabinets using keyword searches. Auto-Name strings are also unnecessary because they are overridden by the name of the file cabinet. No parent should be assigned to a file cabinet Folder Type because file cabinets are the top level of the folder tree.

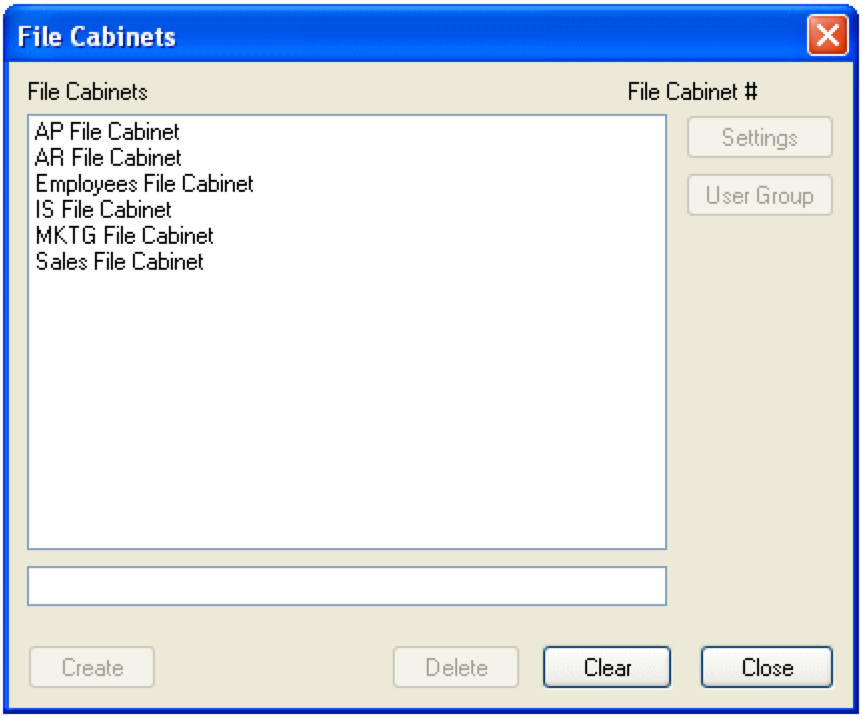
9. Click **Save** when finished. No further configuration is required for the file cabinet Folder Type.
10. Create the file cabinet and associate it with the new Folder Type. See Creating a File Cabinet Only on page 54.

Creating a File Cabinet Only

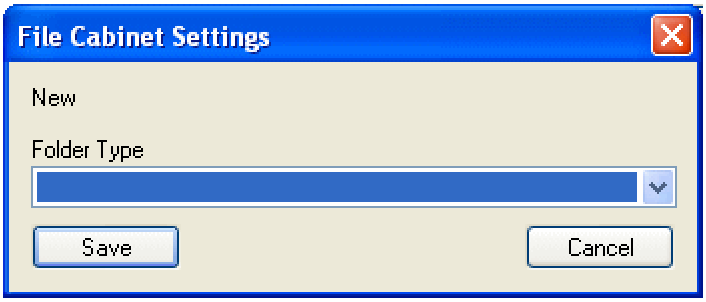
Use the following steps to create a file cabinet and assign it to a Folder Type.

Note: Before creating a file cabinet, you must create its Folder Type. See Configuring Only the Folder Type for a File Cabinet on page 52.

1. In OnBase Configuration, select **Document | File Cabinets** to open the **File Cabinets** dialog box.



2. Type the file cabinet's name in the field provided.
3. Click **Create**. The **File Cabinet Settings** dialog box is displayed.



4. Under **Folder Type**, select the Folder Type created for the file cabinet. This Folder Type must have no parent Folder Types.

5. Click **Save**.

Note: Once a file cabinet is associated with a Folder Type, the Folder Type's **Parent Type** tab is unavailable and the parent Folder Type assignment is ignored. When the file cabinet is deleted, the **Parent Type** tab is available and the parent Folder Type assignment is restored.

Note: Managed folders are not available for selection.

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6. You are prompted to assign User Group access to the file cabinet. Select User Groups from the **Available Groups** list and click **Add** to move them to the **Selected Groups** list. These User Groups can access the file cabinet in the Client.
7. Click **Close** to save the setting.
8. Continue to define the Folder Types and folder structure for the file cabinet.

Tip: From the Folder Types Configuration dialog box tree view, you can select a Folder Type, right-click and select **File Cabinet** to see the file cabinet to which the Folder Type is assigned. You can also modify the User Groups assigned to a file cabinet from that location.

Assigning User Groups to a File Cabinet

Complete the following procedure to control User Group access to a specific file cabinet. To grant a User Group access to a file cabinet, you must assign the User Group access to both the file cabinet and the Folder Type on which the file cabinet is based.

1. In Configuration, select **Document | File Cabinets**. The **File Cabinets** dialog box is displayed.

Tip: If you know the file cabinet's Folder Type, you can also select the Folder Type from the **Folder Type** dialog box, right-click, and select **File Cabinets**.

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2. Select the file cabinet and click **User Group**.
3. Select User Groups from the **Available Groups** list and click **Add** to move them to the **Selected Groups** list. To revoke a User Group's access to the file cabinet, select the User Group from **Selected Groups** and click **Remove**.
4. Click **Close**.
5. Click **Close** to close the **File Cabinets** dialog box.

   Now assign the same User Groups to the file cabinet's Folder Type.
6. Select **Document | Folder Types**.
7. Select the Folder Type on which the file cabinet is based.
8. Click the **User Groups** tab.
9. Add the User Groups you assigned to the file cabinet.
10. Click **Save**.

Renaming a File Cabinet

File cabinets are displayed using the names configured in the **File Cabinets** dialog box in OnBase Configuration. You cannot rename a file cabinet by modifying its Folder Type's Auto-Name string.

To rename a file cabinet, see Renaming File Cabinets on page 101.

Deleting a File Cabinet

You can delete a file cabinet from the **File Cabinets** dialog box. This procedure does not delete the Folder Type on which the file cabinet is based, so other file cabinets based on the Folder Type are not affected.

1. In OnBase Configuration, select **Document | File Cabinets** to open the **File Cabinets** dialog box.
2. Select the file cabinet and click **Delete**.
3. Click **Yes** when prompted.
4. Click **Close** to exit the **File Cabinets** dialog box.

Folder Type Configuration

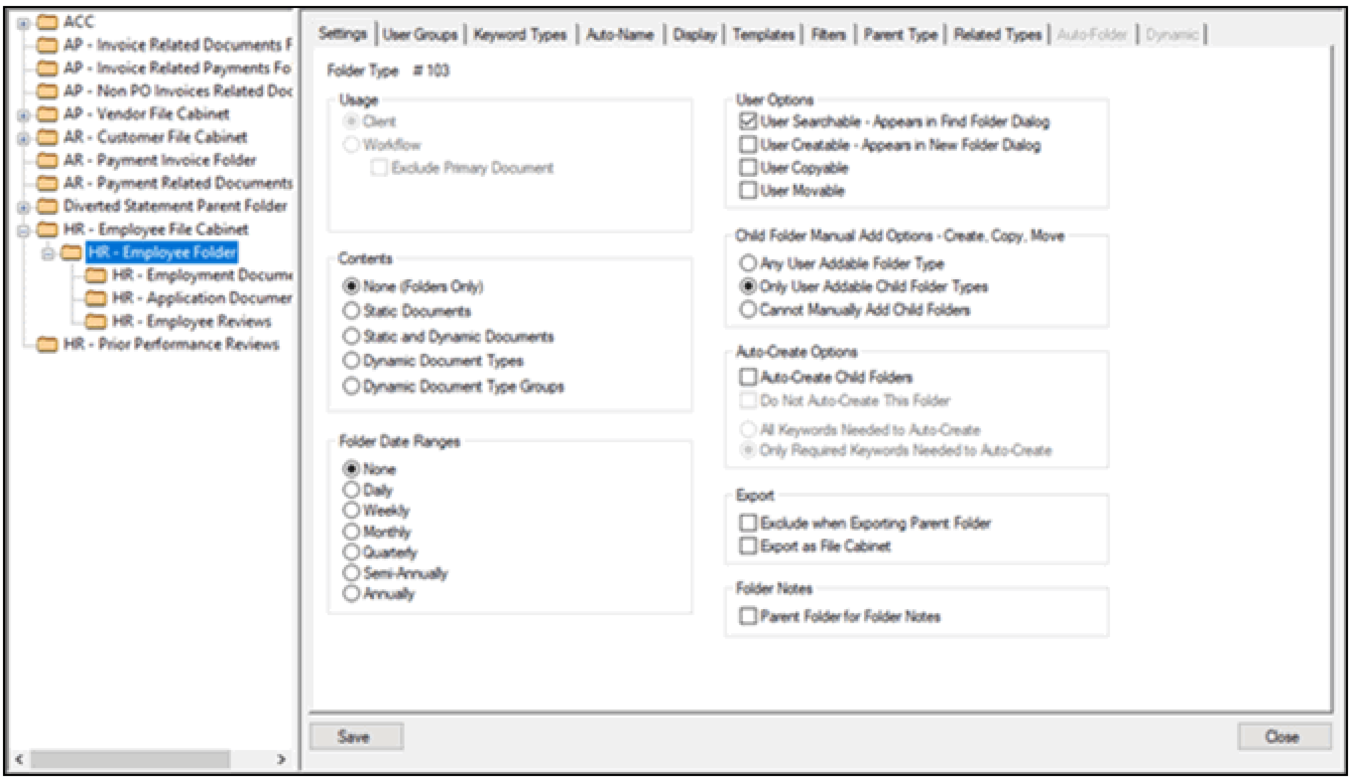
Folder Types must be configured before users can use file cabinets and folders within OnBase. Folder Type configuration controls the following behavior:

- Users' ability to create, move, and copy folders
- Automatic creation of folders as documents are imported into OnBase or re-indexed (auto-foldering)
- Automatic creation of a folder hierarchy before documents are imported into OnBase (auto-creation)
- The ability to add notes to folders

- How documents are added and organized

Note: Folder Types control whether folder contents are static, dynamic, or both. Understand these classifications before beginning configuration; you must apply one or more to your Folder Types.

1. In OnBase Configuration, select **Document | Folder Types**. The **Folder Type** configuration dialog box is displayed:
   - The left pane contains the folder tree, which displays the Folder Types you have privileges to view and their parent/child relationships.
   - The right pane contains all available configuration settings for a Folder Type.
   - The title bar displays an asterisk (*) next to the Folder Type name when there are unsaved changes to the Folder Type.

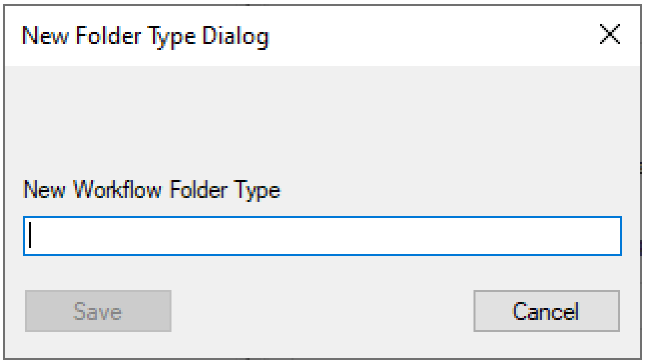


Tip: To expand all Folder Types within a selected branch of the folder tree, right-click and select **Expand Tree**.

2. Right-click the folder tree background and select **New Workflow Folder**.

   You can also select **New Child** from the right-click menu to place the new Folder Type inside the currently selected Folder Type. This method automatically assigns the currently selected Folder Type as the parent of the new Folder Type.

3. The **New Folder Type Name** dialog box is displayed. In the field provided, type the name of the new Folder Type.



   - Choose a name that reflects the types of documents its folders will contain. For example, if folders based on this Folder Type will contain Auto Insurance policies, you could name the Folder Type **INS - Auto Policies**.
   - Use a prefix (or other descriptive name) to indicate that this Folder Type is for a folder.

   These naming conventions will make it easier to manage a folder structure containing many Folder Types.

Tip: Consider folder naming conventions carefully. Folder Types names are displayed in the folder search interface, which allows users to find specific folders. Choose a naming convention that makes sense for the user.

4. Click **Save**. The new Folder Type is selected with the **Settings** tab displayed.
5. Continue to additional configuration tasks as necessary
   - Folder Type Settings on page 60
   - Folder User Groups on page 70
   - Folder Display Options on page 72
   - Folder Keyword Types Configuration on page 83
   - Folder Auto-Name Configuration on page 92
   - File Cabinet Configuration on page 48 (required)
   - Dynamic Folder Type Configuration on page 110
   - Auto-Foldering on page 152

Tip: To create a new Folder Type, copy an existing Folder Type that has similar configuration settings, and then customize the copy. This method allows you to quickly create new Folder Types without configuring each option. For more information, see Copying Folder Type Configurations on page 149.

Folder Type Settings

Folder Type settings control how folders are created and populated in OnBase. Continue to the following topics for information about available settings:

- Usage and Content Settings on page 60
- User Options on page 62
- Child Folder Manual Add Options on page 64
- Auto-Create Options on page 66
- Date-Based Folders on page 68
- Folder Notes on page 69

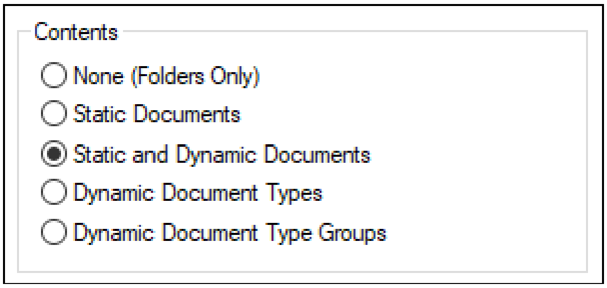
Usage and Content Settings

When you create a Folder Type, you must specify how it will be used and what it will contain.

1. With the Folder Type selected in the folder tree, select the **Usage** option for the Folder Type. Unless the Folder Type will be used solely for Workflow Work Folders or Records Management, select **Client**. This allows the Folder Type to be used in the Client module.

   For information about Workflow Work Folders, Records Management, or Document Tracking, see the respective documentation for these modules.

2. Under **Contents**, select the option describing what folders of this Folder Type will contain:



Available options are described in the following table:

Contents	Description
None (Folders Only)	Select to allow only child folders to be placed directly in the folder, not documents. With this setting, documents can be placed only in child folders within the folder. **Note:** If the **Include Child Folder Static Contents** display option is selected for a **None (Folders Only)** Folder Type, its child folders' documents will be displayed directly in the folder.
Static Documents	Select if folders of this Folder Type will contain documents as well as folders. Any type of document can be placed into a static folder. Because there are no Document Type restrictions, you don't need to configure dynamic folder parameters.
Static and Dynamic Documents	Select if folders of this Folder Type will contain both static folders as well as dynamic folders.
Dynamic Document Types	Select if folders of this Folder Type will contain documents as well as folders. Documents from Document Types configured for the folder are displayed in the folder. Every time the folder is opened, the database is queried for documents that match the folder's Document Type and keyword criteria. Be sure to configure dynamic parameters for the Folder Type. See Dynamic Folder Type Configuration on page 110.
Dynamic Document Type Groups	Select if folders of this Folder Type will contain documents as well as folders. Only documents from Document Type Groups configured for the folder are displayed in the folder. Every time the folder is opened, the database will be queried for documents that match the folder's Document Type Group and keyword criteria.

Note: If a Folder Type has both static and dynamic contents, it is possible for folders to contain duplicate documents. A document is displayed twice in a static and dynamic folder if the document meets the dynamic criteria and is also placed in the folder manually.

User Options

On the **Settings** tab, the user options specify whether users can create, search for, move, or copy folders of this Folder Type.

Under **User Options**, select the options appropriate for your solution:

- User Searchable
- User Creatable
- User Copyable
- User Movable

User Searchable

This option allows users to search for folders of this Folder Type. User-searchable Folder Types are listed in the **Find Folder** dialog box in the Client.

User Creatable

This option allows users to create a folders of this Folder Type inside a folder or file cabinet. User-creatable Folder Types can be selected from the **New Folder** dialog box in the Client. Users must have the **Create** folder privilege to create folders.

User Copyable

This option allows users to copy folders of this Folder Type to other folders. By copying folders, users can quickly create duplicate records of data in the folder system while maintaining one set of documents.

- All Keyword values from the original folders are replicated on the copies.
- When a folder is copied, all of its child folders are copied as well. Child Folder Types don't need to be configured as copyable.
- Users must have the **Copy** folder privilege for the selected Folder Type to copy folders.
- Users can copy folders only in the OnBase Client. Users cannot copy folders in the OnBase Web Client or Unity Client.

User Movable

This option allows users to move folders of this Folder Type to other folders. Movable folders offer the flexibility to change how a folder and its contents are classified in your folder system.

- OnBase can update the Keyword values on a moved folder and its contents to match the values on the new parent folder. For information about this feature, see Keyword Update Rules for Moved Folders on page 63.
- When a folder is moved, all of its child folders are moved, too. Child Folder Types don't need to be configured as movable.
- Users must have the **Move** folder privilege for the selected Folder Type to move folders.
- Users can move folders only in the OnBase Client. Users cannot move folders in the OnBase Web Client or Unity Client.

Keyword Update Rules for Moved Folders

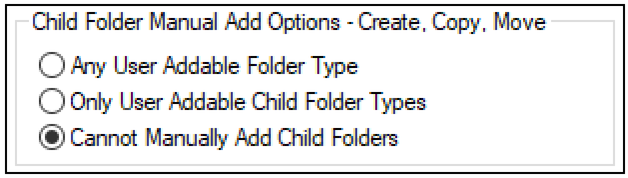
When you move a folder, you may want to update its contents' Keyword values to match those on the new parent folder. For example, in a Human Resources environment, moving an employee's files from a **Temporary** folder to a **Full-Time** folder represents a change in status for that employee. In this case, OnBase can update the employment status on all of the employee's files.

OnBase uses the following rules when updating values on a moved folder and its contents:

- If the new parent folder has a different Folder Type than the original parent folder, then no Keyword Values are updated.
- If the original parent folder and the new parent folder are based on the same Folder Type, then OnBase updates the values of Keyword Types configured as "common parent Keyword Types" on the moved folder and its contents.
- If either the moved folder or the new parent folder have multiple or blank Keyword Values for any of the common Keyword Types, then no Keyword Values are updated. If contents won't be updated, OnBase displays a notification and requests confirmation to move the folder.
- If the moved folder and its contents have different values for a common Keyword Type, then that Keyword Type is not updated on child folders and documents. This rule prevents the improper updating of values when the contents should have different values than the moved folder.
- Keyword values are updated on documents and folders regardless of the user's Keyword privileges on the documents and folders.
- Keyword changes are logged. To view changes, right-click the affected document or folder, and then select **History**.
- Keyword values are not updated on managed folders or their contents if the folders are not in an open state.

Child Folder Manual Add Options

If the Folder Type contains child Folder Types, you can restrict the Folder Types users can manually create, copy, or move within the current Folder Type.



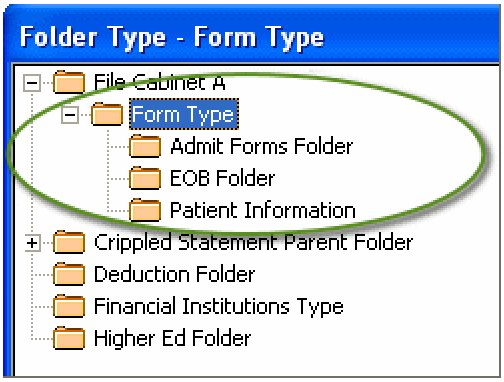
From the **Child Folder Manual Add Options** section, select one of the following options listed below (which are unavailable for Workflow or Records Management folders). These options control which Folder Types can be manually created or added to the selected Folder Type.

Option	Description
Any User Addable Folder Type	Makes all user-creatable Folder Types available for creation within an existing folder. Users can copy or move any folders to this Folder Type. Folder Types that are not user-creatable cannot be created or added to the folder. **Note:** This option is unavailable if the Folder Type is configured to order child folders by Keyword Value. See Order by Keyword Value on page 76 for more information.
Only User Addable Child Folder Types	Makes only the user creatable child Folder Types for the current Folder Type available for creation within an existing folder. Copyable and movable folders can be added only if they are a child Folder Type of the current Folder Type. Folder Types that are not user-creatable cannot be created or added to the folder.
Cannot Add Child Folders	Users cannot manually create or add folders within folders of this Folder Type. For example, you may have the Folder Type configured to auto-create its child folders, or the child Folder Types are configured for auto-foldering.

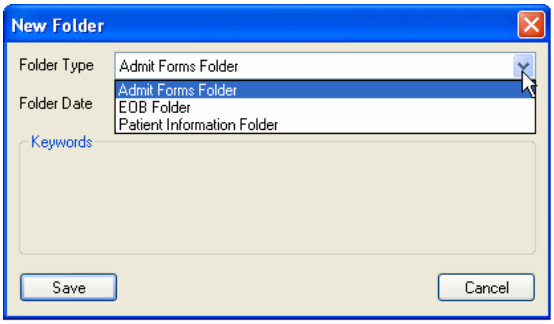
See the Examples of Child Folder Manual Add Options for the options available from these selections.

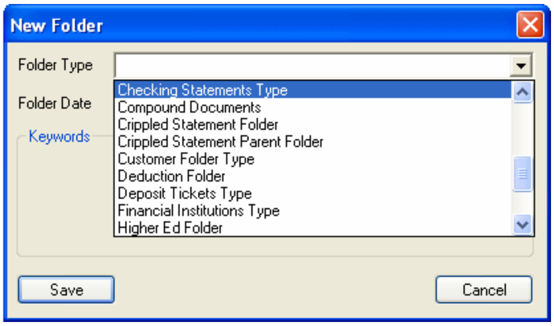
Examples of Child Folder Manual Add Options

The following example shows the effects of child folder options in the OnBase Client. This example uses the **Form Type** Folder Type, whose structure is illustrated below:



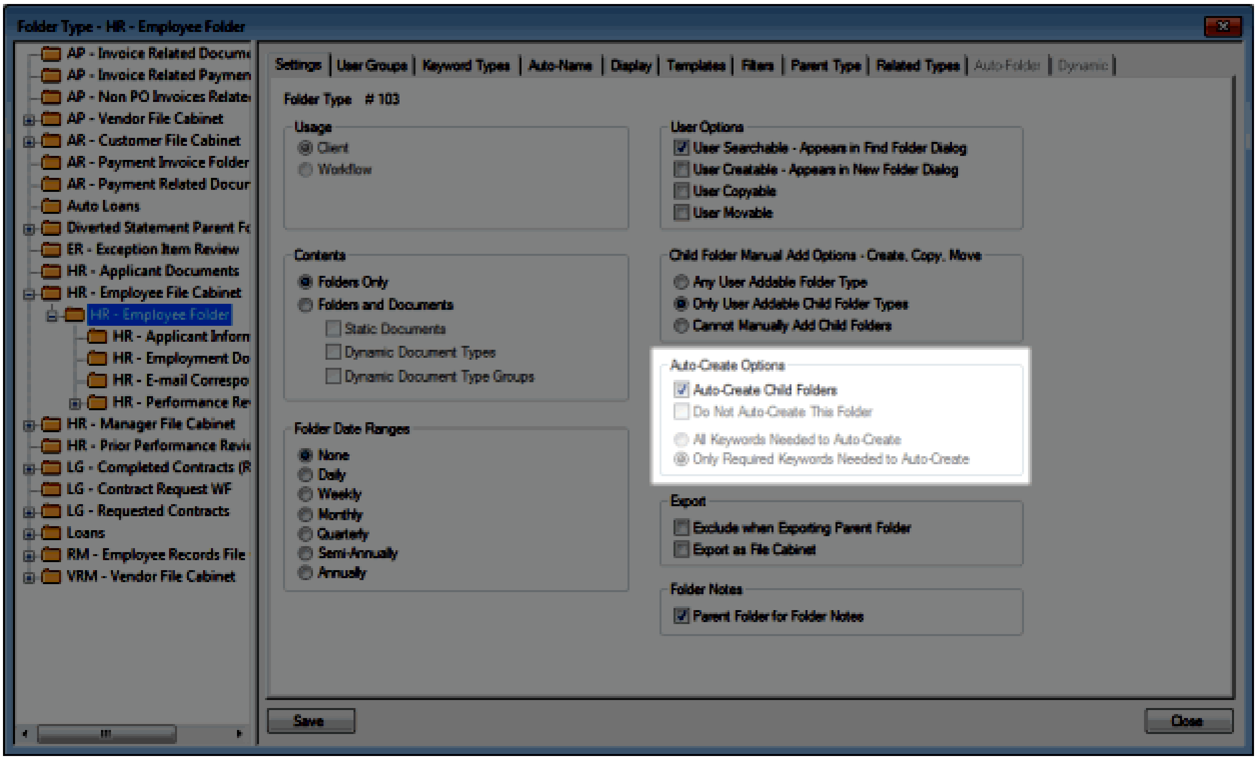
Refer to the following illustration. In the example on the left, the **Form Type** Folder Type is configured to allow **Only User Addable Child Folder Types**. Notice only the three child Folder Types of **Form Type** are available. In the example on the right, the **Form Type** Folder Type is configured to allow **Any User Addable Folder Type**. Notice all OnBase Folder Types configured as user-creatable are available.





Auto-Create Options

Auto-creation lets you create a consistent child folder structure for all folders that are based on the current Folder Type. Use auto-creation when each folder should have a consistent set of child folders regardless of whether they contain documents. If you want to create folders only when their documents reside in OnBase, you may prefer auto-foldering. For a comparison of auto-creation and auto-foldering, see Auto-Creation and Auto-Foldering on page 67.



For information about each auto-create option, see the following topics:

- Auto-Create Child Folders on page 66
- Do Not Auto-Create This Folder on page 66
- All Keywords Needed to Auto-Create on page 67
- Only Required Keywords Needed to Auto-Create on page 67

Auto-Create Child Folders

Select this option to automatically create the child folder structure when a folder based on this Folder Type is created. This feature creates a folder structure before the child folders' documents are present in OnBase, and it ensures that each folder based on this Folder Type has a consistent child folder structure.

Do Not Auto-Create This Folder

Select this option to prevent folders based on this Folder Type from being auto-created when the parent folder is created. This option applies only if the Folder Type's parent is configured to auto-create child folders.

For example, suppose you have an **Employee Documents** Folder Type that is configured to auto-create its child folders. The **Employee Documents** Folder Type may have a **Separated** child Folder Type to contain employee separation documents. A **Separated** folder should reside in an employee's **Employee Documents** folder only if the employee has left the company.

If you wanted all child folders within the **Employee Documents** Folder Type to be auto-created except for **Separated**, you would apply the **Do Not Auto-Create This Folder** option to the **Separated** Folder Type.

All Keywords Needed to Auto-Create

Select this option if a folder based on the current Folder Type should be auto-created only if values for all of its Keyword Types are provided on the parent folder.

A folder based on the current Folder Type will not be auto-created unless it can inherit all of its Keyword values from the parent folder.

Only Required Keywords Needed to Auto-Create

Select this option if a folder based on the current Folder Type can be auto-created as long as the values for its required Keyword Types are provided on the parent folder.

A folder based on the current Folder Type will not be auto-created unless it can inherit all of its required Keyword values from the parent folder.

For more information about required Keyword Types, see Required Keyword Types for Folder Types on page 88.

Auto-Creation and Auto-Foldering

OnBase provides two methods for creating folders automatically: auto-foldering and auto-creation. Auto-foldering automatically creates a folder and all of its parent folders when a document is imported. Auto-creation automatically creates a folder's child folders (one child folder per child Folder Type) when the parent folder is created, even if the child folders' documents don't yet exist in OnBase.

Choose the method of folder creation that best suits your business practices. If folders should be created before documents are imported, and each folder will contain the same subset of child folders, use auto-creation. Keep in mind that empty, auto-created folders may confuse users who expect the folders to contain documents. If a folder should be created only when one of its documents is brought into OnBase, use auto-foldering.

Auto-creation and auto-foldering can be used together to build the folder structure both up and down the folder tree. Rather than configuring auto-foldering for each child Folder Type in a folder tree, you can configure auto-foldering on either the parent Folder Type or one of the child Folder Types. Then, use the auto-create options to create the rest of the child folders when the parent folder is created. This configuration saves you time because you don't have to configure auto-folder Keyword Types for each child Folder Type.

Note: Do not select **Auto-Create Child Folders** when all child Folder Types have auto-foldering configured or when there is only one child Folder Type. The auto-create option should be used only if there are multiple child Folder Types.

For more information about auto-foldering, see Configuring a Folder Structure for Auto-Foldering on page 157.

Date-Based Folders

Date-based folders let you organize documents by Document Date using folder date ranges. By applying a folder date range, you can use folders to dynamically store documents whose Document Dates fall within the specified range. This feature provides the most value when used with dynamic folders, auto-foldering, or both.

- When used with auto-foldering, folders are created based on Document Date.

  For example, suppose auto-foldering is configured for checking statements, and the Folder Type has a folder date range of **Monthly**. When a checking statement enters OnBase with a date of 01/11/2008, a folder will be created for the month of January. When a checking statement enters OnBase with a date of 02/11/2008, a folder will be created for the month of February.
- When dynamic date-based folders are manually created, the folder date range is based on the user-specified **Folder Date** value. To be dynamically stored, documents must have a Document Date that falls within the date range on the folder, and they must satisfy any criteria configured on the Folder Type's **Dynamic** tab.

  For example, if you create a month-based folder in January, all documents that satisfy the Folder Type dynamic criteria and whose Document Dates are within the month of January will be automatically pulled into the folder.

Note: Changing the **Folder Date** value after a folder is created will not change the folder's date range. In the example above, if you changed the Folder Date from 01/11/2008 to 04/11/2008, the folder will retain a date range of January.

Folder date range options are described in the following table:

Date Range	Description
None	Folders will not organize contents based on date.
Daily	Folders will contain documents whose Document Dates are the same.
Weekly	Folders will contain documents whose Document Dates fall within the same week (e.g., Sunday–Saturday). By default, OnBase uses Sunday as the start of the week. To change the start of the week for weekly folders, configure Weekly Folder Settings on page 116.
Monthly	Folders will contain documents whose Document Dates fall within the same month.
Quarterly	Folders will contain documents whose Document Dates fall within the same quarter. Q1 is January–March, Q2 is April–June, Q3 is July–September, and Q4 is October–December.
Semi-Annually	Folders will contain documents whose Document Dates fall within the same half of the year (January–June or July–December).
Annually	Folders will contain documents whose Document Dates fall within the same year.

Tip: You can have different combinations of folder date ranges between parent folders and child folders. For example, a parent folder can be configured with a folder date range of **Annually** and it can contain child folders with folder date ranges for **Monthly**.

Note: You must configure the Auto-Name string to name date-based folders appropriately. See the Auto-Name configuration section for details.

Folder Notes

If users need to add comments or bookmarks to folders of this Folder Type, select **Parent Folder for Folder Notes**. This setting allows users who have sufficient privileges to add folder notes to any folders or child folders of this Folder Type. For information about folder notes and how they are configured, see Folder Notes on page 142.

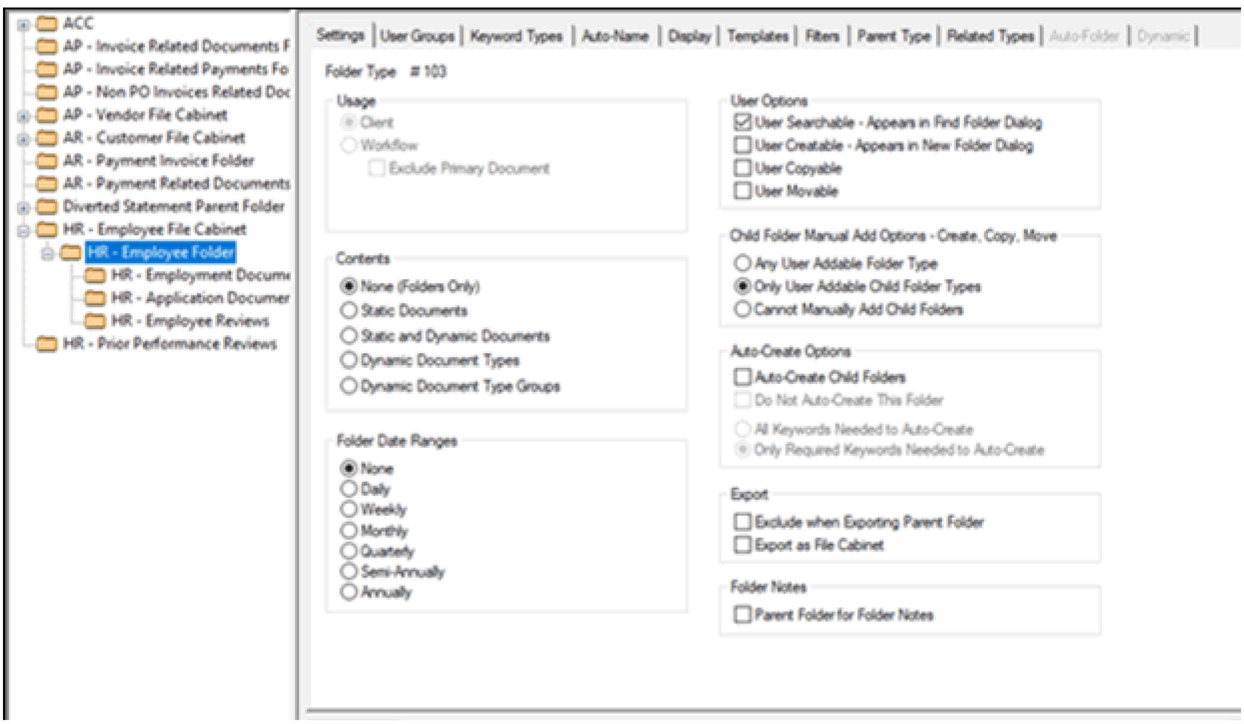
Folder User Groups

The **User Groups** tab controls User Group access to folders based on the selected Folder Type. To allow users to open a folder, you must assign their User Group privileges to view the Folder Type, its parent Folder Types, and its file cabinet. If a user lacks rights to the file cabinet or parent Folder Type in which a folder resides, the user cannot open that folder.

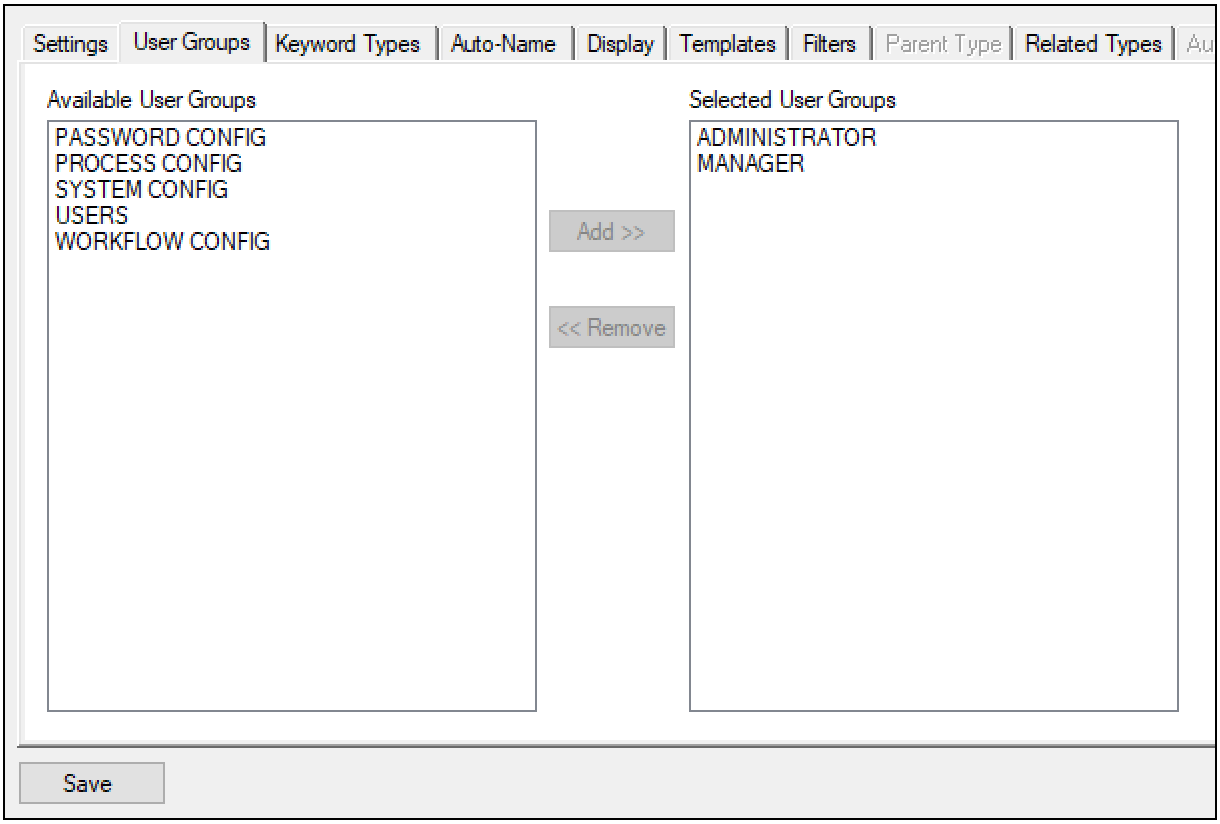
Note: If you are updating a file cabinet Folder Type, updated User Group assignments are updated automatically to the associated file cabinet.

To configure User Groups for a Folder Type:

1. In the OnBase Configuration module, select **Document | Folder Types**. The **Folder Type** dialog box is displayed.



2. Select the Folder Type you want to configure from the folder tree and select the **User Groups** tab. A list of available and selected User Groups for the Folder Type is displayed.

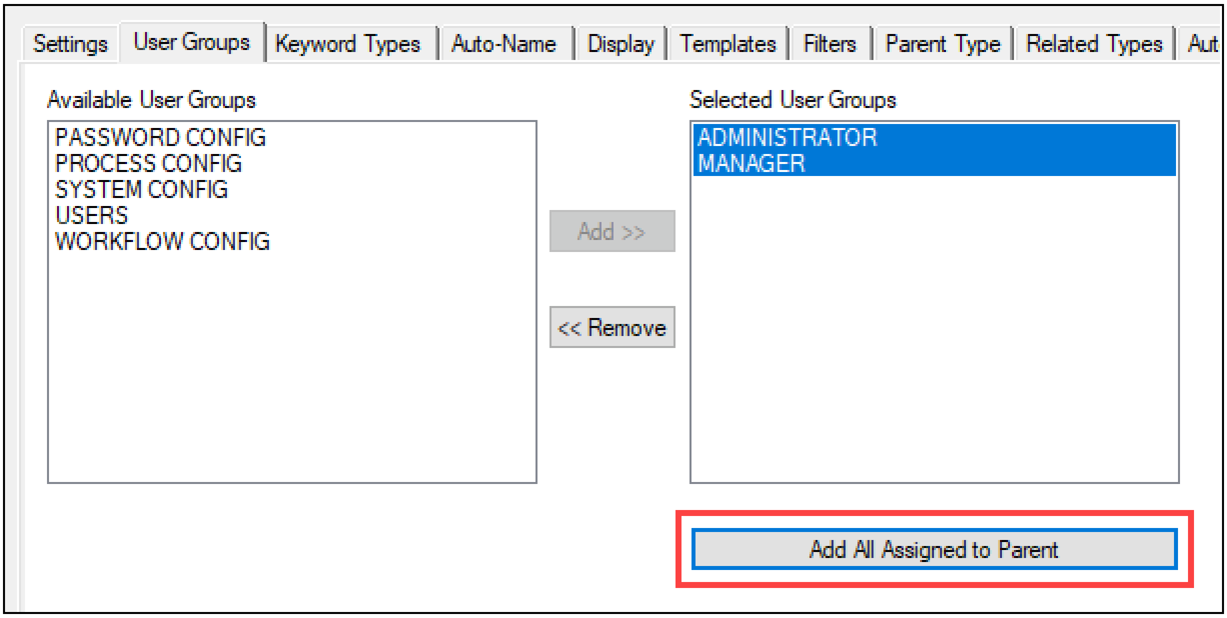


3. From the **Available User Groups** list, select one or more User Groups to assign to the Folder Type.

4. Click **Add**. The selected User Groups are moved to the **Selected User Groups** list.

Tip: You also can double-click a User Group from the **Available User Groups** list to move it to the **Selected User Groups** list.

If you selected a child Folder Type, click **Add All Assigned to Parent** to assign all User Groups assigned to the parent Folder Type to the child Folder Type.



5. Click **Save**.

Note: In addition to assigning rights to the Folder Type, you must also assign users rights to view documents within the folder. Ensure Document Types and User Groups & Rights are appropriately configured for users who need access to documents inside folders.

Folder Display Options

The Display tab allows you to configure folder display options. Folder display options let you configure how a folder and its contents are displayed. To configure display options, see the following topics:

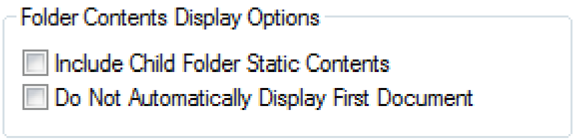
- Folder Contents Display Options on page 73
- Icons on page 74
- Document Sort Order on page 74
- Order Child Folders By on page 75
- Child Folder Display Options on page 77

- Folder Tabs on page 82

Note: In the OnBase Client, **Child Folder Display Options** and **Folder Tabs** options apply to the advanced File Cabinets window only.

Folder Contents Display Options

These options control how documents are displayed in a folder. Use these options to determine how static documents are displayed and whether the folder should automatically open the first document.

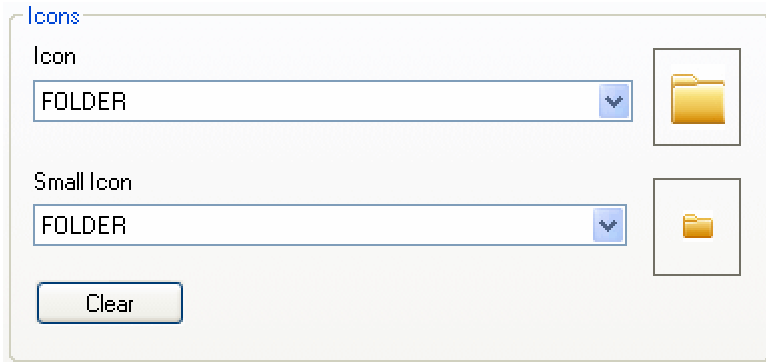


Options are described in the following table:

Option	Description
Include Child Folder Static Contents	Select this option to have the **Documents** pane display both documents residing in the folder and documents residing statically in its child folders when the folder is opened. If this option is not selected, users must open child folders to view documents that statically reside in the child folders. **Note:** It is recommended you do not use the **Include Child Folder Static Contents** option, but rather create a folder structure that contains all the documents you want to view together.
Do Not Automatically Display First Document	Select this option to prevent the first document in the folder from being opened when folders of this Folder Type are opened. Use this option for folders containing documents that take a while to display, such as large PDFs or CAD drawings. If this option is not selected, the first document in the folder is automatically displayed when the folder is opened. This option is available only for Folder Types configured to display documents.

Icons

In the **Icons** section, select an image to represent the file cabinet or folders based on this Folder Type. Select the same image from the **Icon** and **Small Icon** drop-down lists.



Document Sort Order

The **Document Sort Order** options control how documents are ordered when folders of this Folder Type are opened. Select one of the following:

- **None**: Documents are displayed in the order that they are found in OnBase. This option provides results more quickly than other options, but users may have more difficulty finding the documents they need.
- **Document Date:** Documents are displayed in order by Document Date.
- **Document Handle:** Documents are displayed in order by Document Handle.
- **Document Name**: Documents are displayed in ascending or descending order by document Auto-Name.
- **Document Type Name**: Documents are displayed in ascending or descending order by Document Type name.
- **Document Type Sequence**: This option is available only for Folder Types configured to contain only Dynamic Document Types. When this option is selected, documents are displayed in the order their Document Types are listed under the **Dynamic** tab in Folder Type configuration.
- **Document Type Number**: This option is available for Folder Types configured to contain Static Documents, Dynamic Document Type Groups, or a combination of contents. Select this option to display documents in ascending order by Document Type Number.
- **Date Documents Added to Folder:** This option is only available for Folder Types configured to contain only Static Documents and created after OnBase 13. When this option is selected, documents are displayed in the order they were added to the folder.

- **Keyword Value:** This option is only available when the Folder Type contents are either Dynamic Document Types or Dynamic Document Type Groups, and one or more Document Types are assigned to the Folder Type. It is not available if the folder allows static documents. When this option is selected, documents are displayed in either ascending or descending order by the Keyword Value of the specified Keyword Type.

  Once selected, select the Keyword Type you would like to order by from the **Order By Keyword Type** drop-down list. Available Keyword Types are dependent on the selected Document Types in the **Dynamic** tab (i.e., Keyword Types assigned to selected Document Types are displayed).

After you have selected one of the above options, select either **Ascending** or **Descending** to display the documents in either ascending or descending order, according to the sort order you selected.

Note: The **Ascending** and **Descending** options are not applicable to the **None** and **Document Type Sequence** options.

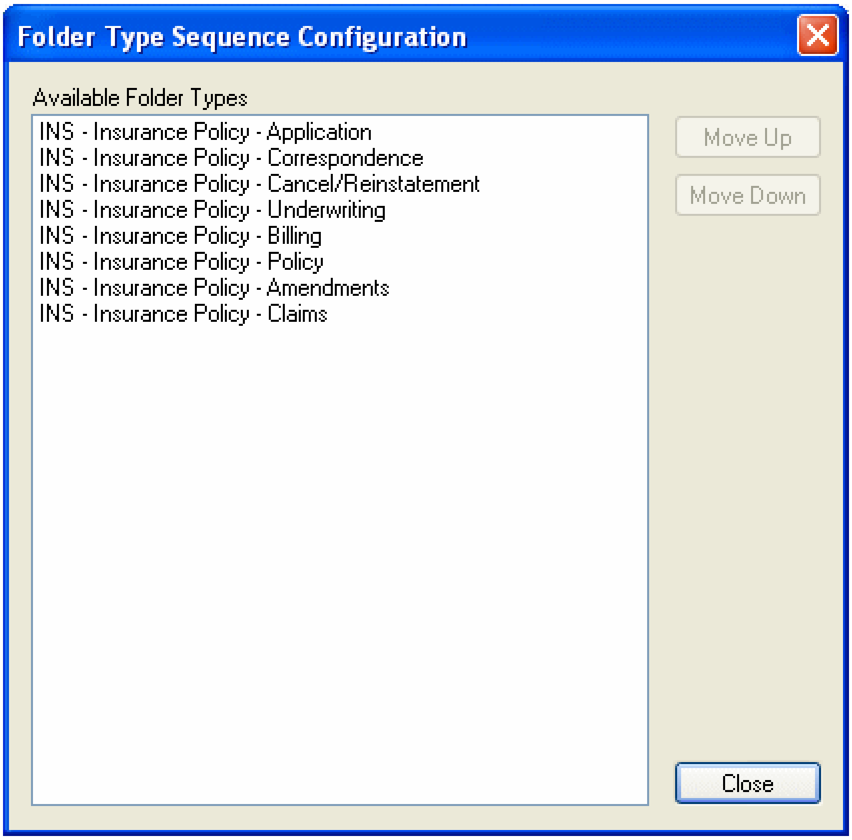
Order Child Folders By

These options control how child folders are displayed within folders of this Folder Type. Select one of the following:

- **None**: Child folders are displayed in the order that they are found in OnBase. This option provides results more quickly than other options, but users may have more difficulty finding the folders they need.
- **Oldest Folder First**: Child folders are displayed from oldest to newest based on the user-defined folder date.
- **Oldest Folder Last**: Child folders are displayed from newest to oldest based on the user-defined folder date.
- **Folder Name Ascending** or **Descending**: Child folders are displayed alphabetically in ascending or descending order based on folder Auto-Name.
- **Folder Type Sequence**: Child folders are displayed in a configured order based on Folder Type. When this option is selected, the **Sequence** button becomes available. See Order by Folder Type Sequence on page 76 for additional information.
- **Keyword Value Ascending/Descending**: Child folders are displayed in ascending or descending order based on each folder's Keyword Value for the selected Keyword Type. See Order by Keyword Value on page 76 for additional information.

Order by Folder Type Sequence

When you select **Folder Type Sequence**, the **Sequence** button becomes available. Click it to display the **Folder Type Sequence Configuration** dialog box.



Use this dialog box to specify the child folder order based on Folder Type. To change a child Folder Type's position in the sequence, select it and click the **Move Up** or **Move Down** button.

After you close the **Folder Type Sequence Configuration** dialog box and save the Folder Type's configuration, the folder tree displays the child Folder Types in the configured sequence.

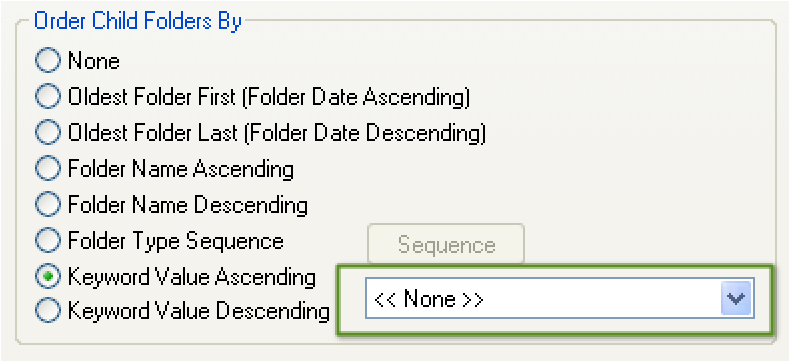
Order by Keyword Value

The **Keyword Value Ascending** and **Keyword Value Descending** options allow child folders to be displayed in ascending or descending order by Keyword Value for a specified Keyword Type. For example, customer account folders can be arranged in ascending order by customer ID. This order can be alphanumeric, numeric, or chronological, depending on the Keyword Type's data type.

These options are available under the following conditions:

- The current Folder Type must have child Folder Types.
- The current Folder Type must not be configured to allow **Any User Addable Folder Type** to be created within it. This option is configured on the **Settings** tab under **Child Folder Manual Add Options - Create, Copy, Move**.

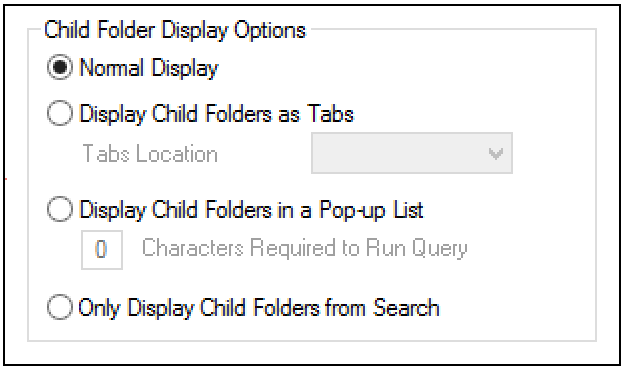
When you select a **Keyword Value** option, the adjacent drop-down list becomes available.



Select the Keyword Type by which child folders should be ordered. Only Keyword Types assigned to all child Folder Types are available. If the child Folder Types have no Keyword Types in common, then **<<None>>** is the only option available.

Child Folder Display Options

Child Folder Display Options control how folders based on this Folder Type will display child folders. You can optimize usability by applying different settings to each level of the folder tree.



Note: In the OnBase Client, these settings apply to the advanced File Cabinets window only.

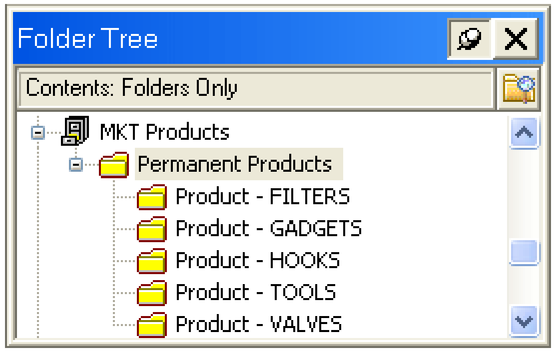
For information about the available options, read the following topics:

- Normal Display on page 78
- Display Child Folders as Tabs on page 78
- Display Child Folders in a Pop-up List on page 79
- Only Display Child Folders from Search on page 81

Note: Records Management folders cannot contain child folders.

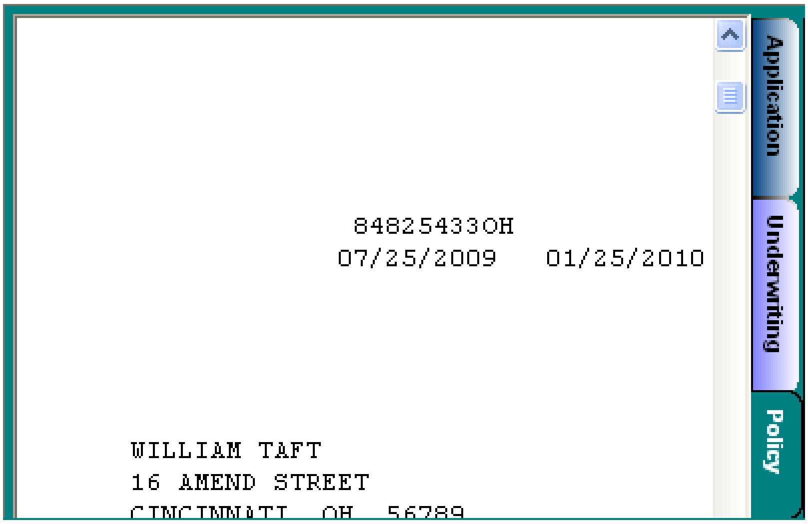
Normal Display

Normal Display allows users to browse to child folders by clicking through folders in the folder tree. Child folders are also displayed in the **Child Folders** pane.



Display Child Folders as Tabs

This option displays all child folders as tabs adjacent to the document viewer. From the **Tabs Location** drop-down list, the location of the tabs can be set to **Top**, **Right**, **Bottom**, or **Left**. In the following example, the Folder Type is configured to display its child folders as tabs to the right of the document viewer.



This option applies to the OnBase Client, Web Client, and Unity Client.

This setting works best for folders containing a limited number of child folders. For example, if there were 25 child folders, having all 25 displayed as tabs would make it difficult for users to find the correct folder. If there were only 5 child folders, the layout would be very easy to use.

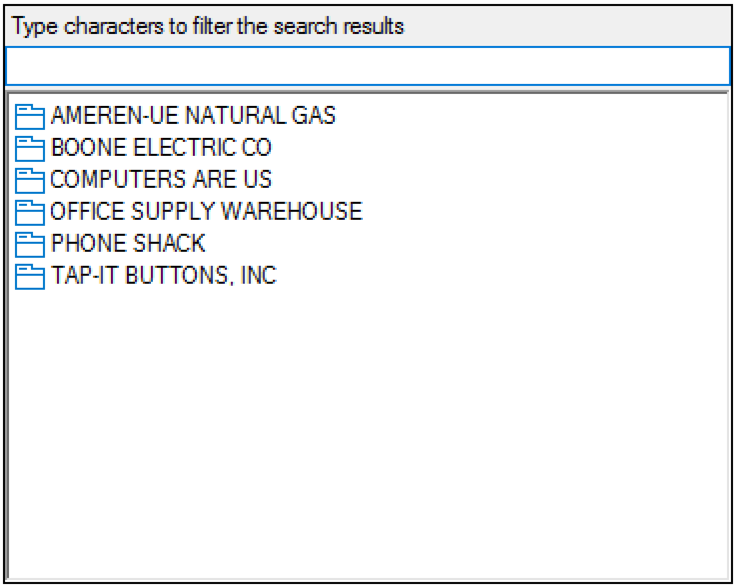
This setting is well suited for Folder Types that contain a consistent set of child folders under a parent. For example, if an insurance company uses a Folder Type named Policy Number and every Policy Number folder contains the same set of child folders (Application, Underwriting, Billing), then this would be a good case for displaying child folders as tabs.

Caution: Select this setting only if the Folder Type is configured to contain Folders Only. Because the first child folder tab is displayed automatically when the folder is opened, documents residing in the folder's root (i.e., not in its child folders) would be difficult to access.

Display Child Folders in a Pop-up List

Select this option to display child folders in a pop-up list when users open folders of this Folder Type. Users can then select the folder they need from the pop-up list. This setting works best for folders that contain many child folders.

Users can filter the folders in the pop-up list by typing characters in the list's filter bar. For example, if a user typed RECORDS FOR in the filter bar, then the list would display only folder names beginning with RECORDS FOR.



Configure the minimum number of characters that users must type into the filter bar before folders are displayed using the **Characters Required to Run Query** option. If a folder contains a large number of child folders, an unconstrained query for every child folder can hinder performance. By applying a character requirement, you can ensure users provide some constraints for the folders they need.

If a minimum is set, then the pop-up list displays the help text **Type at least # characters to perform search**, where # is the minimum number specified. If you leave the default setting of **0**, then pop-up lists displays all child folders without waiting for user input.

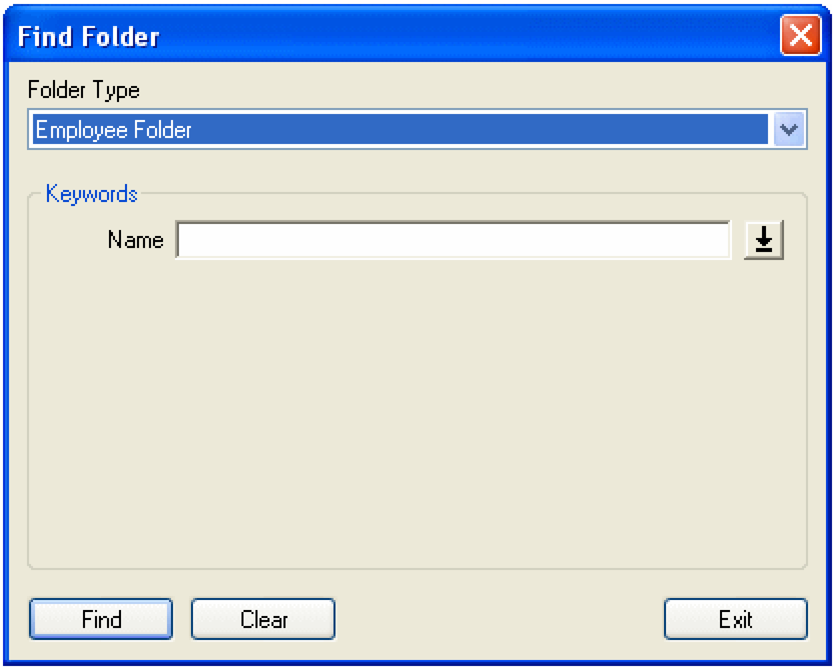
If the Folder Type has only one child Folder Type configured, then the pop-up list's filter bar is prepopulated with the static characters that begin the child Folder Type's Auto-Name string. Static characters include the Folder Type name, which is represented by %N in the Auto-Name string. This feature saves users time spent typing characters that are the same for all child folders. If you configured the **Characters Required to Run Query** option, then the static characters do not count toward the minimum character restriction. This feature is not supported in the OnBase Web Client.

After a child folder is selected from the pop-up list, that folder is the only child folder displayed in the **Folder Tree** pane until the user clicks the parent again and selects a new folder. Each subsequent folder gets added to the **Folder Tree** pane, making it easy for users to work with a handful of folders within the list.

In the **Folder Tree** pane, an icon is displayed below the parent folder, indicating that more child folders can be retrieved. The user can click the icon to access the pop-up list and add more child folders to the **Folder Tree** pane.

Only Display Child Folders from Search

The search option allows users to retrieve child folders through a folder search. When this option is selected, the **Find Folder** dialog box is displayed when folders of this type are opened. This dialog box lets users enter Folder Type and Keyword criteria for the child folders they need.



Tip: To allow users to search for folders across multiple Folder Types, create a Folder Type Custom Query. For more information, see Folder Type Custom Queries on page 179.

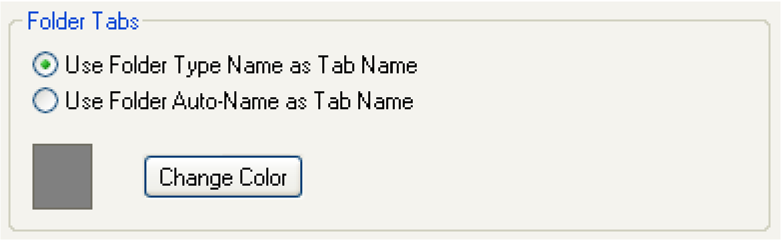
Ensure child Folder Types are configured as **User Searchable** if you choose this display option. Only searchable child Folder Types of the selected folder are available for searching, and only immediate child folders of the selected folder can be returned by the search.

Note: This option has no effect in the classic File Cabinets window in the OnBase Client.

Note: When a user finds and opens a child folder, it is added to the **Folder Tree** pane. Folders added to the tree from search results do not show up in the **Child Folders** pane when the parent folder is selected.

Folder Tabs

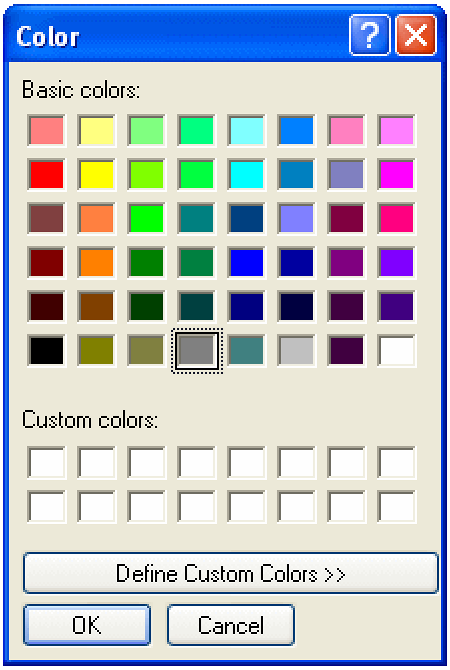
The **Folder Tabs** options are available if the selected Folder Type's parent is configured to display its child folders as color tabs. These options control how folders of this Folder Type are displayed as tabs within a parent folder.



Select one of the following:

- **Use Folder Type Name as Tab Name**: Select to display the folder's Folder Type name on the tab.
- **Use Folder Auto-Name as Tab Name**: Select to display the folder's configured Auto-Name on the tab. This option should be used when the parent Folder Type contains multiple child folders of the same Folder Type.

Click **Change Color** to change the Folder Type's tab color. Use the **Color** dialog box to either select a basic color or define a custom color for the tab.



If you define a custom color and click **Add to Custom Colors**, the color is added to the **Custom colors** palette, where you can apply it to other folder tabs. Colors in this palette remain available for the current Configuration session only. When you exit OnBase Configuration, the **Custom colors** palette is cleared.

Folder Keyword Types Configuration

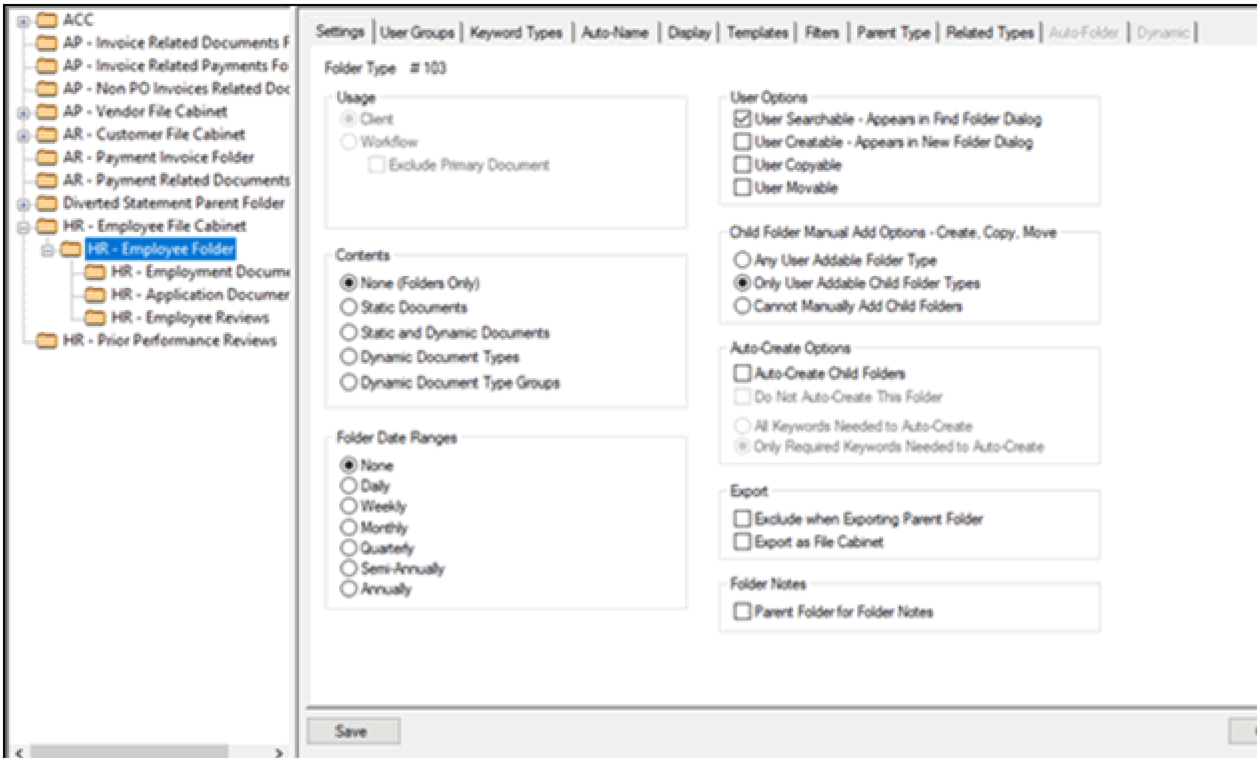
Assign as few Keyword Types as necessary. When assigning a Keyword Type to a Folder Type, you should be able to justify its function.

Folder Keyword Types can be used for the following functions:

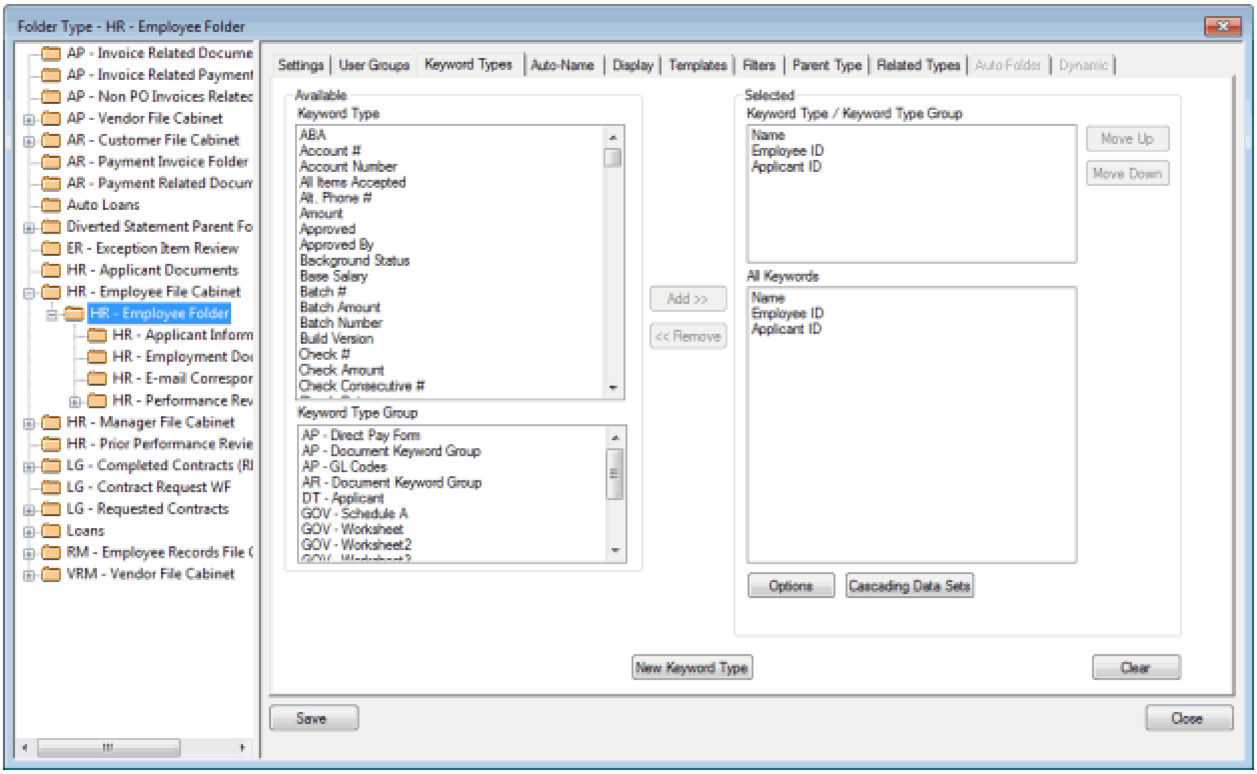
- Searching
- Dynamic foldering
- Setting up a parent-child relationship for auto-foldering
- Uniquely identifying a folder for auto-foldering
- Naming folders (using Auto-Name strings)
- Providing default values for drag and drop document indexing
- Securing folder contents (using Security Keywords)

To assign Keyword Types to a Folder Type, do the following:

1. In OnBase Configuration, select **Document | Folder Types**. The **Folder Type** dialog box is displayed:



2. Select a Folder Type and click the **Keyword Types** tab.



The **Available** list displays all Keyword Types and Keyword Type Groups available in OnBase. Any Keyword Type or Keyword Type Group can be assigned to the Folder Type, but you should assign only those that serve the following purposes:

- To control whether a document is included in the folder, as with dynamic folders or auto-foldering.
- To allow users to search for folders by Keyword values.
- To name folders using Keyword values. You can incorporate Keyword values into folder names through Auto-Name configuration.

Note: If a Multi-Instance Keyword Type Group is assigned to the documents contained in a folder, the same Multi-Instance Keyword Type Group should be assigned to the folder's Folder Type. Otherwise, dynamic folders will not respect the grouping of assigned Keyword Types.

3. Select the Keyword Types and Keyword Type Groups to associate with the Folder Type. Keyword Type Groups may be either single-instance or multi-instance. If AutoFill Keyword Sets will be used, ensure you include all Keyword Types comprising the AutoFill Keyword Sets.
   - Click **Add** to move the selected items to the **Selected** list. For Keyword Type Groups, only the group name is displayed in the **Keyword Type / Keyword Type Group** pane. The individual Keyword Types are displayed in the **All Keywords** pane.
   - To remove a Keyword Type/Group from the **Selected** list, select the Keyword Type/ Group from the upper-right pane and click **Remove**.

Caution: If you remove a Keyword Type that is used by the Folder Type's auto-foldering process, the auto-foldering configuration is deleted, and no message is displayed to indicate that the deletion occurred. Before removing a Keyword Type, ensure the Folder Type is not using it for auto-foldering.

Caution: Ensure you understand the consequences of adding or removing Keyword Types on managed Folder Types that have existing folders that are not Open. For information about adding and removing Keyword Types on managed folders, see Modifying Keyword Types on Managed Folders and Documents on page 11.

Tip: To select multiple Keyword Types and Keyword Type Groups, press **SHIFT** or **CTRL** as you click. Press **SHIFT** to select all Keyword Types between the first and last Keyword Type you click. Press **CTRL** to select each Keyword Type individually.

4. To create a new Keyword Type without exiting Folder Type configuration, click **New Keyword Type**. The **Keyword Type Configuration** dialog box is displayed, allowing you to create a new Keyword Type. Upon closing the **Keyword Type Configuration** dialog box, control is returned to the **Keyword Type** tab in Folder Type configuration, and the new Keyword Type can be immediately assigned to the Folder Type.
5. To change the order of Keyword Types or Keyword Type Groups in the Folder Type's Keyword dialog boxes, select the Keyword Type/Group in the **Selected** list and click **Move Up** or **Move Down**.

   When you select a Keyword Type Group and click **Move Up** or **Move Down**, all Keyword Types in the group move up or down; the configured order of Keyword Types in the group is maintained.
6. To assign a Cascading Data Set to the Folder Type, click the **Cascading Data Sets** button from the **Keyword Types** tab. See Cascading Data Sets on page 86.
7. To make any Keyword values required when users create or modify folders, click the **Options** button from the **Keyword Types** tab. For information on configuring Keyword Options, see Required Keyword Types for Folder Types on page 88.
8. Click **Save** when finished.

Cascading Data Sets

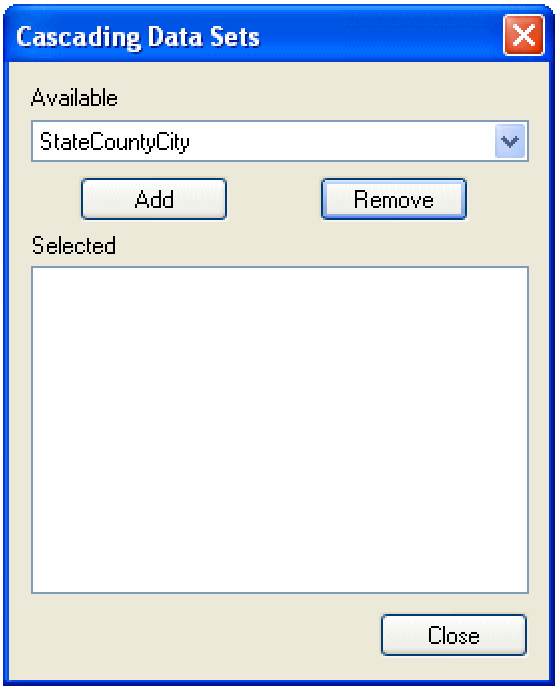
One or more Cascading Data Sets can be assigned to a Folder Type. To assign a Cascading Data Set to a Folder Type, first configure the Cascading Data Set in OnBase Configuration. You must also assign the Keyword Types in the Cascading Data Set to the Folder Type. Keyword Types that are not already assigned to the Folder Type can be added when you assign the Cascading Data Sets to the Folder Type.

For additional information about Cascading Data Sets and how they are configured, see the Configuring Cascading Data Sets topic in the OnBase Configuration module help.

Tip: In Folder Type configuration, arrange the selected Keyword Types in an order that reflects the parent/child relationship of Keyword Types in the Cascading Data Set. For example, if a Cascading Data Set includes Keyword Types for **State**, **County**, and **City**, then place **State** first, then **County**, and then **City**.

From the **Keyword Types** tab:

1. Click the **Cascading Data Sets** button. The **Cascading Data Sets** dialog box is displayed:



2. Select a Cascading Data Set from the **Available** drop-down list.

3. Click **Add**.
    - If the Cascading Data Set's root Keyword Type isn't currently assigned to the Folder Type, you are prompted to continue. Click **OK** to continue and to automatically assign the root Keyword Type to the Folder Type.
    - If a child Keyword Type isn't currently assigned to the folder, you are prompted to continue. Click **OK** to continue and to automatically assign the specified Keyword Type(s) to the Folder Type.

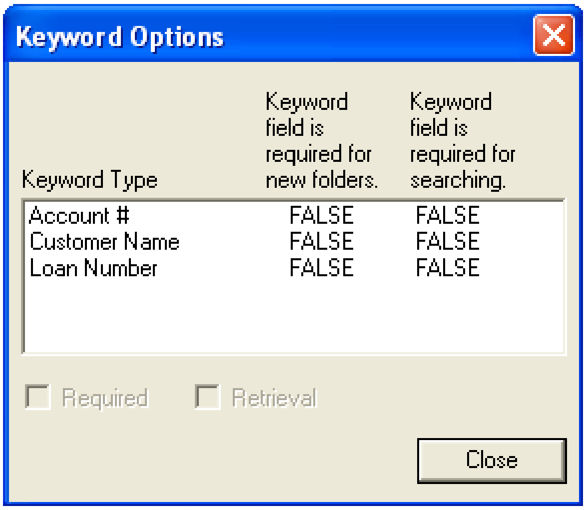
    The Cascading Data Set is displayed in the **Selected** pane. To remove a Cascading Data Set, select it and click **Remove**.
4. To check whether all Keyword Types in the Cascading Data Set are assigned to the Folder Type, double-click the Cascading Data Set from the **Selected** list.

    The **Cascading Data Set Info** dialog box displays an asterisk next to any Keyword Types that are not currently assigned to the Folder Type. In the following example, all Keyword Types have been assigned to the Folder Type:

5. Repeat steps 2 and 3 to add any additional Cascading Data Sets.
6. Click **Close**.
7. From the **Keyword Types** tab, click **Save**. You must click **Save** to save the Cascading Data Set configuration.

Required Keyword Types for Folder Types

Use **Keyword Options** to require users to provide a value when creating or searching for folders of this Folder Type.



Unlike Keyword Type configuration settings, these options affect Keywords on a Folder Type basis. The same Keyword Type can have different options applied for each Folder Type it is assigned to. For example, **Customer Name** is a required value for new folders of the **Purchase Order** Folder Type, while it is an optional value for new folders of the **Misc. Expenses** Folder Type.

Note: Folder search requirements can be overridden by users who have the **Override Query Restrictions** administrative privilege.

1. From the Folder Type configuration dialog box, select a Folder Type and click **Keyword Types**.
2. Ensure at least one Keyword Type is in the **Selected** list and click **Options**.

   The **Keyword Options** dialog box presents true/false conditions for the Keyword Types associated with the Folder Type.
3. Select a Keyword Type.
4. Apply the options described in the following table as needed:

Option	Description
Required	Select to make the Keyword Type required for new folders. When this condition is set to **TRUE**, the Keyword Type label appears red at the **Import** dialog box, indicating that the value must be entered to create the folder. **Save** will be disabled until a Keyword value is supplied for this Keyword Type. Clear this option to let users create folders of this Folder Type without providing a value for this Keyword Type.

Option	Description
Retrieval	Select to make the Keyword Type required for searching for folders (in the **Find Folder** dialog box). As a best practice, set at least one Keyword Type as required for searching. Clear this option to let users search for folders of this Folder Type without providing a value for this Keyword Type.

5. Click **Save** to set the conditions. The selected Keyword Type displays **TRUE** for the applied conditions.
6. Click **Close** when finished.
7. Click **Save** to save the Keyword Type changes before closing Folder Type configuration.

Note: If an automatic auto-foldering process creates a folder that is missing a required Keyword, OnBase still creates the folder, but the missing Keyword shows up in the Verification report. If a manual auto-foldering process creates a folder that is missing a required Keyword (upon Index or Re-Index) OnBase still creates the folder and the user receives a message that a folder was created without a required Keyword value.

Folder Keyword Considerations

The following topics describe Keyword-related behaviors to consider when assigning Keyword Types to a Folder Type:

- Keyword Considerations for Auto-Foldering on page 90
- Keyword Considerations for Security Keywords on page 91
- Keyword Considerations for Show Folder Locations on page 91

Keyword Considerations for Auto-Foldering

Consider the following behaviors when planning and configuring auto-foldering.

Mask Characters

If you are using masked Keyword Types for auto-foldering, note that the Extract Mask Characters and Store Mask Characters settings are designed to store different data in OnBase.

Do not change this setting from one setting to another in an existing auto-foldering scheme. If this setting is changed after folders have been created through auto-foldering, new folders will be created upon auto-foldering documents, even if documents appear to have the same Keyword values as the existing folders.

Security Keywords

Security Keywords restrict a user's ability to open folders based on folder Keyword values.

If a Folder Type has Security Keywords applied, folder access will depend on whether the user is allowed to view items with certain Keyword values assigned.

Users who do not have access will not be able to open the folder, and they will receive a message that states that they have insufficient rights to access the selected folder.

Multiple Instances of Keyword Types and Auto-Foldering

When a Keyword Type used for auto-foldering has multiple values, OnBase automatically creates a folder for each Keyword value and places the document in each folder.

For instance, consider an Auto Insurance form that contains the following Keyword Types:

- **Driver SSN**: 111-11-1111
- **Driver SSN**: 222-22-2222
- **Driver Name:** Martha Washington
- **Driver Name:** George Washington

This form must be auto-foldered into a **Driver SSN** folder. The **Driver SSN** Folder Type is set to auto-folder on both **Driver Name** and **Driver SSN** Keyword Types.

To ensure the folder contains the correct Driver SSN and Driver Name association, you must assign the Keyword Types to the Document Type in a Multi-Instance Keyword Type Group.

Intended Results (Two Folders Created)—Document Type contains Multi-Instance Keyword Type Group

Folder	Driver SSN	Driver Name
Folder 1	111-11-1111	Martha Washington
Folder 2	222-22-2222	George Washington

Unwanted Results —Document Type contains Individual Keyword Types Only

Folder	Driver SSN	Driver Name
Folder 1	111-11-1111	Martha Washington
Folder 2	111-11-1111	George Washington
Folder 3	222-22-2222	George Washington
Folder 4	222-22-2222	Martha Washington

Keyword Considerations for Security Keywords

If a user lacks rights to access a folder due to Security Keyword restrictions, the user is prevented from seeing the folder.

If a user lacks rights to access a document in a folder due to Security Keyword restrictions, the user is prevented from seeing the document in the folder.

Note: See the Configuration Help or Module Reference Guide for detailed information about Security Keyword configuration and usage.

Keyword Considerations for Show Folder Locations

The Show Folder Locations command requires values for all Keyword Types used to dynamically associate the document with the folder.

- If a value is left blank on the document, but not on the folder, the Show Folder Locations command will not return the folder, even if the other values match.
- If a value is left blank on folder but not on the document, the Show Folder Locations will return all folders that contain the remaining matching values, even though the value on the document is not blank.

Folder Auto-Name Configuration

Configure Auto-Name strings to automatically name folders based on a Folder Type. Folder names can be up to 150 characters in length. Click the **Auto-Name** tab to configure the Auto-Name string for the Folder Type.

The Auto-Name function allows OnBase to give many of the different items (e.g. documents, folders and notes) contained within the system a meaningful name using variables containing data about each specific item and/or static text. The results are documents that are descriptive and easily identifiable from a Document Search Results list, a drop-down list or from a folder tree.

Auto-Name strings are configured in the OnBase Configuration module at the Document Type, Note Type or Folder Type level. Auto-Name strings may also be configured for other items; see the related module's Help for more information.

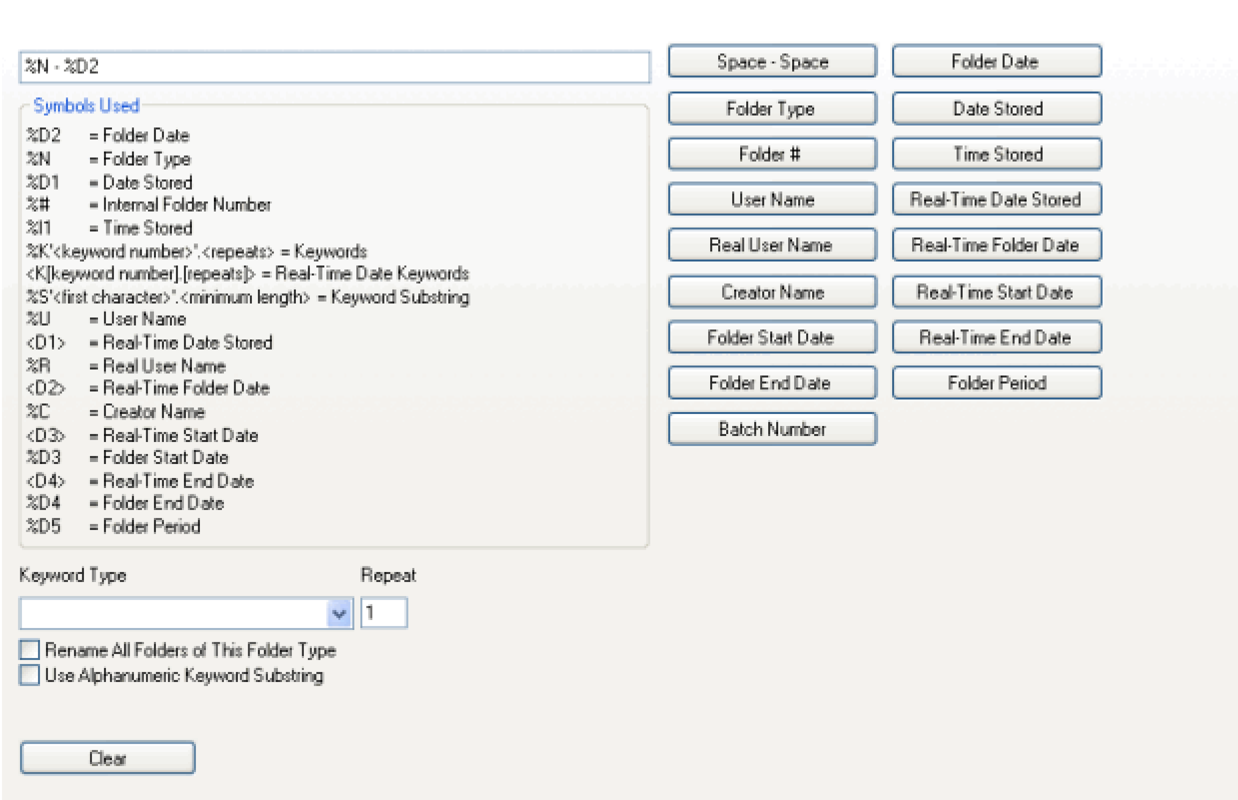
Auto-Name symbols, the variables used to represent the specific information about each item when configuring the Auto-Name string, can be identified by the **%** before the symbol. See the section of the OnBase Configuration module Help that deals with each individual item for more information about configuring Auto-Name strings and the specific symbols available for each item.

Note: Auto-Name strings are limited to 150 characters. The maximum length of the generated Auto-Name varies depending on the OnBase item being named.

Note: When using an Oracle database, it is considered a best practice to capitalize all letters in Folder Type Auto-Name strings. If Auto-Name strings are mixed-case, folders may not always be listed alphabetically. Also, users won't be able to see folders with mixed-case Auto Name strings when they enter text into the pop-up list's filter bar. This occurs because Oracle databases are case-sensitive, and the folder pop-up list forces users to enter letters in uppercase. For more information, see Oracle and Case Sensitivity on page 223.

To configure a Folder Type Auto-Name string:

1. In **Folder Type** configuration, click the **Auto-Name** tab.
   The field at the top of the pane contains the string OnBase uses to generate each folder's name. The Auto-Name string is composed of static text and symbols, representing specific information about each folder. Symbols are distinguished from static text by the **%** or **<** that precedes them.



2. The **Symbols Used** section displays available variables. Click in the field, and either type the symbol or click the symbol's button on the right to add the symbol to the Auto-Name string.
   The following variables are available for folder Auto-Name strings:

Symbol	Symbol Name	Function
%D2	Folder Date	Displays the user-defined Folder Date.
%N	Folder Type	Displays the folder's Folder Type.
%D1	Date Stored	Displays the date the folder was stored in OnBase. This date cannot be modified by the user.
%#	Internal Folder Number	Displays the unique internal number associated with the folder within OnBase.

Symbol	Symbol Name	Function
%I1	Time Stored	Displays the time the folder was stored in OnBase.
%K'<Keyword Number>'.<Repeats>	Keywords	Displays the folder's value for the specified Keyword Type. May be repeated to show more than one value for the Keyword Type.
<K[keyword number].[repeats]>	Real-Time Date Keywords	Displays the folder's value for the specified **Date** or **Date & Time** Keyword Type according to the **Windows Regional Date Format** set on the current workstation. May be repeated to show more than one value for the Keyword Type.
%S'<First Character>'.<Minimum Length>	Keyword Type Substring	Displays a substring of a Keyword Value stored for the folder. Must be configured to start a prescribed number of characters into the string and to extend for a prescribed number of characters. **Note:** This symbol must immediately follow the Keyword Type variable, without any separating spaces.
%U	User Name	Displays the user name of the user that created the folder.
<D1>	Real-Time Date Stored	Displays the date that the current folder was stored in OnBase according to the **Windows Regional Date Format** set on the current workstation. This date cannot be modified by the user.
%R	Real User Name	Displays the folder creator's real name as it appears in the **User Names & Passwords** dialog box. **Note:** If a user's real name has not been entered in **User Names & Passwords**, the user name of the folder's creator is displayed.
<D2>	Real-Time Folder Date	Displays the user-defined **Folder Date** according to the **Windows Regional Date Format**.
%C	Creator Name	Displays the user name of the user that created the folder.

Symbol	Symbol Name	Function
<D3>	Real-Time Start Date	Depends on the Folder Date Range setting. Reflects the first available date for the chosen setting and displays according to the **Windows Regional Date Format** of the current workstation. **Note:** If no date is configured, the Auto-Name string displays 1964-01-01 as the date.
%D3	Folder Start Date	Depends on the Folder Date Range setting. Reflects the first available date for the chosen setting. For example, if the Folder Date Range was Yearly, the Folder Start Date would be 01/01/2006. **Note:** If no date is configured, the Auto-Name string displays 1964-01-01 as the date.
<D4>	Real-Time End Date	Depends on the Folder Date Range setting. Reflects the last available date for the chosen setting according to the **Windows Regional Date Format** of the current workstation. **Note:** If no date is configured, the Auto-Name string displays 1964-01-01 as the date.
%D4	Folder End Date	Depends on the Folder Date Range setting. Reflects the last available date for the chosen setting. For example, if the Folder Date Range was Yearly, the Folder End Date would be 12/31/2006. **Note:** If no date is configured, the Auto-Name string displays 1964-01-01 as the date.
%D5	Folder Period	Depends on the Folder Date Range setting. Reflects the month, quarter, or year for Folder Types that are configured with a date range of monthly, quarterly, or annually. If this option is used with a date range option not listed above, the Folder Date is displayed. **Note:** If no date is configured, the Auto-Name string displays 1964-01-01 as the date.

Symbol	Symbol Name	Function
%BN	Batch Number	Displays the Batch Number of the batch used to import the document that created the folder. If the document was not imported into OnBase in a batch, the Batch Number is displayed as **0**.

3. If the Auto-Name string uses a date variable, refer to Dates on page 96.
4. To add a Keyword Type to the Auto-Name string, select it from the **Keyword Type** drop-down list, or enter the symbol manually. For more information on displaying Keyword values in Auto-Names, see Keyword Types.

   Partial Keyword values, called substrings, can be displayed in the Auto-Name. For information on configuring substrings, see Keyword Value Substrings.
5. Click **Save**.

Dates

Auto-Names offer two types of date options: static (**%D1**, **%D2**) and real-time (**<D1>**, **<D2>**). When static date options are used, dates are stored in the folder Auto-Name using the regional settings of the workstation that created the folder. These dates are displayed in the same format regardless of the regional settings on the workstation that retrieves the folder, which may make date formats appear inconsistent when folders are created and viewed from workstations with different regional formats. Because these dates are stored as text strings, they cannot be used to sort folders chronologically by dates in the Auto-Name.

If dates in Auto-Names should be displayed using the regional settings of the workstation that retrieves the folder, use the real-time date options. Real-time date options can also be used to sort folders chronologically by Auto-Name.

Note: The OnBase Client always appends a leading zero to single-digit days and months, even when it retrieves folders configured with real-time date options. If Auto-Names use the static date options (**%D1**), then folders created in the OnBase Client will have dates with leading zeros in the Auto-Name, regardless of the workstation or application that retrieves them.

Keyword Types

The following information may be useful when using Keyword Types in conjunction with Auto-Name strings:

- The Keyword Types listed in the **Keyword Type** drop-down list are the ones assigned to the Folder Type.
- To add a Keyword Type to the Auto-Name string, select it from the **Keyword Type** drop-down list. The Keyword Type symbol is added to the cursor’s current position in the Auto-Name field.

- If a **Date** or **Date & Time** Keyword is in the Auto-Name string, the Keyword Value can be dynamically displayed according to a workstation's Regional Settings by selecting the **Real-Time** entry of the Keyword Type from the **Keyword Type** drop-down list. For example, a user in the United Kingdom might then see a different Auto-Name string than a user in the United States. If you select a **Date** or **Date & Time** Keyword entry that is not the **Real-Time** entry, the entry is displayed according to the Regional Settings of the workstation on which the folder was indexed or re-indexed.

Tip: Using **Real-Time** entries may be helpful for users located in different parts of the world. This way, they are able to see the **Date** and **Date & Time** Keywords in a format familiar to them.

- If a Keyword Type has multiple values, multiple Keyword values can be displayed in the Auto-Name string. First type a number in the **Repeat** field representing the number of times the Keyword Type is repeated. Then, select the Keyword Type from the **Keyword Type** drop-down list. The **Repeat** number is displayed last in the Auto-Name string's Keyword Type symbol.

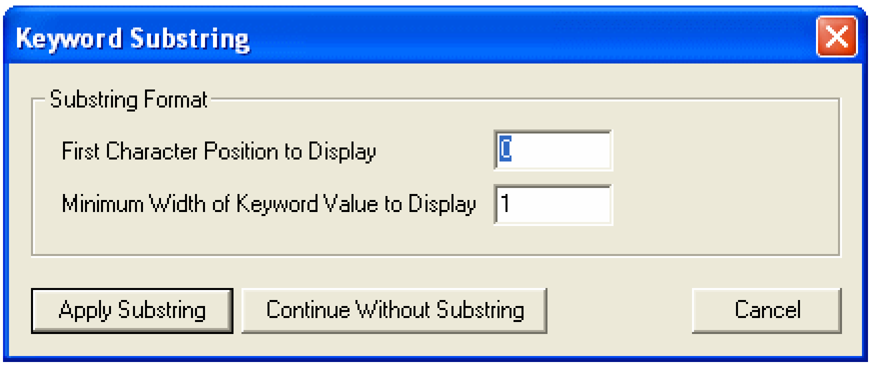
  For example, you may want to repeat a Keyword Type in the Auto-Name string for checking account folders. Checking accounts often have two names on the account, and you may want both names displayed on the folder.

Keyword Value Substrings

To display only part of the Keyword Value in an Auto-Name or Print Title string:

1. Select the **Use Alphanumeric Keyword Substring** check box before selecting a Keyword Type from the **Keyword Type** drop-down. The **Keyword Substring** dialog box is displayed.

Note: Keyword Value substrings for double-byte characters (for example, Japanese or Chinese characters) are only supported in databases that support Unicode characters.



Option	Description
First Character Position to Display	The position of the first character in the Keyword Value to be displayed as part of the substring. For example, if a substring of the Keyword Value **WASHINGTON** is to be displayed in the string and the **First Character Position to Display** is set to **4**, the substring of the Keyword Value will begin with **H**. **Note:** This value must be equal to or greater than 1.
Minimum Width of Keyword Value to Display	The minimum length of the Keyword Value to be displayed. If the Keyword Value is shorter than the minimum length, the value will be padded with spaces on the right to reach the minimum length. If the Keyword Value is longer than the minimum length, this value has no effect on how the substring is displayed.

2. Enter the desired values for the options in the **Keyword Substring** dialog box.
3. Click **Cancel** to close the dialog box without adding the Keyword Value or the substring to the Auto-Name or Print Title field; click **Continue Without Substring** to close the dialog box and add just the symbol for the Keyword Value (no substring restrictions) to the Auto-Name or Print Title field; click **Apply Substring** to close the dialog box and add the symbol for the Keyword Value with the substring restrictions you entered.

Considerations for Manually Entering Keyword Type and Substring Symbols

- The Substring symbol should immediately follow the Keyword Type symbol, without any separating spaces.
- Entering an invalid value (a value less than 1) for the **First Character Position to Display** option causes the symbol to be displayed as static text in the string.
- Both the Keyword Type and Substring symbols must be entered completely and correctly or the partial or incorrect symbols that are entered are displayed in the string as static text.

Renaming Folders by Updating an Auto-Name String

To rename all folders associated with a Folder Type, change the Auto-Name string.

After modifying the static text or variables in the Auto-Name field, select the **Rename All Folders of This Folder Type** option. Click **Save**. All folders associated with the Folder Type are renamed in OnBase.

If you rename the Folder Type using the **Rename** right-click option, and the %N variable occurs in the Folder Type's Auto-Name string, then you must use the **Rename All Folders of This Folder Type** option to update the names of existing folders based on the Folder Type.

Renaming Folder Types and File Cabinets

The following topics describe how to rename Folder Types and File Cabinets in OnBase Configuration:

- Renaming Folder Types on page 99
- Renaming File Cabinets on page 101

Renaming Folder Types

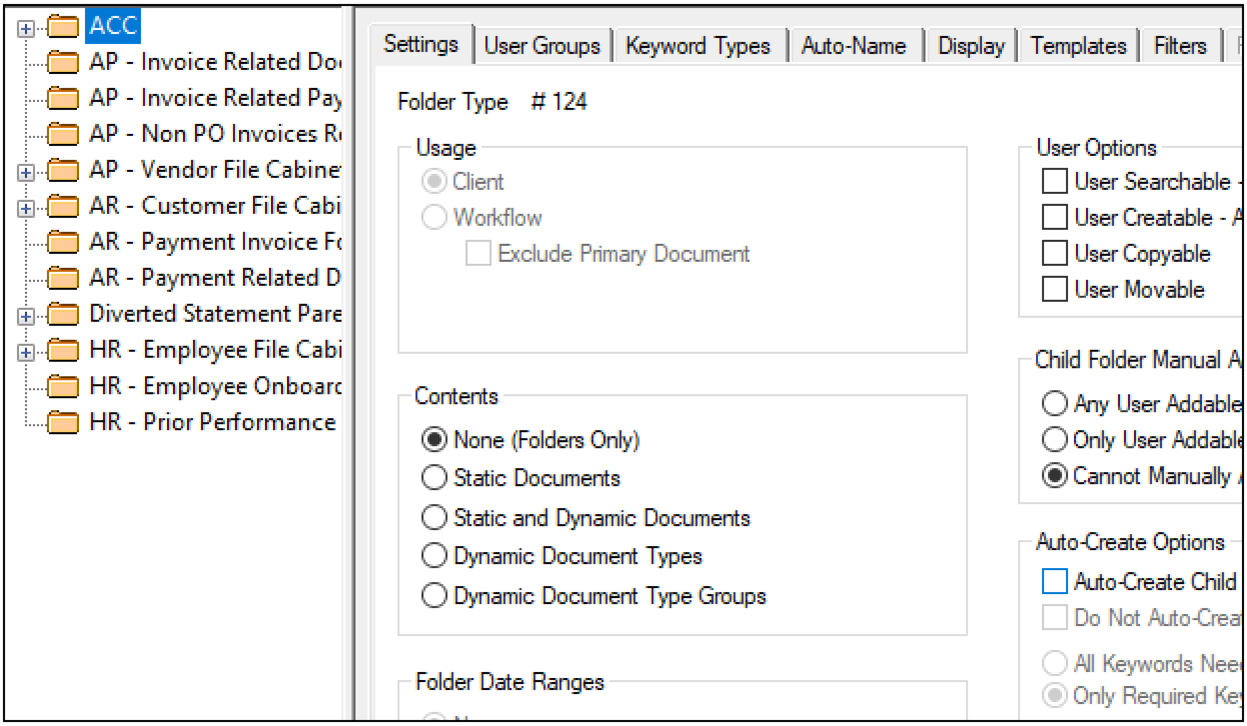
You can rename a configured Folder Type in the OnBase Configuration module. Renaming a Folder Type associated with a file cabinet also automatically renames the file cabinet.

This procedure does not rename existing folders or file cabinets in the OnBase Client. To rename existing folders, see Renaming Folders by Updating an Auto-Name String on page 99.

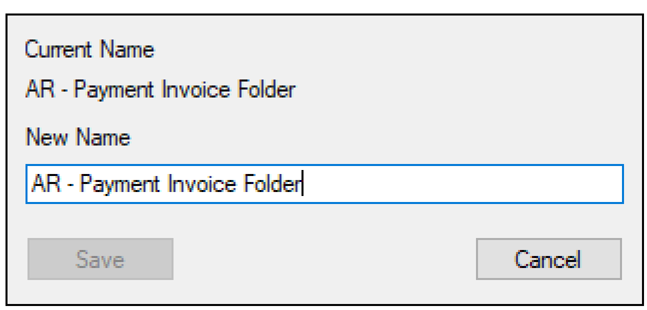
To rename file cabinets, see Renaming File Cabinets on page 101.

To rename a Folder Type:

1. In OnBase Configuration, select **Document | Folder Types**. The **Folder Type** configuration dialog box is displayed.



2. Select the Folder Type from the folder tree.
3. Right-click the Folder Type and select **Rename**. The **Rename Folder Type** dialog box is displayed.



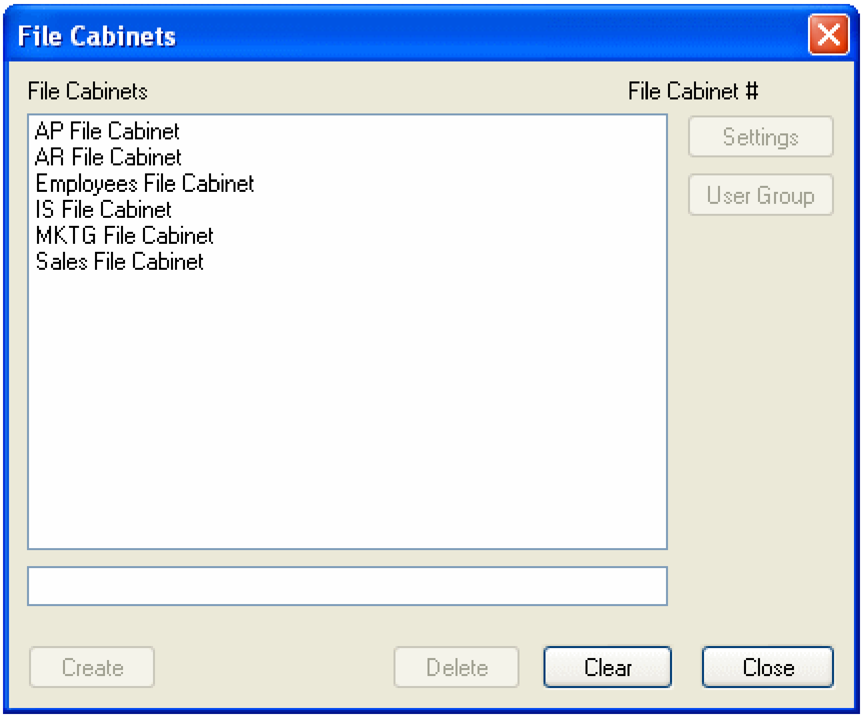
4. Type a new name for the Folder Type in the **New Name** field.
5. Click **Save**.

Note: If you rename the Folder Type and the %N variable occurs in the Folder Type's Auto-Name string, then you must use the **Rename All Folders of This Folder Type** option to update the names of existing folders. See Renaming Folders by Updating an Auto-Name String on page 99.

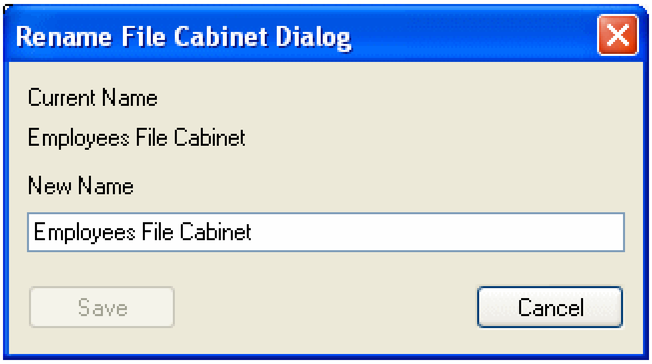
Renaming File Cabinets

File cabinet names are configured in the **File Cabinets** dialog box in OnBase Configuration. The following steps describe how to rename file cabinets displayed in the OnBase Client.

1. In OnBase Configuration, select **Document | File Cabinets**. The **File Cabinets** dialog box is displayed.



2. Double-click the file cabinet. The **Rename File Cabinet** dialog box is displayed.



3. Type a new name for the file cabinet.
4. Click **Save**.

Folder Filter Configuration

Folder filters are Custom Queries that can filter or sort documents in a folder, helping users find the documents they need. When applied to a folder, a filter can perform the following functions:

- Limit the displayed contents to documents indexed with a specific Keyword value. You can configure an HTML Custom Query to let users filter the documents by any Keyword Type mapped to the HTML form.
- Limit the displayed contents to a subset of Document Types. For example, a dynamic folder may have multiple Document Types assigned to it, but users need quick access to only specific Document Types on a regular basis.
- Organize and sort contents in a row and column format. A Custom Query can display information about each document in sortable columns.

Both standard and HTML Custom Queries can filter contents by Document Type. HTML Custom Queries also allow users to filter contents by Keyword value.

Note: Folder filters are not supported for Workflow folders if you are using the Classic Client interface for Workflow or web-based Workflow.

Configuring the Custom Query

Before making a filter available for folders, you must configure the Custom Query that will serve as the filter. A Custom Query cannot be used for both filtering and retrieving documents; once a Custom Query is configured as a folder filter, it is unavailable from the Custom Queries list in the OnBase Client and Web Client.

Both standard Custom Queries and HTML Custom Queries can filter folders, provided they have a Custom Query type of **Document Type** or **Document Type Group**. Standard Custom Queries will filter folder contents by the Document Types assigned to the query. HTML Custom Queries can filter folder contents using both the Document Types assigned to the query and the Keyword Types mapped to the HTML form.

If you use an HTML Custom Query, the HTML form is displayed when the filter is applied to the folder. If any Keyword Type fields are configured on the form, the user can filter folder contents by Keyword value.

The following procedure provides general guidelines for converting a Custom Query to a folder filter. For detailed information about configuring Custom Queries, see the Configuration module help under the heading “Queries and VB Scripts.”

1. In OnBase Configuration, select **Queries | Custom Queries**. The **Custom Query** dialog box is displayed.
2. Select the Custom Query to use as a folder filter.

Tip: To make the filter’s purpose clearer for users, ensure the name indicates what the filter does. To help you identify the filter from other Custom Queries in OnBase Configuration, use a naming convention that indicates the Custom Query is a folder filter. For example, append **FF** or **Folder Filter** to the Custom Query’s name.

3. Click **Settings**. The **Custom Query Options** dialog box is displayed.
4. Select **Folder Filter**.

   If the **Folder Filter** option is unavailable, ensure none of the following options are selected:

   - **By Keyword** or **Custom Written SQL**, located under **Custom Query Type**
   - **Keyword Edit Fields** or **Text Search Button** located under **Optional Controls**

   These options are intended for document retrieval Custom Queries, not folder filters.
5. Click **Save**.
6. Continue configuring the Custom Query as described in the Configuration module help under the heading “Queries and VB Scripts.”

Note: You must assign Document Types or Document Type Groups to the filter, even if you are creating an HTML Custom Query that filters by Keyword value.

Note: Date ranges are supported only with HTML folder filters. Date ranges are not supported with non-HTML folder filters.

Note: The Note Count column is currently not supported for use with folder filters.

Assigning Filters to Folder Types

By default, every folder filter configured is available for every folder in the OnBase Client, including Workflow folders. Because not every filter will apply to every folder, you can restrict which filters are available for specific Folder Types. If no filters apply to a Folder Type, you can disable filters on that Folder Type altogether.

Folder Types also can be configured to apply a default filter. When users open a folder with a default filter applied, the folder's contents are displayed in a format like a Custom Query results list. Users can click column headers to sort by Keyword value or document property, such as document date. This option is useful for automatically organizing and sorting folder contents. Default filters are helpful also if users primarily work with a specific subset of Document Types in the folder.

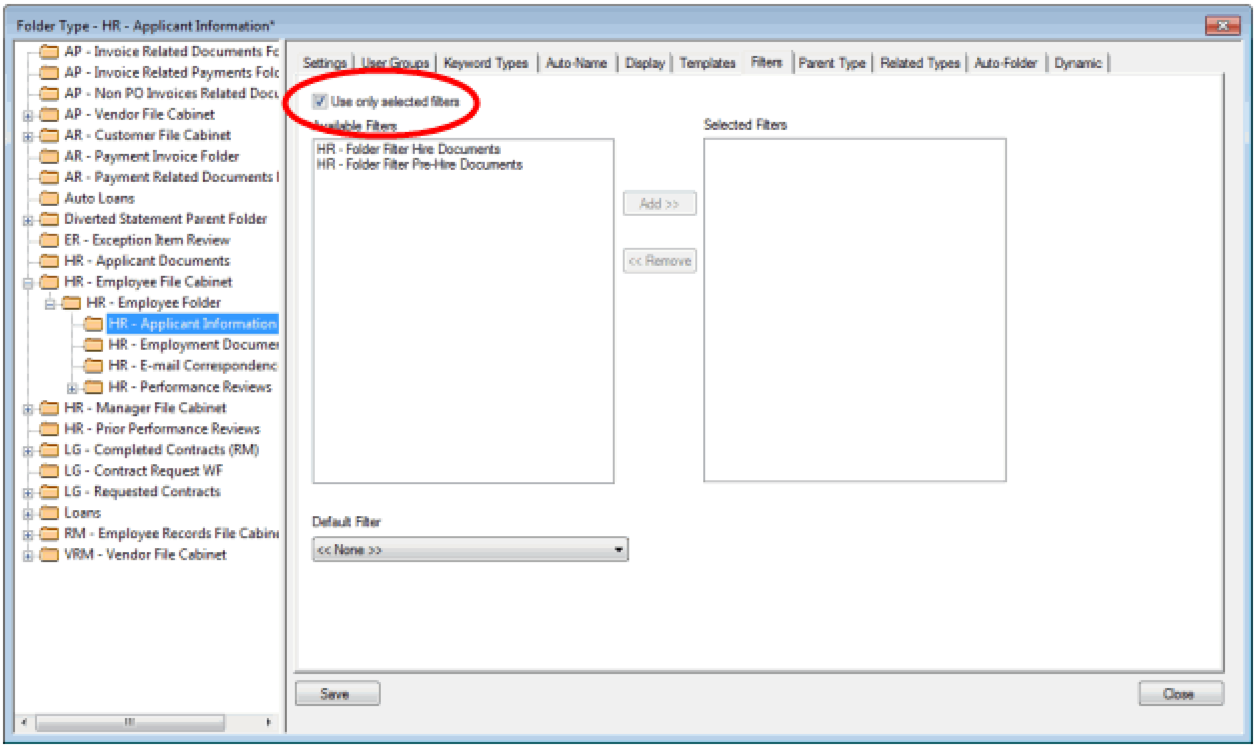
Note: Do not assign both a default filter and a default template to a Folder Type. A filter and a template cannot be simultaneously applied to a folder. If both are assigned to the Folder Type, the default filter is applied and the default template is ignored.

To assign a filter to a Folder Type, complete the following steps:

1. In OnBase Configuration, select **Documents | Folder Types**.
2. Select a Folder Type to configure filters for.
3. Click the **Filters** tab. The **Available Filters** list displays all folder filters that you have rights to view.

Note: If the Custom Query is not displayed in the list, ensure that it has the **Folder Filter** option selected in its configuration settings. See Configuring the Custom Query on page 102.

4. To limit the filters available for folders of this Folder Type, select **Use only selected filters**. Select this option also if you want to disable filters on this Folder Type.



5. From **Available Filters**, select the filters to make available and click **Add**. To select multiple filters, press **CTRL** as you click. Only filters you have privileges to view are available.

   To disable filters on this Folder Type, do not add any filters. Ensure also that **Use only selected filters** is selected.
6. To assign a filter as the default filter, select it from the **Default Filter** drop-down list. The selected filter will be applied to folders by default. If the filter will prevent some documents from being displayed in the folder, ensure users understand how to remove a filter to display all documents.

Note: Default filters are only applied to Workflow folders in the Core-based OnBase Client and in the Unity Client. If the Workflow folder has a folder template configured, the folder template overrides the default filter. If the default filter of a Workflow folder is configured to display an HTML form, the form is not displayed when the queue is opened. Instead, only Document Types and display columns are applied. The filter must be applied to the Workflow folder manually within the Workflow interface in order for the HTML form to be displayed.

   If you selected **Use only selected filters**, only the filters you selected for the Folder Type are available to assign as the default filter. Otherwise, all configured folder filters are available.
7. Click **Save**.

Related Folder Type Configuration

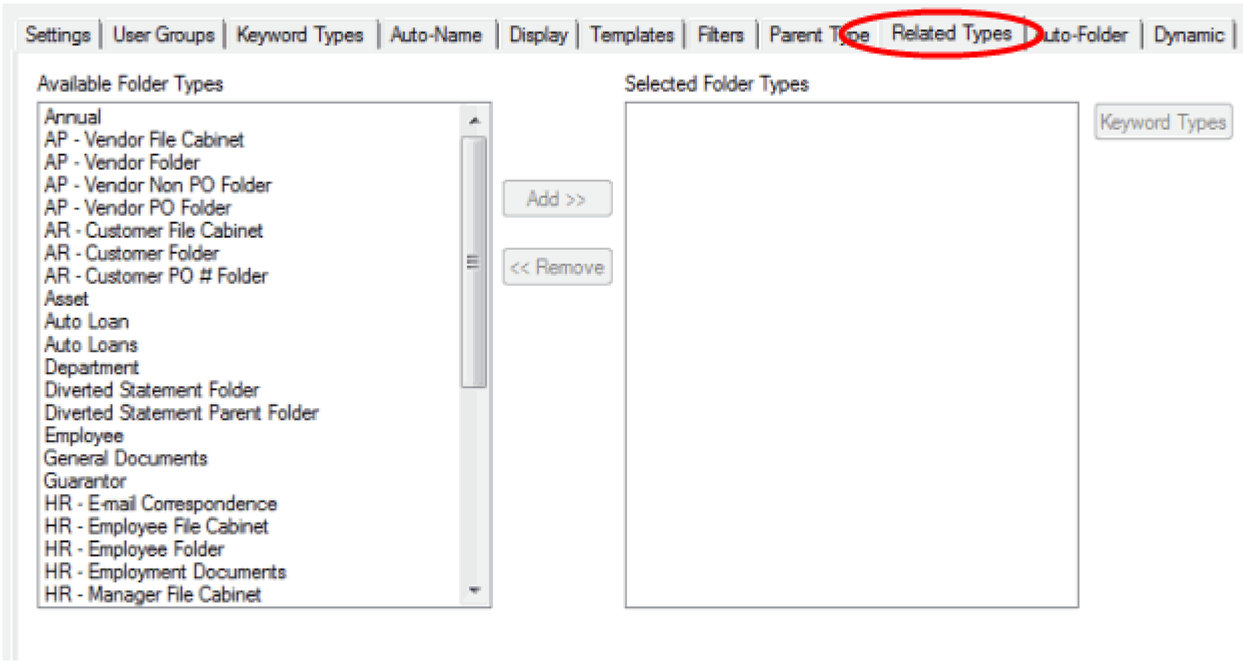
Related folders allow users to quickly access related information stored in different parts of the folder hierarchy.

For example, suppose your folder system has customer claims and customer policy information stored in different branches of the folder tree. If the policy folders are designated as related to the claim folders, then users can access each customer's policy folder directly from the claim folders.

Multiple Folder Types can be marked as related to a single Folder Type, and multiple Keyword Types can be used to define this relationship.

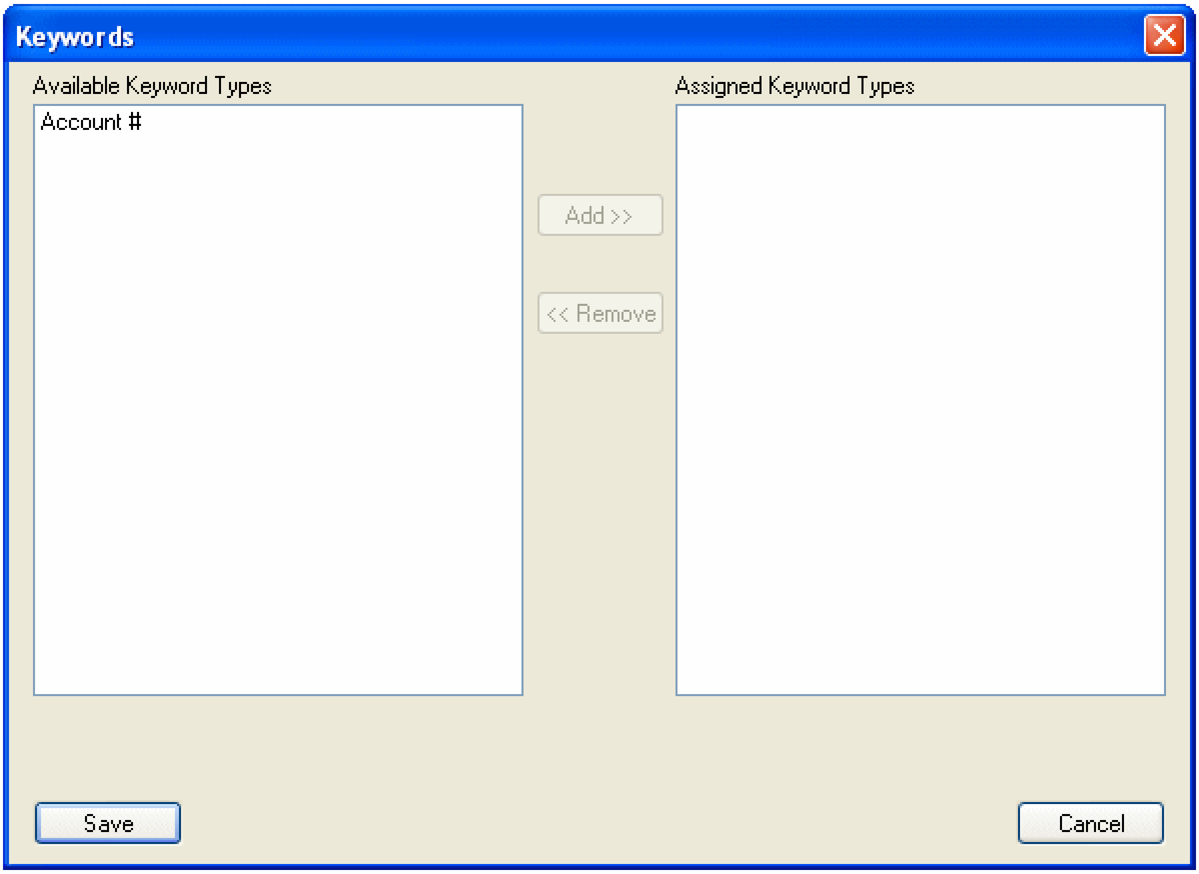
Note: Related Folder Types share a one-way relationship. For example, if the **Red** Folder Type is configured as related to the **Blue** Folder Type, then users can retrieve **Red** folders from **Blue** folders. However, users cannot retrieve **Blue** folders from **Red** folders, unless the **Blue** Folder Type is configured as related to the **Red** Folder Type.

1. Select the Folder Type from which users need to access related folders.
2. Click the **Related Types** tab.



Note: The **Related Types** tab is unavailable for Workflow folders. Related folders cannot be configured for Workflow folders.

3. Select a Folder Type you want to mark as related to the current Folder Type.
    - Workflow folders cannot be selected as related folders.
    - Date-based folders should not be used as related folders. If the current Folder Type or the related Folder Types are date-based, OnBase does not use the folder dates to determine which folders are related.
4. Click **Add**. The **Keywords** dialog box is displayed.



5. Select the Keyword Types to define the relationship. For example, customer account folders and customer transaction folders may be related by the **Account #** Keyword Type.
    - One or more Keyword Types can be selected. As a best practice, configure relationships using the minimum number of Keyword Type required to define the relationship.
    - See the examples following this procedure for expected behavior with various Keyword Type configurations.
6. Click **Save**.
7. Repeat steps 3–6 for each related Folder Type.

Tip: To change the Keyword Types defining a Folder Type's relationship, select the Folder Type and click **Keyword Types**.

8. Save the Folder Type configuration.

Keyword Type on Starting Folder Has Multiple Values

Suppose one Keyword Type has been configured for retrieving related folders. If the starting folder has multiple values for this Keyword Type, then OnBase returns related folders indexed with any of these values.

For example, if folders are related based on the **Customer Name** Keyword Type, and the starting folder has both John Adams and Abigail Adams as **Customer Name** values, then OnBase returns related folders with **Customer Name** values of either John Adams or Abigail Adams.

Starting Folder Has Multi-Instance Keyword Type Groups

Suppose the starting folder is assigned a Multi-Instance Keyword Type Group, and Keyword Types in this group are configured for retrieving related folders. In this situation, the expected behavior may vary.

1. If the related folders use the same Multi-Instance Keyword Type Group as the starting folder, then OnBase respects how Keyword Values are grouped on the starting folder.

   For example, suppose the Multi-Instance Keyword Type Group has two Keyword Types: [**Color** and **Shape**]. If the starting folder is indexed with the values [Red, Circle] and [Blue, Square], then OnBase returns related folders indexed with the values [Red, Circle] or [Blue, Square]. Folders with values of [Red, Square] or [Blue, Circle] are not returned.
2. If the Keyword Types are assigned individually to the related folders, then OnBase returns folders with any combination of matching values.

   For example, suppose the Multi-Instance Keyword Type Group on the starting folder has two Keyword Types: [**Color** and **Shape**]. The related folders are assigned the same Keyword Types, but not as a Multi-Instance Keyword Type Group.

   If the starting folder is indexed with the values [Red, Circle] and [Blue, Square], then OnBase returns related folders indexed with any of the following combinations of values:

   - Red, Circle
   - Red, Square
   - Blue, Circle
   - Blue, Square

Starting Folder Has Some Blank Keyword Values

Suppose multiple Keyword Types have been configured for retrieving related folders. If the starting folder has values for only some of these Keyword Types, then OnBase retrieves related folders based on the Keyword Types that have values.

For example, suppose a customer folder has related folders set up based on the **Account #** and **Customer Name** Keyword Types. If the customer folder has an **Account #** value but not a **Customer Name** value, then related folders are retrieved based only on the **Account #** value. The related folders' **Customer Name** values are ignored.

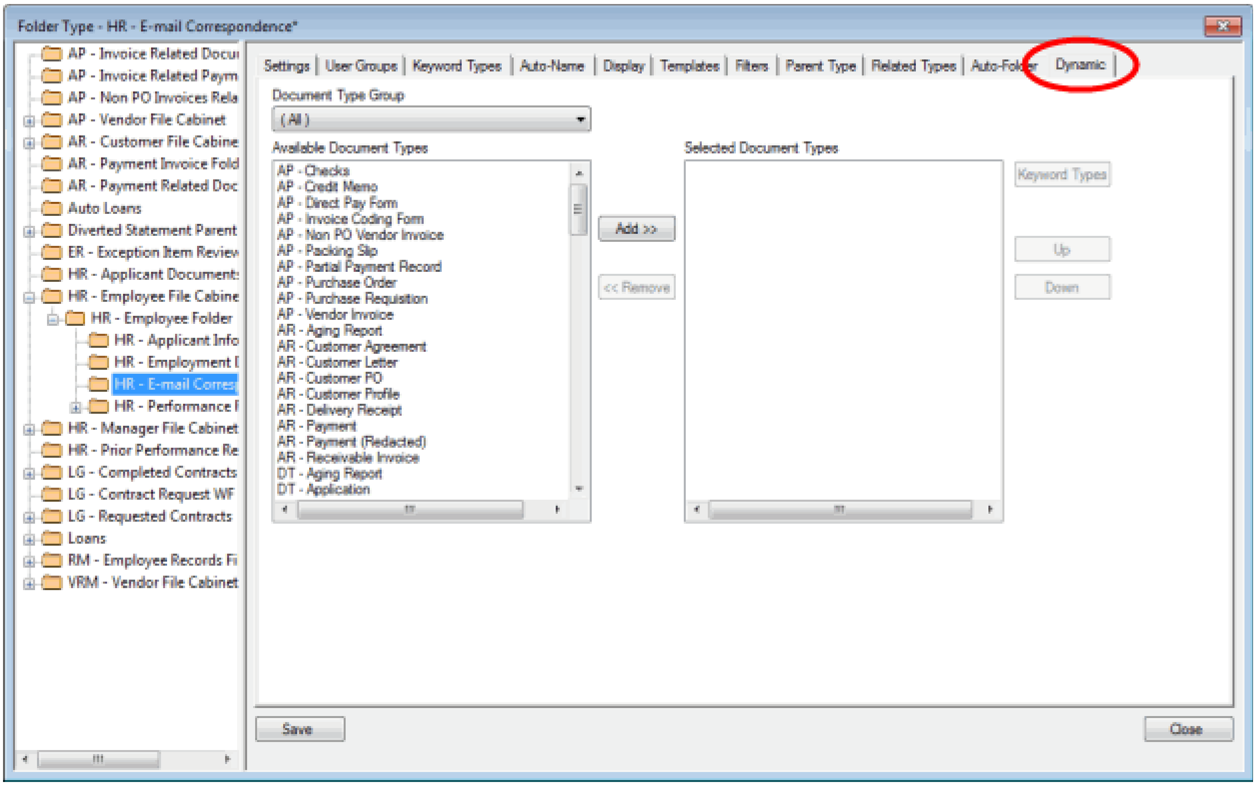
Starting Folder Has No Related Keyword Values

Suppose one or more Keyword Types have been configured to retrieve related folders. If the starting folder has no values for any of these Keyword Types, then users cannot retrieve related folders from the starting folder.

Dynamic Folder Type Configuration

Dynamic Folder Type configuration allows folders to be populated automatically with documents that meet the Document Type and Keyword value requirements.

1. If you configured the Folder Type for dynamic contents, click the **Dynamic** tab.



The **Available Document Types** list displays available Document Types or Document Type Groups. You must assign all Document Types or Document Type Groups that folders of this Folder Type should dynamically contain.

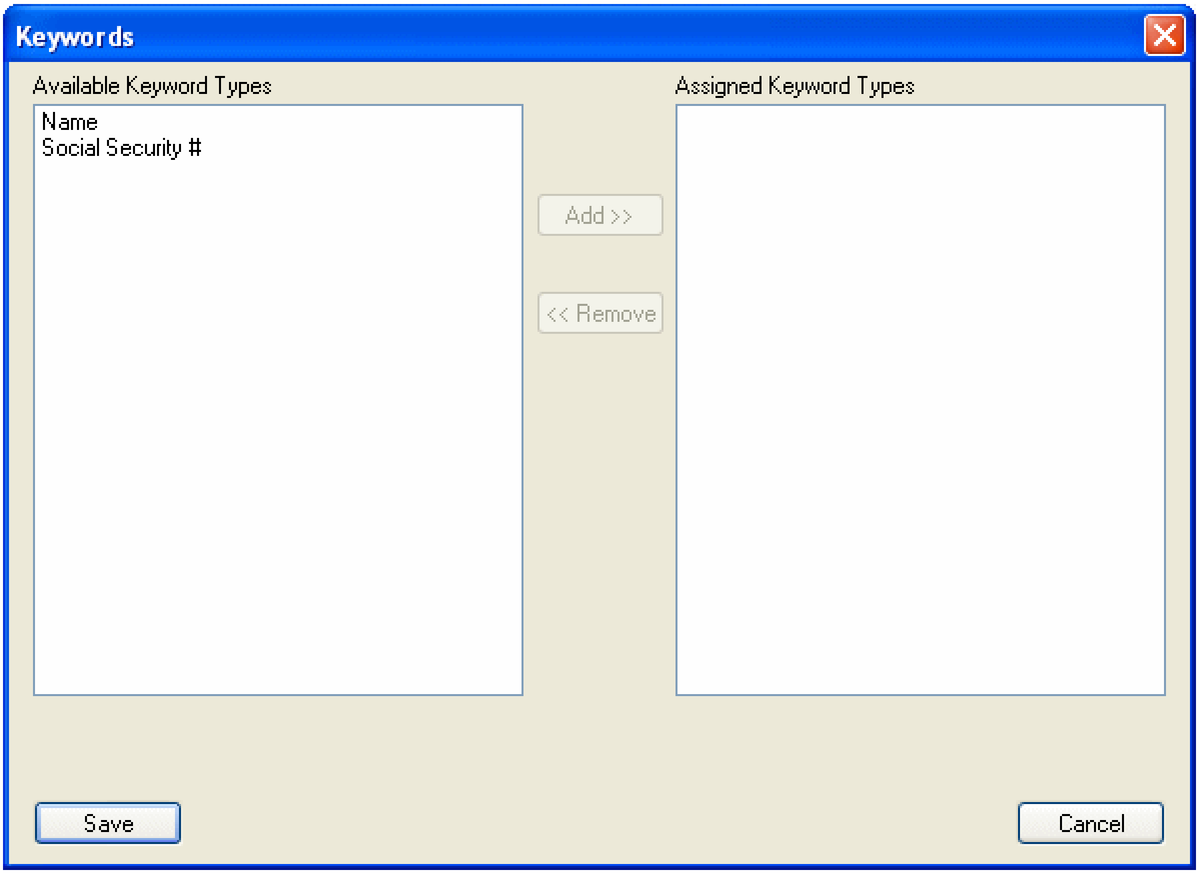
Note: Only Document Types and Document Type Groups to which you have rights are listed.

2. To filter Document Types by Document Type Group, select the Document Type Group from the **Document Type Group** filter. This filter is unavailable if the Folder Type is configured for **Dynamic Document Type Groups**.
3. Do one of the following:
   - To add a Document Type/Group, select it from the **Available Document Types** list and click **Add**.
   - To remove a Document Type/Group, select the Document Type from the **Selected Document Types** list and click **Remove**.

- To modify an existing Keyword Type assignment, select the Document Type and click **Keyword Types**.

Tip: To select multiple Document Types or Document Type Groups, press **CTRL** as you select each one.

4. When a Document Type/Group is added, OnBase automatically displays the **Keywords** dialog box.



5. Select Keyword Types to match between the documents and the folder.
   - If the Folder Type is configured for dynamic Document Types, then only Keyword Types common to both the selected Document Types and the Folder Type are available. If the necessary Keyword Types are not displayed, reassign the Keyword Types for the Folder Type or Document Type as needed.
   - If the Folder Type is configured for dynamic Document Type Groups, then all Keyword Types assigned to the Folder Type are available. If a document in an assigned Document Type Group matches a value for at least one of the folder's assigned dynamic Keyword Types, then the document is pulled into the folder.

     If a document has no Keyword value in common with a folder's dynamic Keyword Types, then the document is not displayed in the folder.

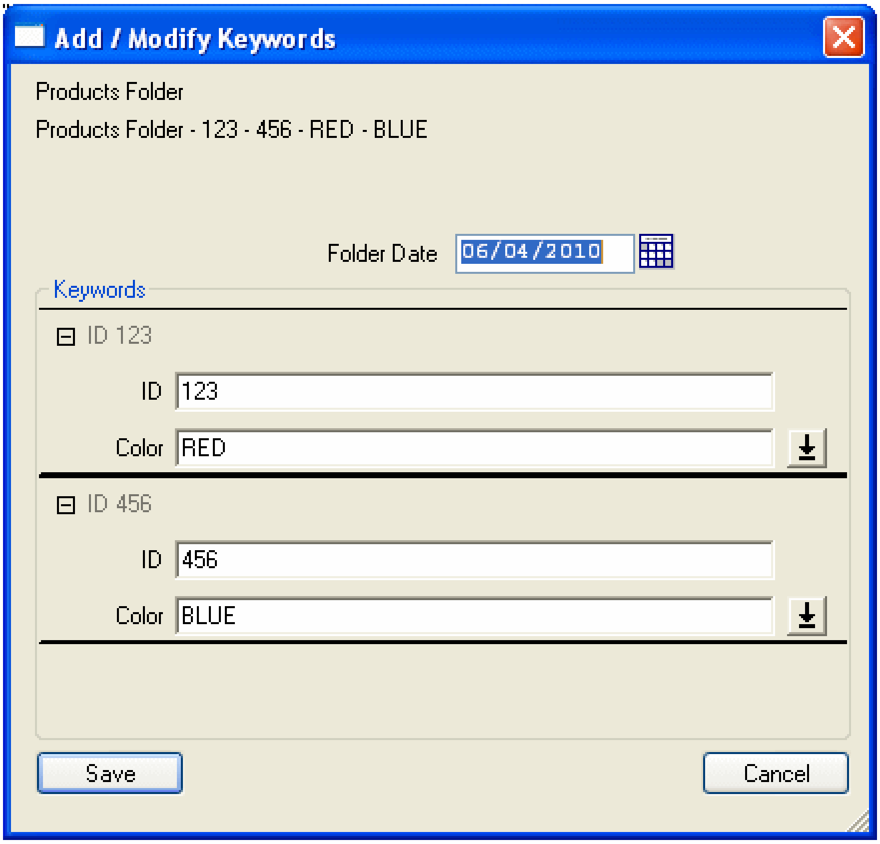
Tip: Assign Keyword Types whose values won't change. Values for Keyword Types like **Name** and **Address** could change, whereas values for Keyword Types like **SSN**, **ID**, and **Policy Number** are likely to remain fixed.

6. Repeat for each Document Type needed.
7. If the Folder Type is configured to display documents ordered by a **Document Type Sequence** (on the **Display** tab), use the **Up** and **Down** buttons to change the Document Type sequence.
8. Click **Save**.

Dynamic Folders and Multi-Instance Keyword Type Groups

If the Folder Type uses a Multi-Instance Keyword Type Group, and Keyword Types in the group assigned on the **Dynamic** tab, then the selected Document Type(s) must be assigned the same Multi-Instance Keyword Type Group. This configuration is required for a dynamic folder to respect the grouping of assigned Keyword Types.

Consider the following scenario: The Keyword Types **ID** and **Color** are assigned to a dynamic Folder Type as a Multi-Instance Keyword Type Group. Both Keyword Types are used for dynamic retrieval. A folder in the OnBase Client has two instances of the Keyword Type Group using the following values:



If the folder's Document Types use the same Multi-Instance Keyword Type Group as the Folder Type, then the folder can contain documents indexed with the following values:

Exact Match	First Instance Match	Second Instance Match
ID: 123 Color: Red	ID: 123 Color: Red	ID: 456 Color: Blue
ID: 456 Color: Blue		

If the Document Type is assigned the Keyword Types individually instead of as a Multi-Instance Keyword Type Group, then the folder can contain documents indexed with any combination of values, as long as the values match the folder's.

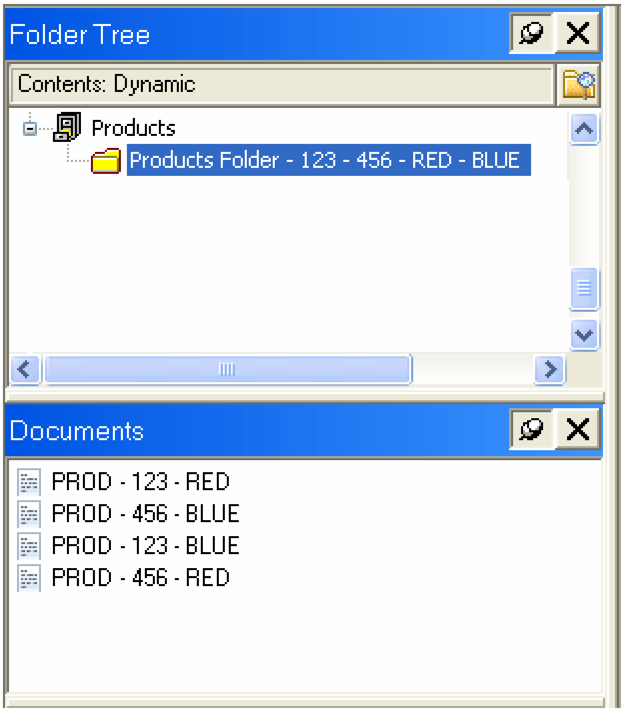
Possible Keyword values for contents that don't use the folder's MITKG:				
ID: 123 ID: 456 Color: Red Color: Blue	ID: 123 Color: Red	ID: 123 Color: Blue	ID: 456 Color: Red	ID: 456 Color: Blue

The same rule applies when the Document Type is assigned the Keyword Types in a different Multi-Instance Keyword Type Group than the Folder Type's.

Show Folder Locations

When the Folder Type and Document Type do not use the same Multi-Instance Keyword Type Group, the **Show Folder Locations** command may not behave as expected. In the OnBase Client, **Show Folder Locations** is executed from a document to retrieve folders where the document resides. If a folder is indexed with multiple instances of a Keyword Type Group, the **Show Folder Locations** command will retrieve the folder only for documents indexed with values that are in the same instance of a Keyword Type Group on the folder.

Consider the following example:



Here, the folder has the following values within Keyword Type Groups:

- **ID**=123
  Color=Red
- **ID**=456
  Color=Blue

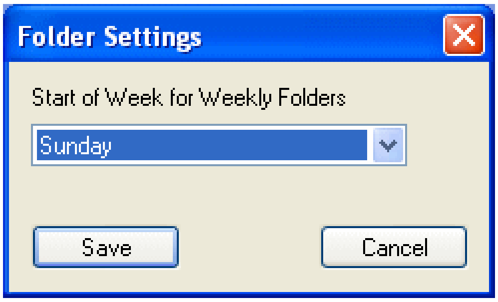
Documents in the folder are assigned **ID** and **Color** as individual Keyword Types. Even though the folder contains a document with the values **ID**=123 and **Color**=Blue, executing the **Show Folder Locations** command from this document will not retrieve the folder. The document's Keyword values must be in the same instance of the Keyword Type Group on the folder.

Weekly Folder Settings

For Folder Types with a date range of **Weekly**, you can change the day used as the start of the week. By default, the start of the week is set to Sunday. You may want to change this setting to accommodate locales where Monday is considered the start of the week.

Changing this setting does not affect existing folders. If OnBase already contains folders with weekly date ranges, then these folders are based on the start of the week that was configured when the folders were created.

1. In Configuration, select **Users | Folder Settings**. The **Folder Settings** dialog box is displayed.



2. Select the first day of the week for weekly folders.
3. Click **Save**.

Folder Templates

Folder templates can help users navigate a folder's contents by doing the following:

- Sorting documents in a consistent order.
- Identifying documents that are missing from a folder.
- Identifying documents that are missing certain Keyword values, which may have been unavailable when the documents were indexed.
- Filtering the folder to display only documents that satisfy specific criteria.

By automatically performing these tasks, folder templates can contribute to the overall efficiency of your solution.

For example, suppose every Employee Records folder must contain a specific set of documents, including the employee's I-9 form. To help your HR department identify whether an employee's I-9 is missing, you can configure the folder template to display a message in red text if the **I-9 Form** Document Type is not in the employee's folder. The same template can identify when other necessary documents are missing, such as the employee's W4 or emergency contact information.

Templates also can automatically filter and sort documents when a user opens a folder. For example, suppose a folder contains many documents, some of which are accessed frequently, and others that are accessed rarely. A folder template can be used to display only the documents that users access most often. If you assign the folder template as the default template for a Folder Type, then all folders based on that Folder Type will have the template applied automatically when they are opened in the OnBase Client.

When users need to view all documents in a folder, they can remove the template. You can also configure a template to show all documents that do not meet the template criteria. These documents would then be displayed after the template documents.

Folder templates work well with folders containing many Document Types. Depending on your objective, templates may not be the best choice for managing folder contents. For example, if users want to find a folder document by Keyword value, you can configure an HTML Custom Query as a folder filter. For information about folder filters, see Folder Filter Configuration on page 102.

Creating a New Folder Template

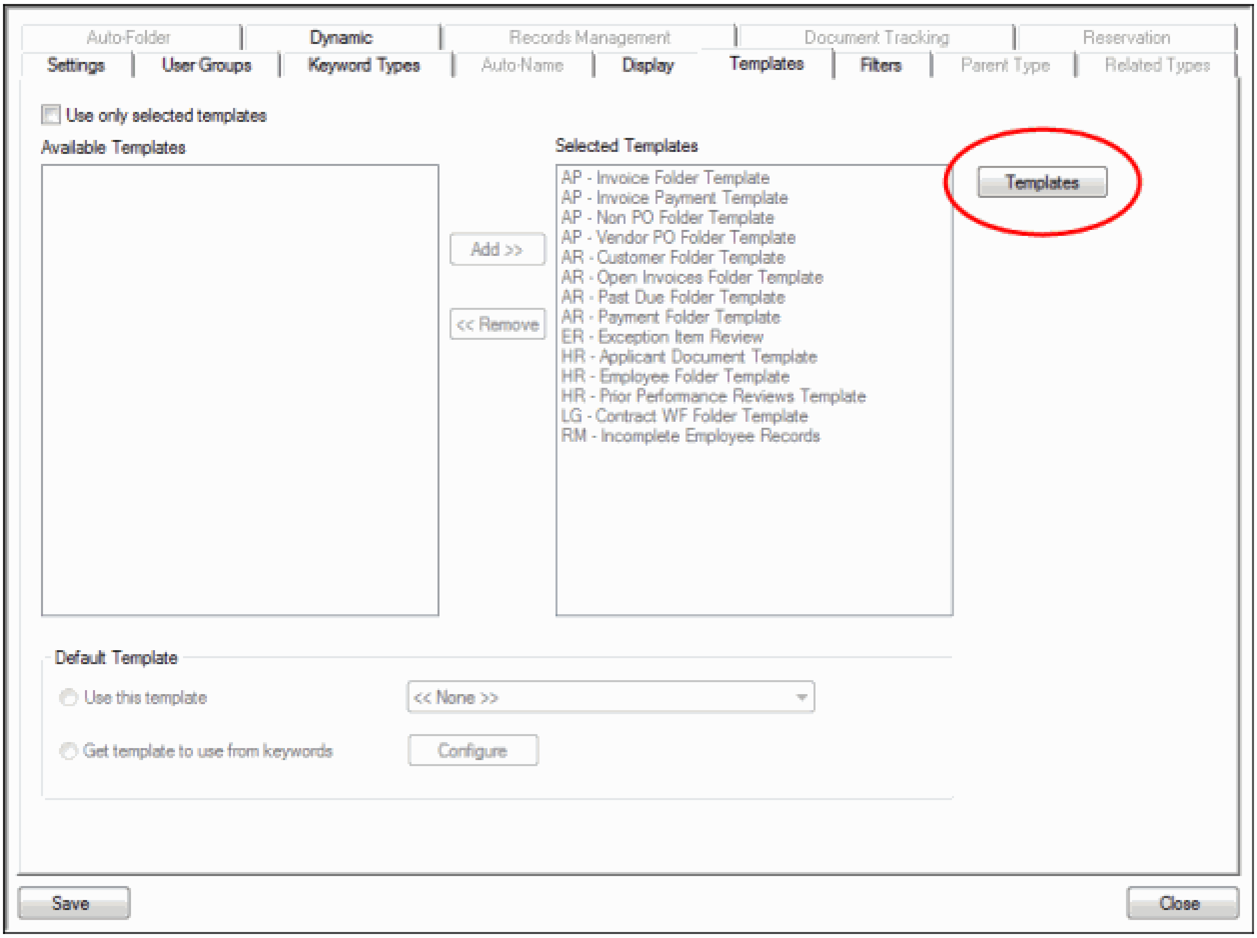
Before configuring folder templates, outline what you want the template to accomplish. This outline will help you configure the template.

After creating a new template, see the following sections to configure the template as needed:

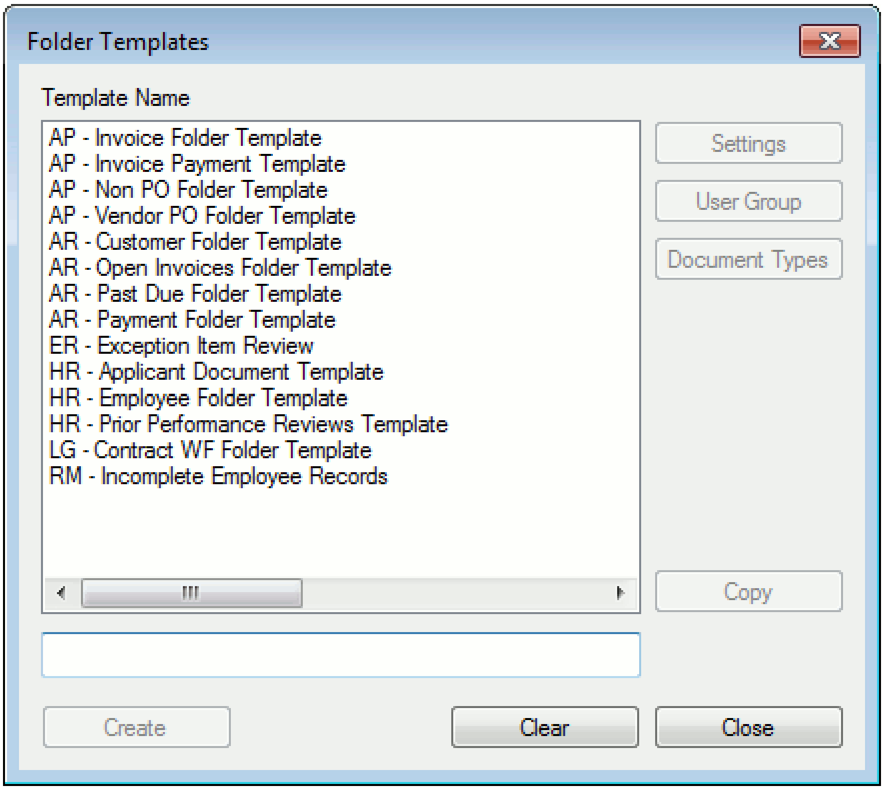
- Assigning Document Types to a Template on page 119
- Configuring Keyword Type Criteria for a Document Type on page 121
- Configuring how Documents are Displayed Using a Template on page 126
- Adding Missing Item Messages on page 126
- Assigning Specific Templates to a Folder Type on page 129
- Assigning User Groups to a Template on page 137

To create a new folder template:

1. Do one of the following:
    - Select **Document | Folder Templates**.
    - From Folder Type configuration, click the **Templates** tab. Then, click the **Templates** button. This method is convenient if the template will be the default template for the selected Folder Type.



The **Folder Templates** dialog box is displayed.



2. From the **Folder Templates** dialog box, type a name for the new folder template in the field provided.
3. Click **Create**. The template is added to the list.
4. Continue to Assigning Document Types to a Template on page 119.

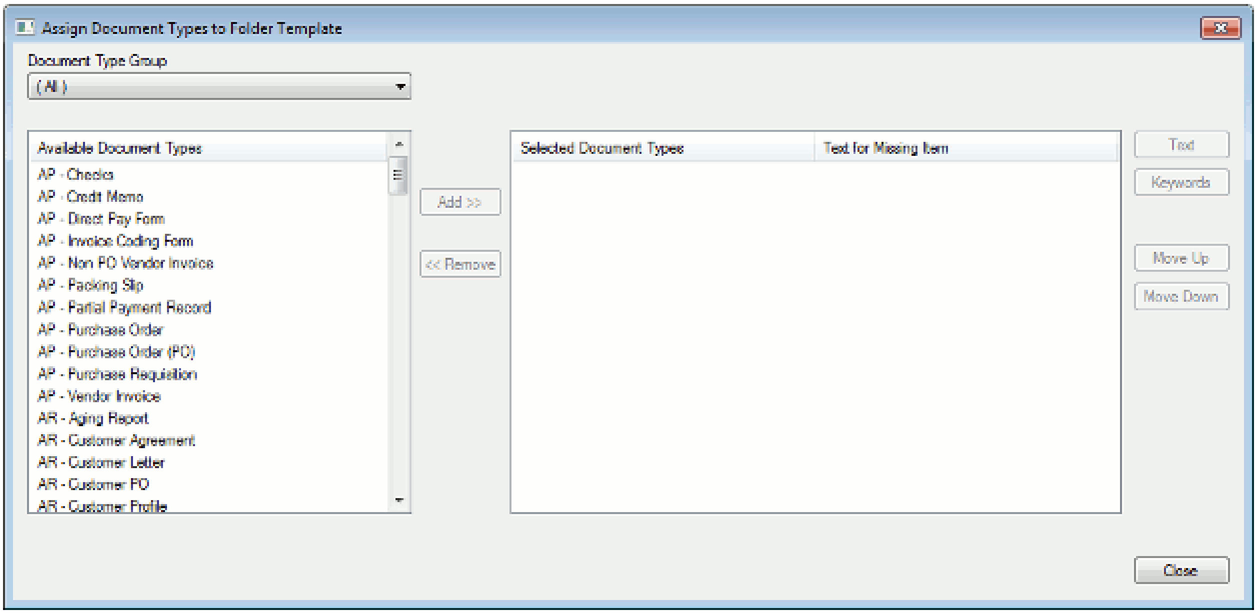
Assigning Document Types to a Template

A folder template is assigned specific Document Types. When the template is applied, documents from the configured Document Types are displayed to a user. Missing text placeholders may also be displayed, if documents from certain Document Types are not accounted for and missing item messages are configured.

Depending on template configuration, the template may only display the template Document Types, or it may display template Document Types followed by all other documents in the folder. For more information, see Configuring how Documents are Displayed Using a Template on page 126.

To assign Document Types to a template:

1. From the **Folder Templates** dialog box, select a template.
2. Click **Document Types**. The **Assign Document Types to Folder Template** dialog box is displayed.



3. To narrow the list of available Document Types, select the appropriate Document Type Group from the **Document Type Group** drop-down list.
4. Select one or more Document Types from the **Available Document Types** list.
5. Click **Add**. The Document Types are added to the **Selected Document Types** list.

Tip: Add more than one entry for the same Document Type when Keyword Type value criteria is required for either one or another value of the same Keyword Type. For more information on this concept, see Configuring a Document Type to Allow for Two or More Unique Values on page 124.

To remove one or more Document Types from the template, select them from the **Selected Document Types** list and click **Remove**.

6. To have the template display documents in a specific order, select a Document Type from the **Selected Document Types** list and click **Move Up** or **Move Down** to move the Document Type to the intended position.
7. To configure Keyword Type criteria for the Document Types, see Configuring Keyword Type Criteria for a Document Type on page 121.

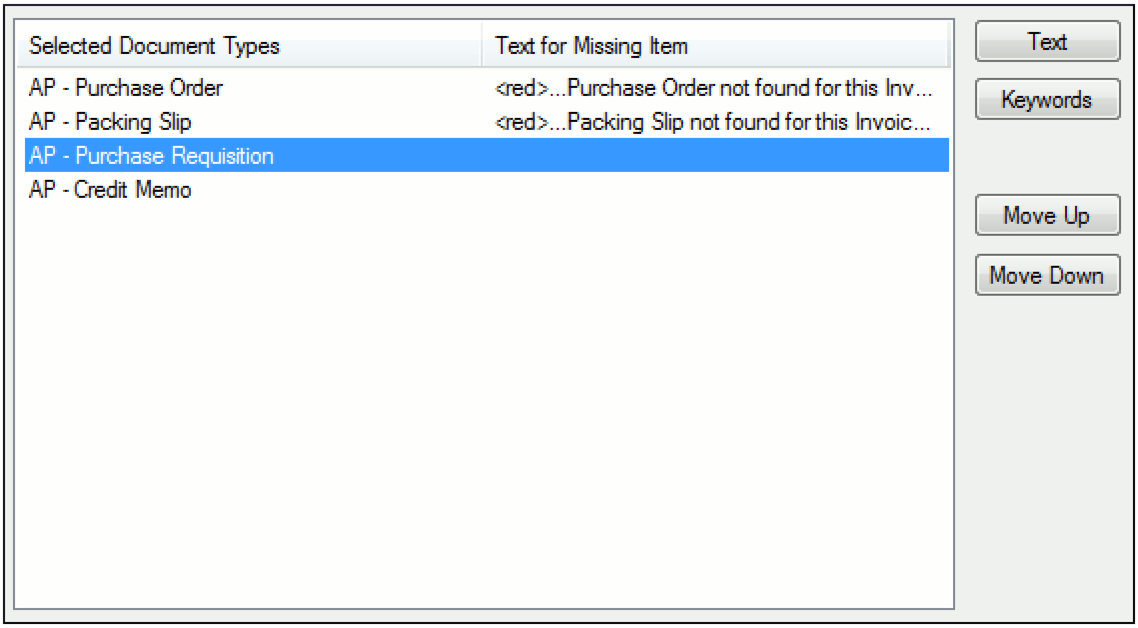
Configuring Keyword Type Criteria for a Document Type

You can configure folder template Document Types to require specific criteria for Keyword Type values. When the template is applied, documents meeting the criteria are displayed; documents that do not meet the criteria are either hidden or displayed after the template documents, depending on template configuration.

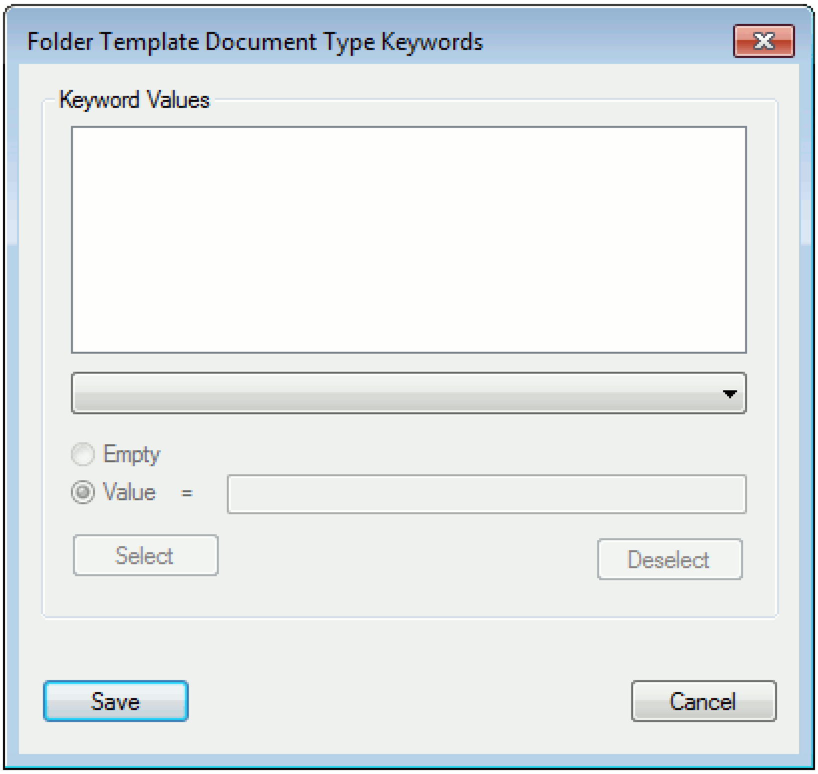
Note: These steps are not necessary if documents of template Document Types should be displayed regardless of Keyword Type values.

To configure Keyword Type criteria for a template Document Type:

1. From the **Assign Document Types to a Folder Template** dialog box, select a Document Type from the **Selected Document Types** list.



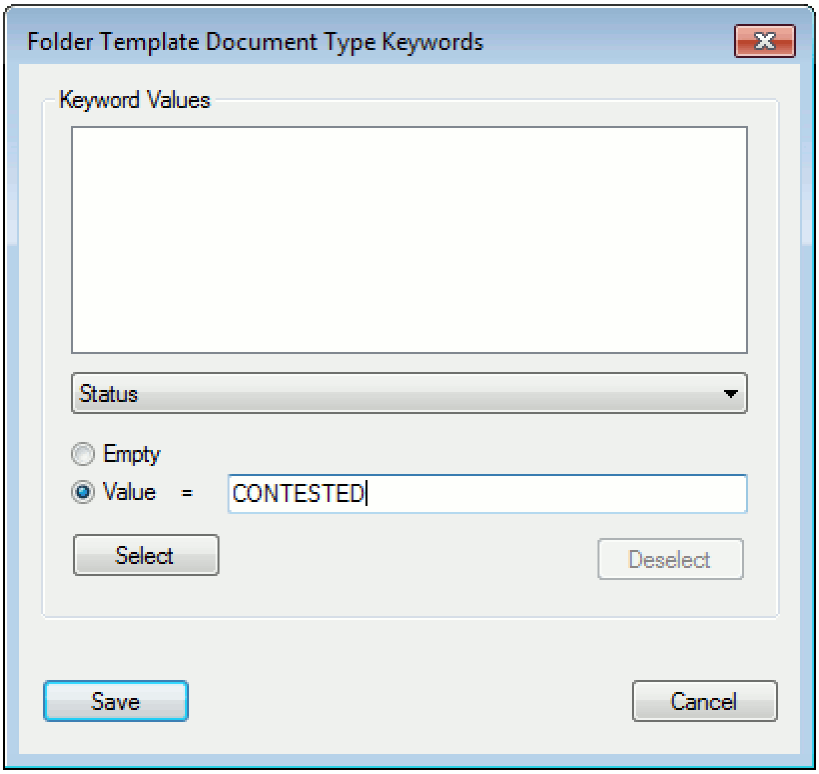
2. Click the **Keywords** button.
   The **Folder Template Document Type Keywords** dialog box is displayed.



3. From the drop-down list, select a Keyword Type to be used in determining whether documents should be displayed.
4. Select one of the following options:

Option	Description
Empty	Select to have the template display documents of the selected Document Type only if they are missing a value for the selected Keyword Type. This option helps users identify documents missing values that were unavailable when the documents were initially indexed. **Note:** If the Keyword Type is in a Multi-Instance Keyword Type Group, then the template displays documents that are missing a value for the Keyword Type in any instance of the Keyword Type Group.
Value	Select to have the template display documents of the selected Document Type only if they have a specific value for the selected Keyword Type. You will provide this value in the next step.

5. If you selected **Value** in the previous step, enter the required Keyword Type value. Documents must be indexed with this value to be displayed within the folder template.



6. Click **Select**. The Keyword Type and value are added to the **Keyword Values** list.

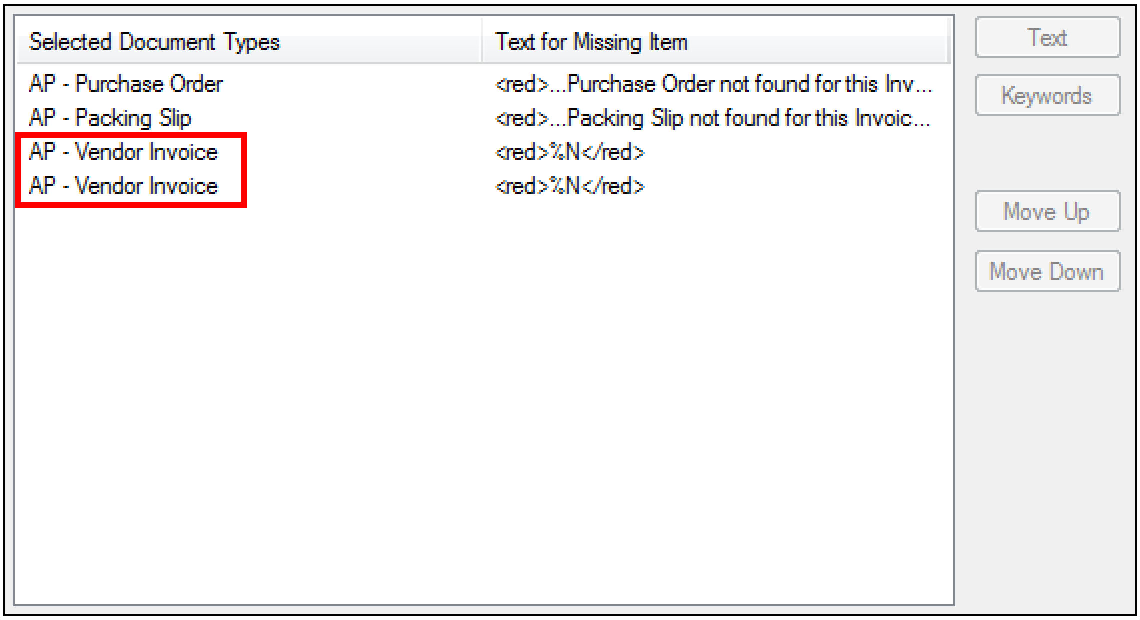
   To remove a value from the **Keyword Values** list, select it and click the **Deselect** button.
7. Repeat the process as necessary to add additional Keyword criteria for the Document Type. See the following considerations for adding more than one criterion for the selected Document Type entry:
   - If you configure multiple Keyword Type values for the selected Document Type, the template displays a document of that Document Type only if the document satisfies all criteria in the **Keyword Values** pane.
   - If you configure multiple values for a Keyword Type, the template displays a document of that Document Type only if that document is indexed with all of the configured values.

Tip: Add more than one entry for the same Document Type when Keyword Type value criteria is required for either one or another value of the same Keyword Type. For more information on this concept, see Configuring a Document Type to Allow for Two or More Unique Values on page 124.

Configuring a Document Type to Allow for Two or More Unique Values

Folder templates can allow for documents of Document Types to be indexed with one value or another value for the same Keyword Type. This means that a document only needs to be indexed with one of the specified values to be displayed within the folder template.

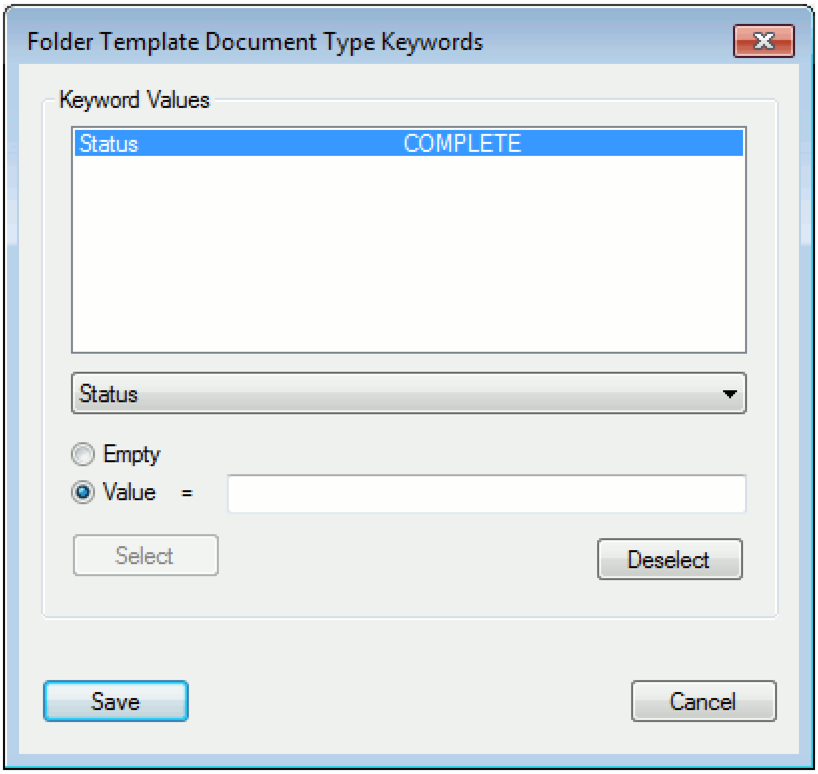
For example, if the **AP - Vendor Invoice** Document Type includes the **Status** Keyword Type, and you want the template to display invoices that have a value of either **Complete** or **Partially Complete** for the **Status** Keyword Type, then you would add two entries for the **AP - Vendor Invoice** Document Type.



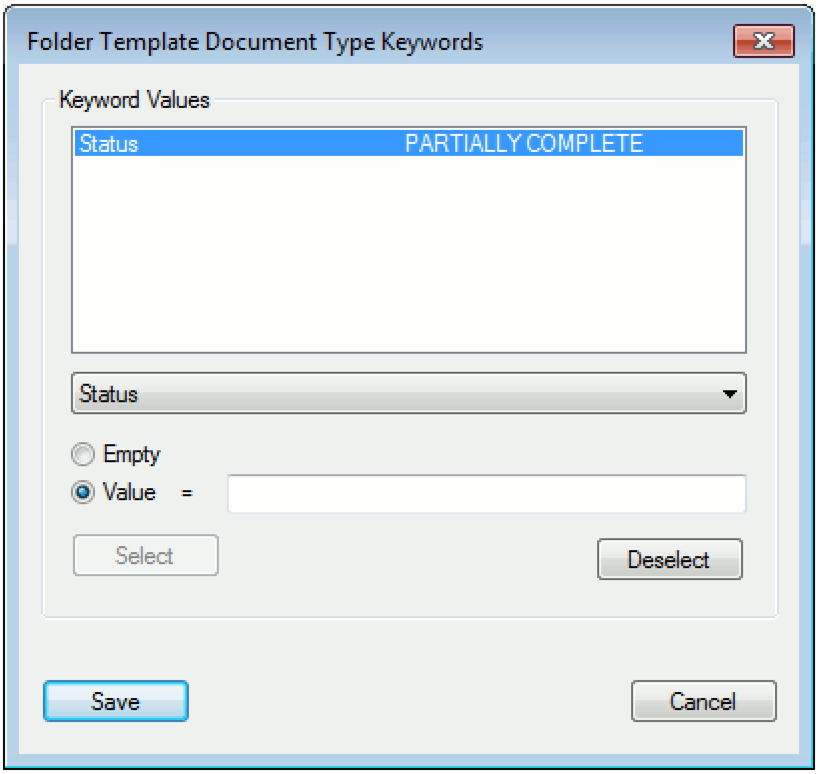
For each **AP - Vendor Invoice** Document Type, you would select the **Status** Keyword Type; however, you would enter **Complete** as one of the values and **Partially Complete** as the other value. This is different than assigning both values to a single entry of the Document Type, which would require the document to be indexed with both values, instead of one or the other.

See the following screen shots for more information on configuring two separate values for a Document Type. Note that these Keyword Type values appear in separate dialog boxes.

AP - Vendor Invoice Configuration #1



AP - Vendor Invoice Configuration #2

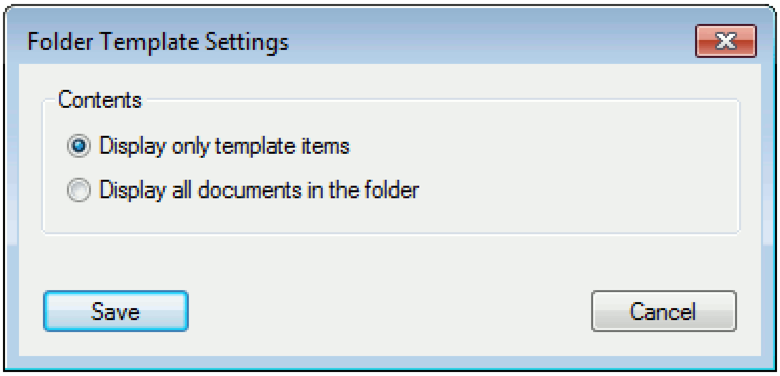


Configuring how Documents are Displayed Using a Template

When configuring a folder template, you can determine whether all documents are displayed in a folder using this template.

To configure how documents are displayed using a template:

1. From the **Folder Templates** dialog box, click the **Settings** button.
   The **Folder Template Settings** dialog box is displayed.



2. Select one of the following options:

Option	Description
Display only template items	The template displays only documents that meet the configured template criteria. All other documents in the folder are hidden. **Note:** When creating a new template, this option is selected by default.
Display all documents in the folder	The template displays all documents contained in the folder. The documents meeting the template criteria are listed first, followed by any documents that do not meet the template criteria. Documents that do not meet the template criteria are ordered according to the folder Document Type order.

3. Click **Save**.

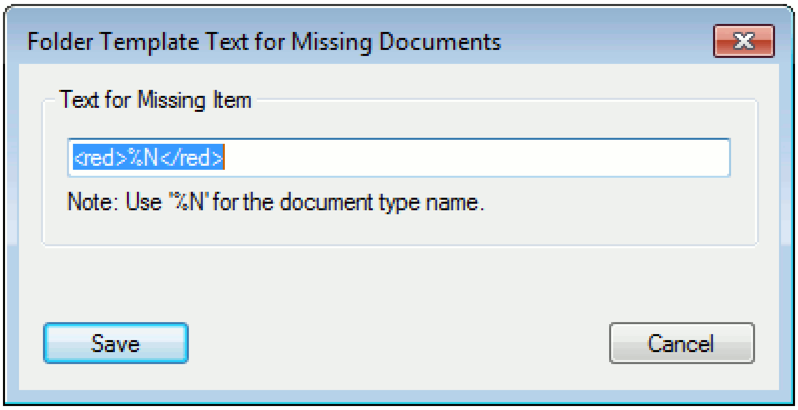
Adding Missing Item Messages

You can configure a missing item message for a template Document Type. When a document specified by a template is not contained in a folder, this text serves as a placeholder for the document not yet added to the folder.

To add missing item messages to template Document Types:

1. From the **Assign Document Types to Folder Template** dialog box, select one or more Document Types from the **Selected Document Types** list.
2. Click the **Text** button.

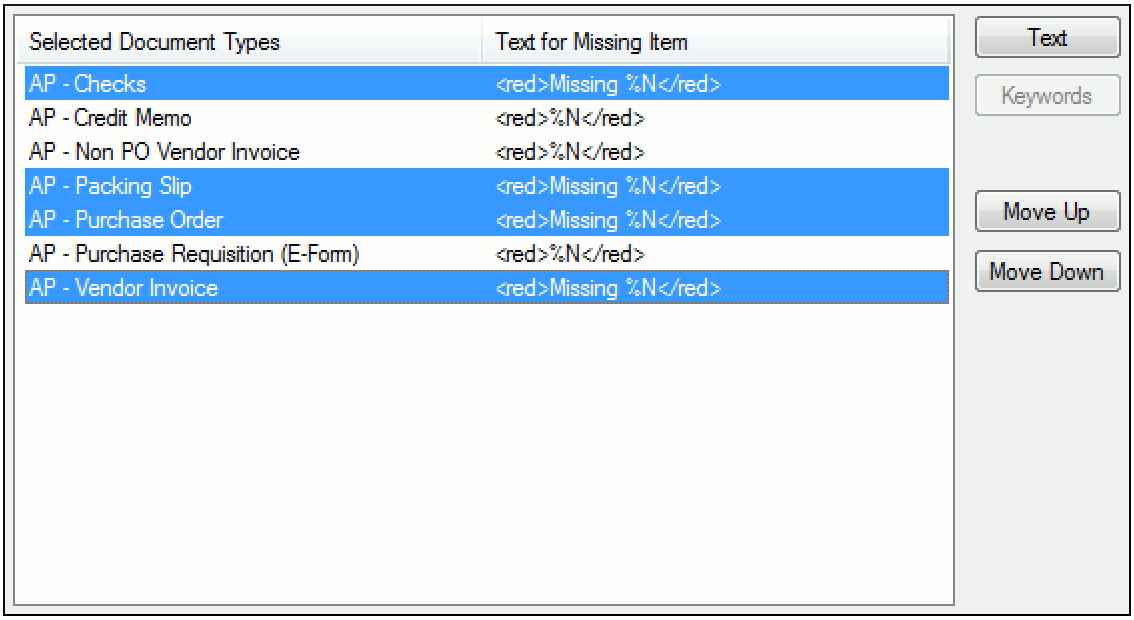
   The **Folder Template Text for Missing Documents** dialog box is displayed.



3. In the **Text for Missing Item** field, type a message for the template to display when folder contains no documents that satisfy the configured criteria. You can type **%N** to insert the Document Type name. For example, if you are configuring a missing message for AP - Packing Slip, you could type **Missing %N**. The text displayed to the user would be **Missing AP - Packing Slip**.

   If the selected Document Types have no Keyword criteria, this message is displayed when the folder does not contain any documents of the selected Document Types.
4. Format the Text for Missing Item message, if necessary. See Formatting Missing Item Messages on page 128.

5. Click **Save**. The text is applied to the selected Document Types and displayed in the **Text for Missing Item** column.



Formatting Missing Item Messages

Apply formatting tags to the **Text for Missing Item** to make the item's absence more noticeable in the OnBase Client. Place the opening tag before the text being formatted. Place the closing tag after the text being formatted. The closing tag has a forward slash within the angled brackets, as shown in the table below.

Note: Formatting tags apply only to folder templates used in the OnBase Client, Web Client, and Unity Client. For more differences between OnBase client applications, see Folder Feature Support on page 212.

Formatting Tag	Description
<BOLD></BOLD>	Makes the enclosed text bold. For example, to have the word "I-9" displayed in bold, type: **Missing <BOLD>I-9</BOLD>**
<COLOR></COLOR>	Displays the enclosed text in the specified color. For example, to display the words "Missing I-9" in red, type: **<RED>Missing I-9</RED>** Supported colors are red, green, blue, yellow, cyan, magenta, black, gray, and white. Avoid using white; white text is unreadable until the text is selected.

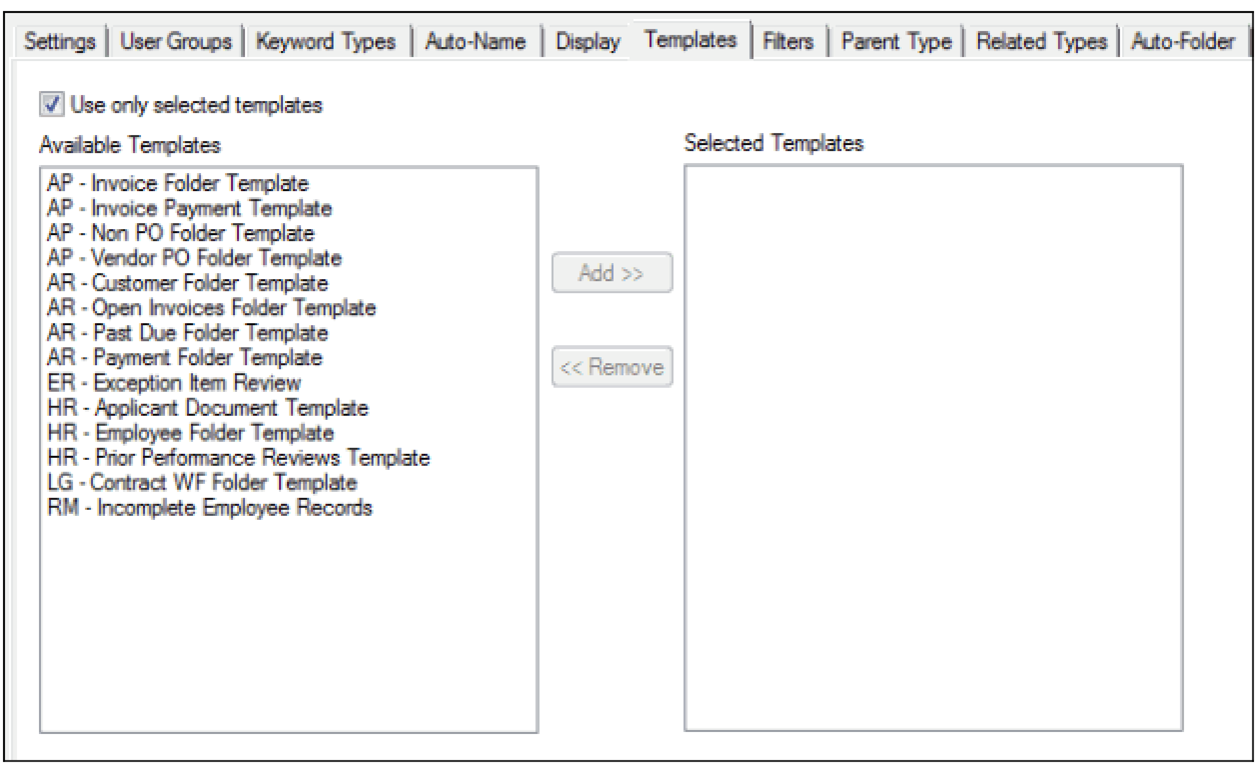
Formatting Tag	Description
<ITALIC></ITALIC>	Italicizes the enclosed text. For example, to italicize the words “Missing I-9,” type: **<ITALIC>Missing I-9</ITALIC>**
<STRIKE></STRIKE> **Or** **<K></K>**	Strikes out the enclosed text with a horizontal line. For example, to strike out the word “I-9,” type: **<STRIKE>I-9</STRIKE>** Or: **<K>I-9</K>**

Assigning Specific Templates to a Folder Type

By default, all available folder templates are assigned to a newly created Folder Type. This means that a user is able to select a template from all available templates, regardless of whether the templates were created to be used for the Folder Type they are being applied to.

To allow for only a specific group of templates to be available for a Folder Type:

1. In OnBase Configuration, select **Document | Folder Types**. The **Folder Type** configuration dialog box is displayed.
2. Select the Folder Type.
3. Click the **Templates** tab.
4. Select the **Use only selected templates** option. All of the templates in the **Selected Templates** list are transferred to the **Available Templates** list.



5. To add a template to the Folder Type, select the template from the **Available Templates** list and click **Add**.

   To remove a template from the Folder Type, select the template from the **Selected Templates** list and click **Remove**.
6. Click **Save**.

For information on assigning a default template to the Folder Type, see the next section.

Assigning a Default Template to a Folder Type

A default folder template is one that may be applied automatically upon opening a folder. A default template can be either fixed or determined when a user opens a folder. A fixed default folder template is the same template for all users accessing the folder, provided the users have rights to the template. A default folder template determined when the folder is opened relies on configured template patterns to select the correct default template.

For more information on configuring default templates, see the following sections

- Assigning a Fixed Default Template on page 130
- Assigning Default Templates Using Patterns on page 131

Assigning a Fixed Default Template

A fixed default folder template is always automatically applied to an open folder, provided a user accessing the folder has rights to the template. The template is the same for every privileged User Group. You can assign a fixed default template to a Folder Type as long as one or more templates are listed in the Folder Type's **Selected Templates** list. For more information on selecting available templates for a Folder Type, see Assigning Specific Templates to a Folder Type on page 129.

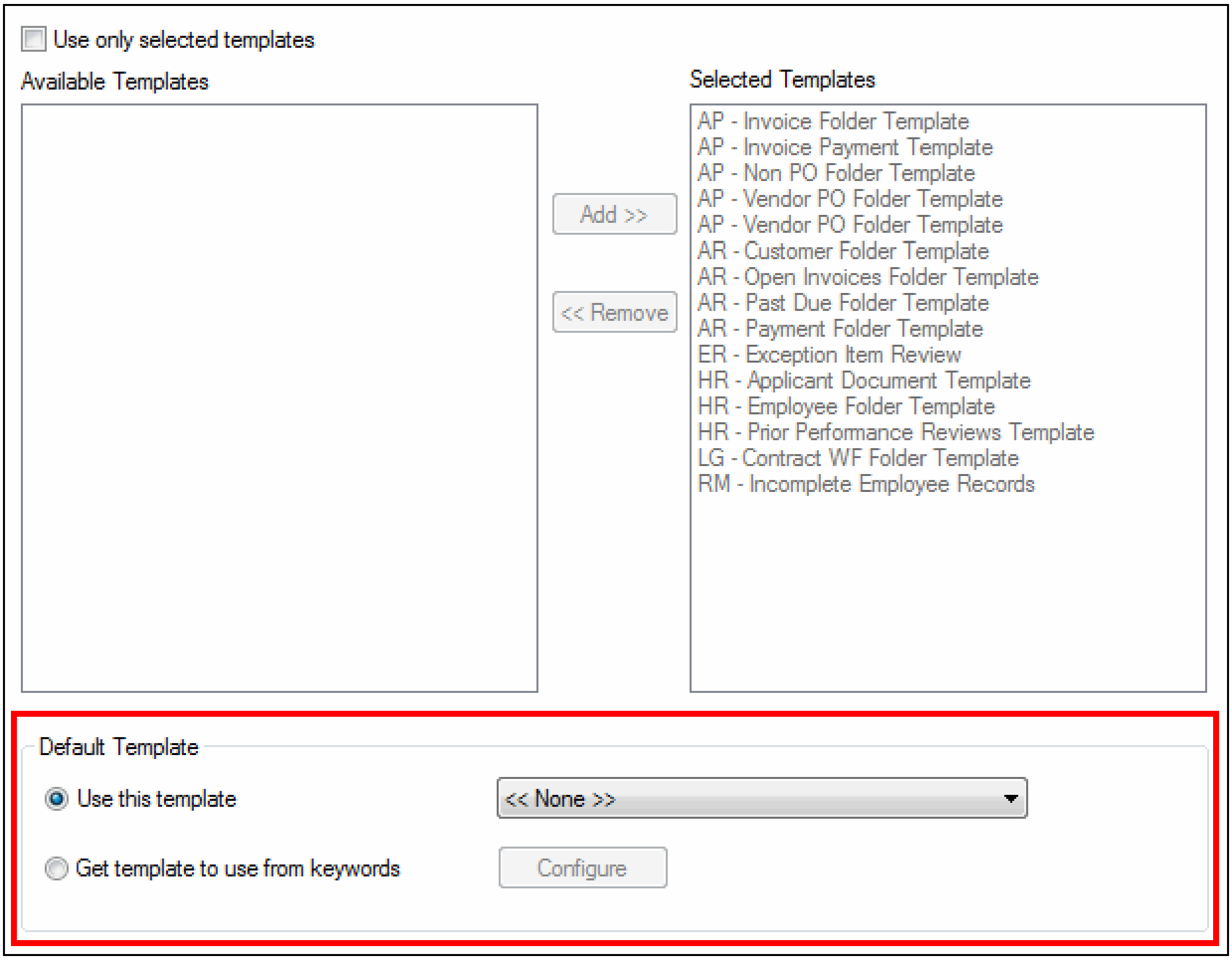
Note: Do not assign both a default filter and a default template to a Folder Type. A filter and a template cannot be simultaneously applied to a folder. If both are assigned to the Folder Type, the default filter is applied and the default template is ignored. For information about filters, see Folder Filter Configuration on page 102.

To assign a fixed default template:

1. In OnBase Configuration, select **Document | Folder Types**. The **Folder Type** configuration dialog box is displayed.
2. Select the appropriate Folder Type.
3. Click the **Templates** tab.

4. Select the **Use this template** option in the **Default Template** section.

Note: The **Default Template** options are disabled for Workflow folders. A default template can only be applied within OnBase Studio. For more information on assigning a default template to a Workflow folder, see the Workflow module reference guide or help file.



5. From the drop-down list, select a template configured for the folder.
6. Click **Save**.

Assigning Default Templates Using Patterns

A default template can be applied to a folder using configured template patterns. A template pattern contains text, Keyword Type variables, or both. Valid patterns match up with one or more existing template names.

Using template patterns requires careful planning and configuration. Before configuring template patterns, ask yourself these questions:

- Should the default template be applied to a folder based on an existing folder keyword value? If so, ensure the appropriate templates are named in a way that incorporates values from a Keyword Type.
- Should the default template be applied to a folder based on the user opening the folder? If so, ensure the appropriate templates are assigned the correct User Groups.
- Should the default template be selected based on both a folder keyword value and the user accessing the folder? If so, ensure the appropriate templates are both named and assigned accordingly.

Once you identify the group of possible default templates for a Folder Type, configure one or more template patterns.

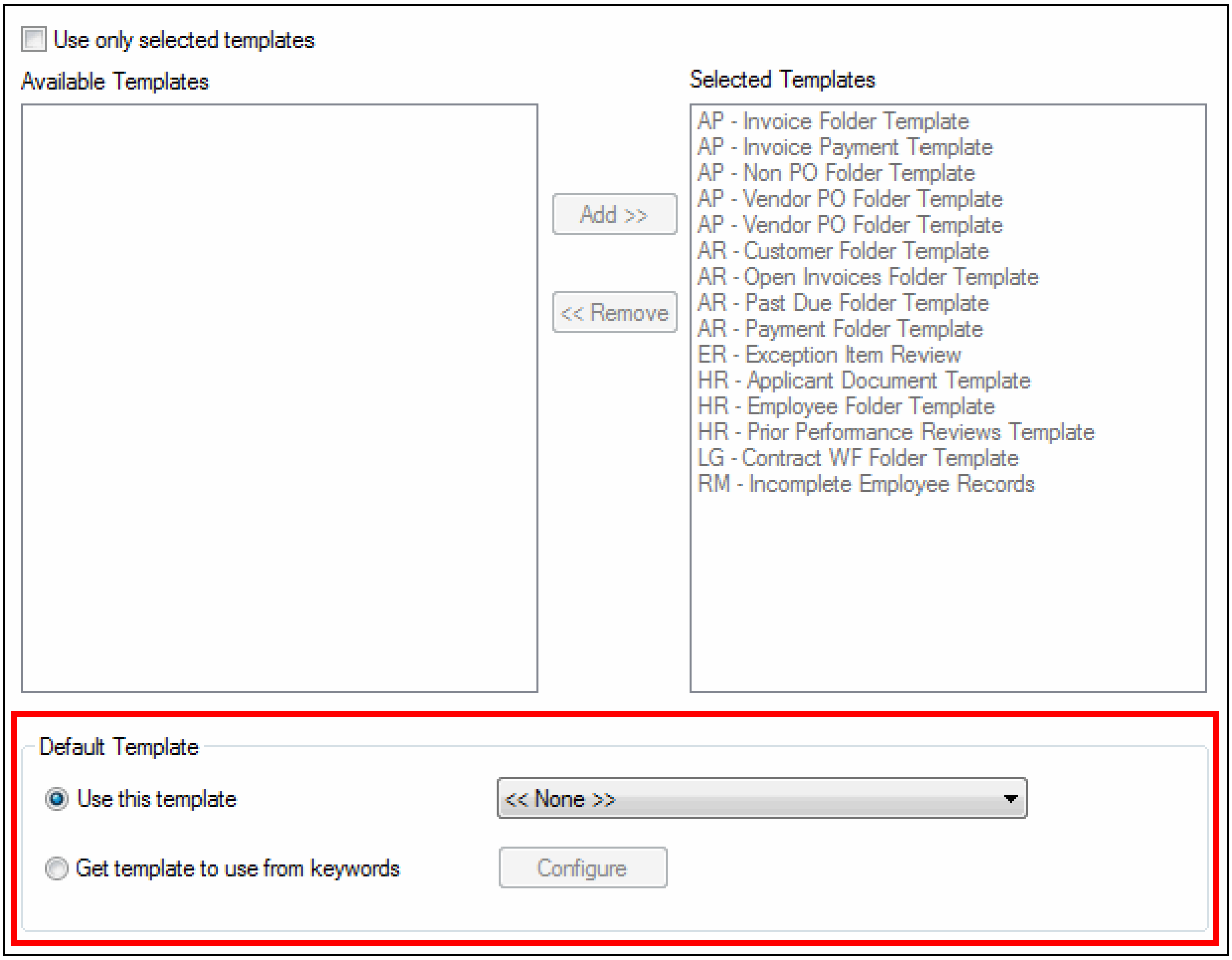
Note: Template patterns do not require templates to be selected for a Folder Type. In other words, any existing template can be used as possible default templates in this scenario.

To configure template patterns for a Folder Type:

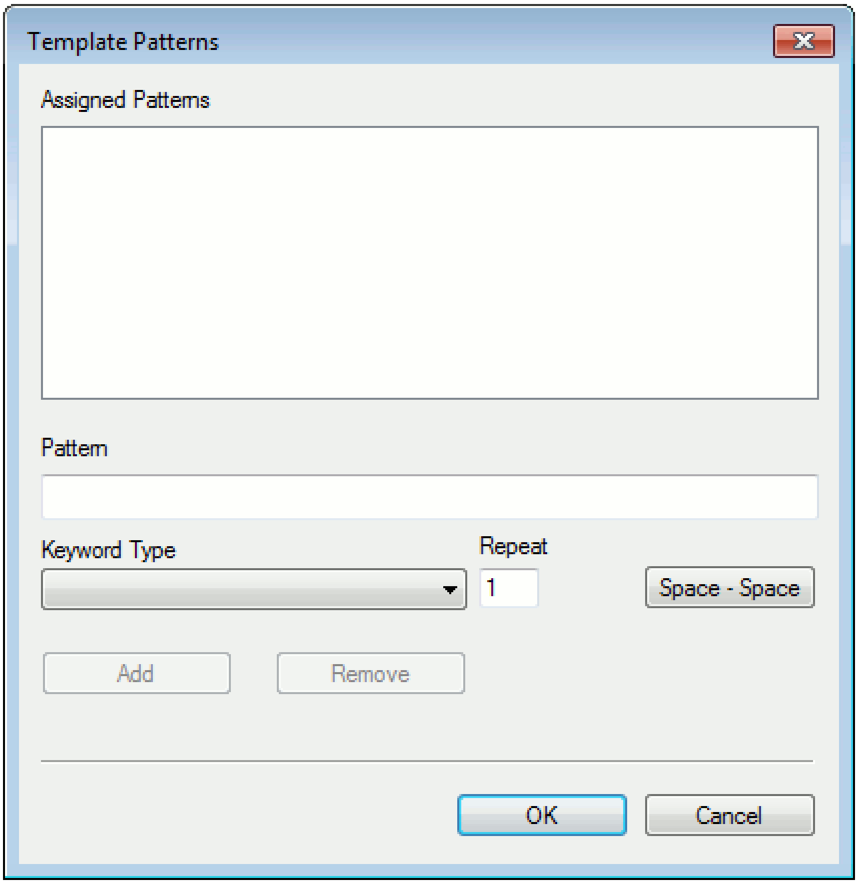
1. In OnBase Configuration, select **Document | Folder Types**. The **Folder Type** configuration dialog box is displayed.
2. Select the appropriate Folder Type.
3. Click the **Templates** tab.

4. Select the **Get template to use from keywords** option in the **Default Template** section.

Note: The **Default Template** options are disabled for Workflow folders. A default template can only be applied within OnBase Studio. For more information on assigning a default template to a Workflow folder, see the Workflow module reference guide or help file.



5. Click the **Configure** button.
   The **Template Patterns** dialog box is displayed.



6. Enter a valid pattern in the **Pattern** field. A valid pattern will match up with one or more existing folder template names. Use the **Keyword Type** drop-down list, **Repeat** field, and **Space - Space** button as needed.

Element	Description
Keyword Type	Inserts the Keyword Type of the corresponding keyword value included in the template name (if applicable).
Repeat	Inserts the number of times a selected Keyword Type should repeat (i.e., if there is more than one consecutive value for a Keyword Type in the template name, the number of values should be entered in this field). This value must be entered before selecting the Keyword Type.
Space - Space	Inserts a space, hyphen, and another space.

For example, you have created the **CA - Delivered** and **CA - Canceled** templates, where **Delivered** and **Canceled** are values of the **Status** Keyword Type. To include these as possible default templates, you would do the following:

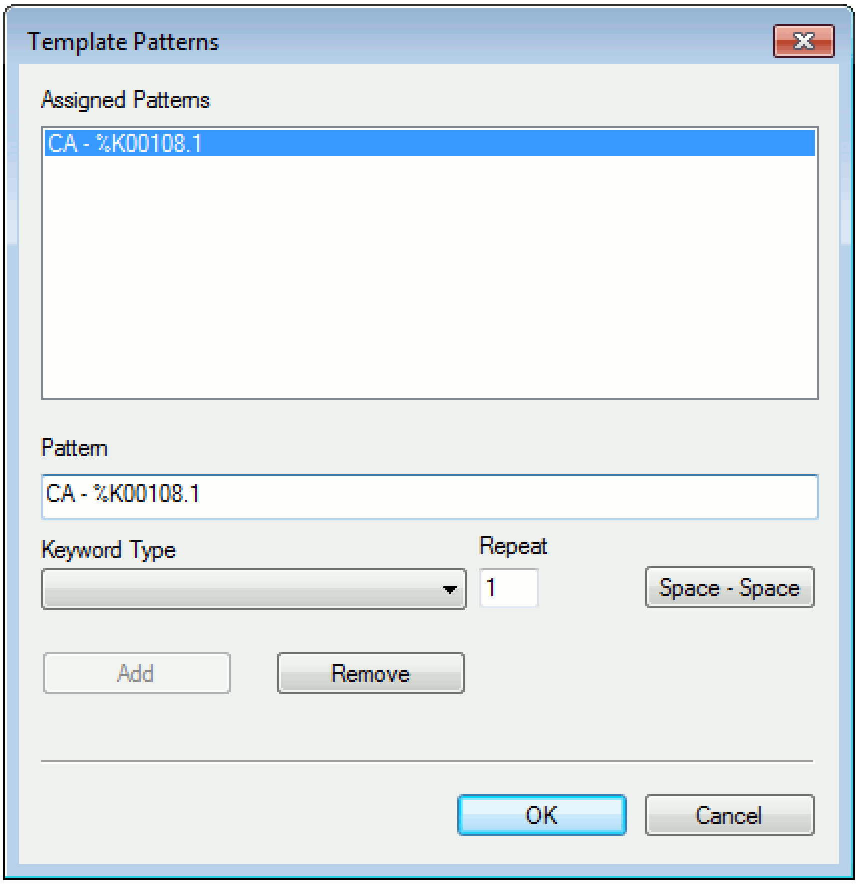
a. Enter **CA** in the **Pattern** field.

b. Click the **Space - Space** button.

c. Select the **Status** Keyword Type from the **Keyword Type** drop-down list.

Note: The **Pattern** field is not case-sensitive; however, all other factors (i.e., spacing, spelling, selected Keyword Type, and Keyword Type repeat) must match the format of at least one template name. Otherwise, the pattern is not able to apply a default template.

7. Click **Add**.
   The template pattern is added to the **Assigned Patterns** list.



8. Add more patterns as necessary to account for each possible default template for this Folder Type.
9. Click **OK**.
10. From the **Folder Type** configuration dialog box, click **Save**.

Considerations for Using Template Patterns

Like all folder templates, default templates applied using patterns respect User Group privileges. This security check is especially important in fully understanding how template patterns apply default templates.

Tip: If certain User Groups only need to view specific sets of documents in a folder, a different default template can be applied for each User Group that has access to the folder.

When a user opens a folder configured to use template patterns:

- A default template is automatically applied when only one template satisfies all criteria.

- A default template is not automatically applied when two or more templates satisfy all criteria. These templates can only manually be applied by the user.

  For example, the user belongs to a User Group that is assigned two possible default templates for the folder. A default template is not applied, because there can only be one default template.
- A default template is neither applied nor available when no templates satisfy the criteria.

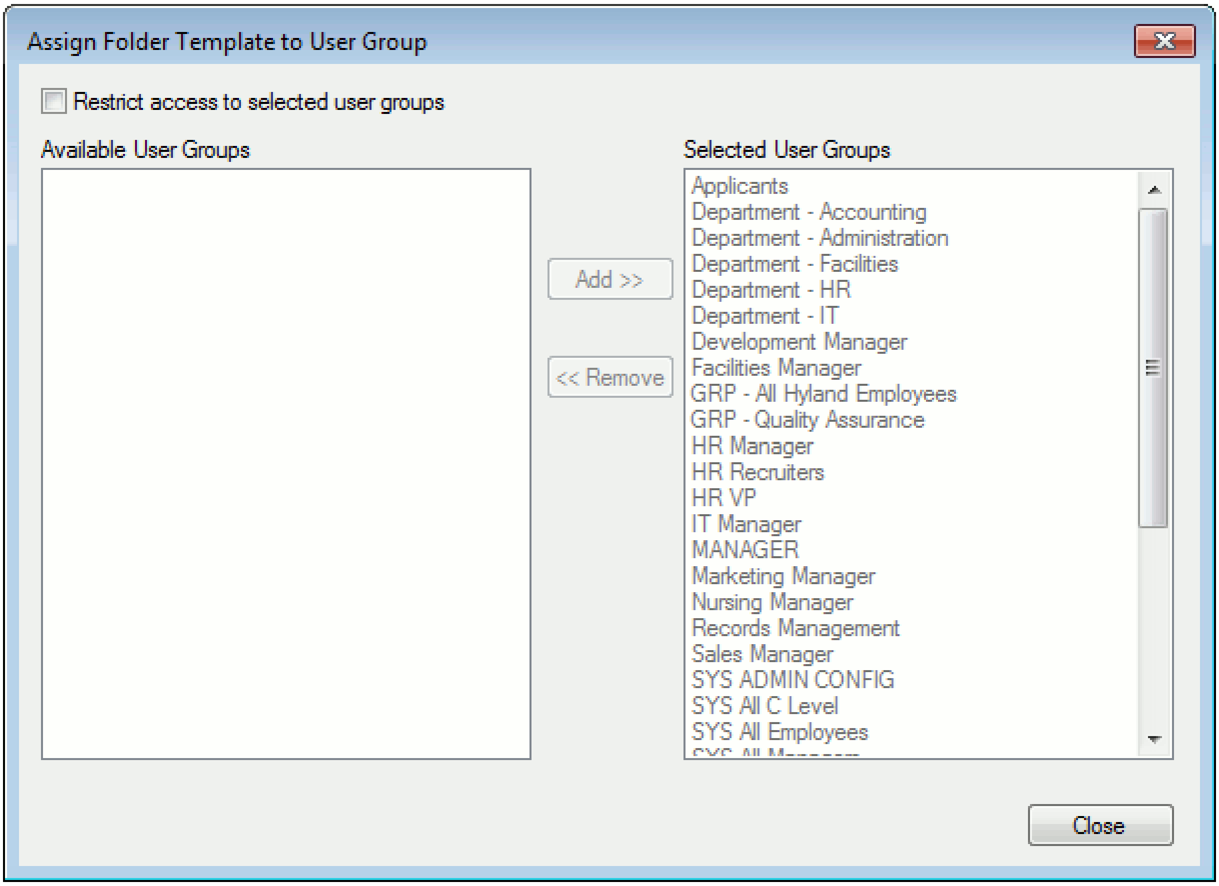
  If this occurs, ensure the pattern is correct, and that the appropriate User Groups are assigned to the possible templates.

Criteria includes a valid template pattern, a matching keyword value for both the folder and corresponding template name (if applicable), and appropriate User Group privileges.

Assigning User Groups to a Template

By default, after creating a folder template, it is available to all User Groups. To specify which User Groups should have access to the template:

1. From the **Folder Templates** dialog box, select a template.
2. Click **User Group**. The **Assign Folder Template to User Group** dialog box is displayed.



3. Select the **Restrict access to selected user groups** option if it is not already selected.

   All User Groups in the **Selected User Groups** list are moved to the **Available User Groups** list.
4. To grant certain User Groups access to the template, select one or more User Groups from the **Available User Groups** list and click **Add**.

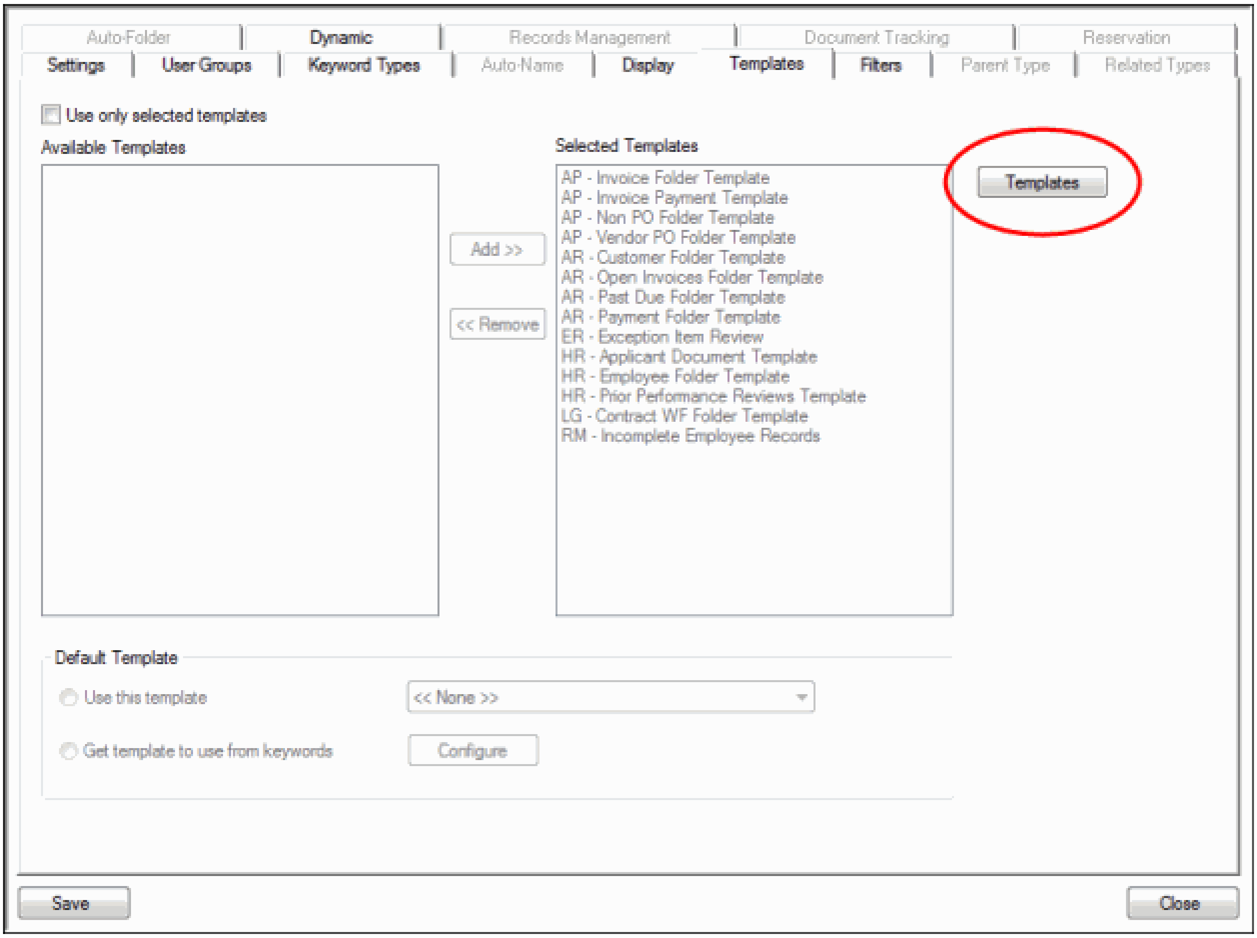
   To restrict certain User Groups access from the template, select one or more User Groups from the **Selected User Groups** list and click **Remove**.
5. Click **Close** when you are finished.

Copying a Folder Template

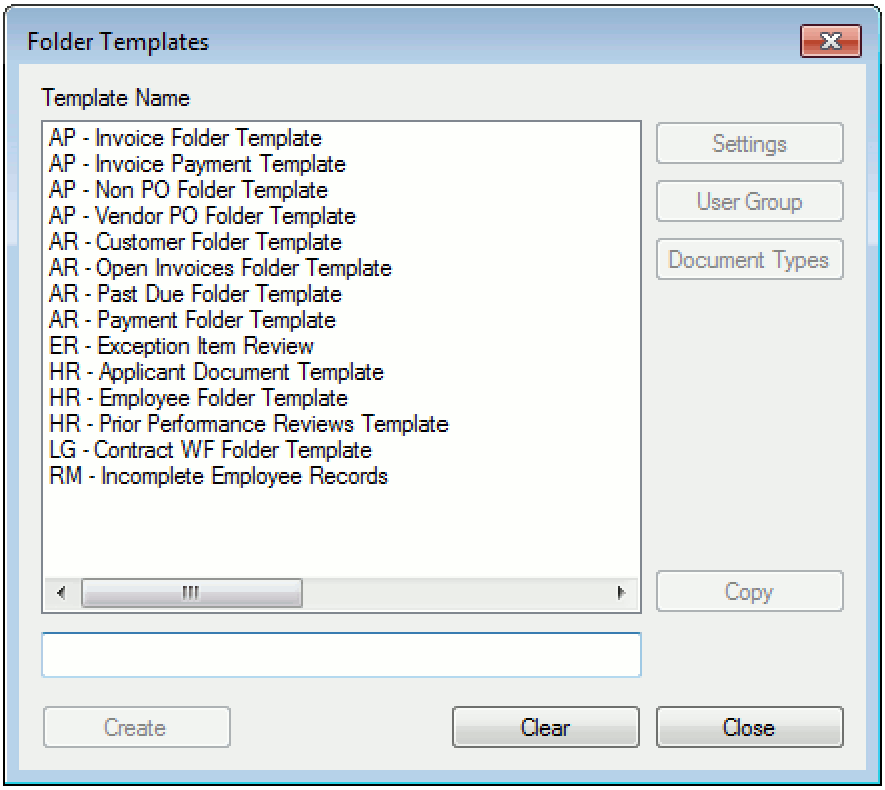
Copying a folder template creates a new template based off the configuration of an existing template.

To copy a folder template:

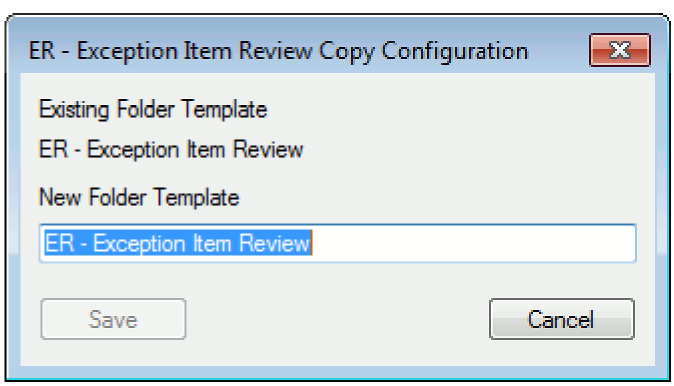
1. Do one of the following:
   - Select **Document | Folder Templates**.
   - From Folder Type configuration, click the **Templates** tab. Then, click the **Templates** button. This method is convenient if the template will be the default template for the selected Folder Type.



The **Folder Templates** dialog box is displayed.



2. Select the template you would like to copy.
3. Click the **Copy** button.
   The **Copy Configuration** dialog box is displayed.



4. Enter the name of the new template.
5. Click **Save**. The template is added to the list.

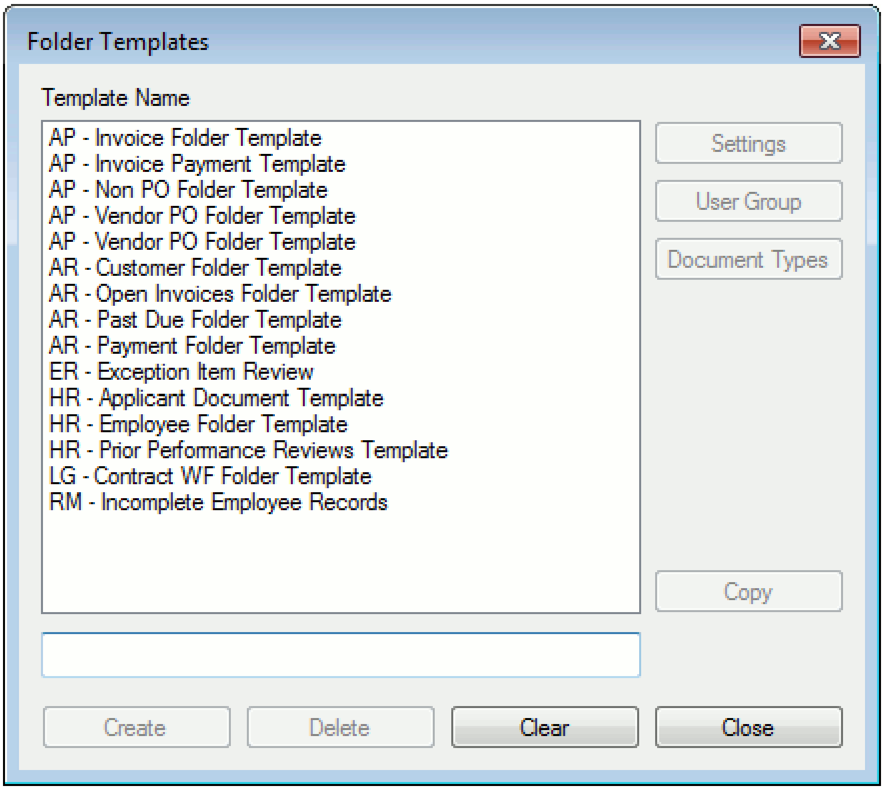
Deleting a Folder Template

Deleting folder templates should be reserved for unused folder templates that exist in OnBase. However, to delete a folder template from OnBase, you must use the **-ROMANZO** switch.

Caution: Before using features enabled by the -ROMANZO switch, ensure that you understand the feature and implications of any changes to your system. Contact your service provider with any questions regarding these features. Features enabled by the -ROMANZO switch should not be made available to the casual user. Remove the -ROMANZO switch after completing necessary actions.

To delete a folder template:

1. Apply the **-ROMANZO** switch to the Configuration module shortcut.
2. Launch the Configuration from the shortcut with the **-ROMANZO** switch applied.
3. Navigate to **Document | Folder Templates**.
   The **Folder Templates** dialog box is displayed.



4. Select the template you would like to delete.
5. Click the **Delete** button.
6. Click **Yes** at the prompt to confirm you want to delete this folder template.
   The template is removed from OnBase.

Folder Notes

Folder notes allow users to efficiently navigate folders and find specific information about their contents. Like physical notes on paper folders, folder notes in OnBase can provide additional information about a folder's contents, or they can act as bookmarks to help users quickly find a document. By providing users the information they need at a glance, folder notes can save users time spent searching through every document in a folder.

- In the OnBase Client, folder notes are displayed in the **Folder Notes** pane of the advanced File Cabinets window.
- In the Unity Client, they are displayed in the **Notes and Bookmarks** pane.

In each client, the pane displays all notes residing on any folder within the current parent folder for notes. If a note is configured as a bookmark, then users can click the note to quickly jump to a specific page of a bookmarked document residing in another folder.

Folder Note Types are configured in OnBase Configuration by an administrator or in the OnBase Client module by users who have the **Folder Note Types** Product Right. This Product Right allows users to create Folder Note Types and assign Folder Note Type privileges to the appropriate users. By empowering users to create Folder Note Types in the OnBase Client, you do not have to configure them yourself or give another User Group access to the Configuration module.

Note: Folder notes can be both viewed and created in the Unity Client and Web Client, but the Folder Note Types on which the notes are based cannot be configured there. For more differences between client applications, see Folder Feature Support on page 212.

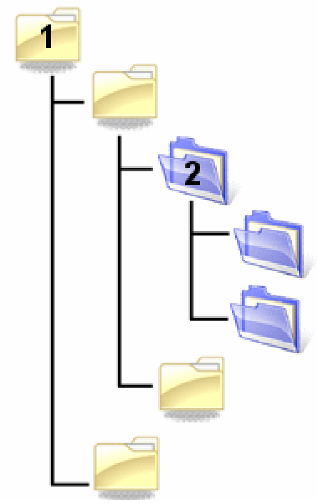
Configuring Folder Types for Folder Notes

To allow notes, a folder must satisfy either of the following requirements:

- The folder is based on a Folder Type configured as a parent folder for folder notes. These parent folders define the branch of the folder tree where folder notes are allowed.
- The folder resides within a parent folder for folder notes. When you designate a folder as a parent folder for notes, all folders branching from that parent folder will allow notes.

Users can add notes to folders satisfying either of these requirements. If a note exists in any folder within the parent folder (including the parent folder itself), then the note is displayed in the **Folder Notes** pane from any folder in that branch of the folder tree.

The exception to this behavior is when a parent for folder notes contains another folder that is also configured as a parent for folder notes. In this case, the parent folder that is higher in the hierarchy will contain folder notes residing on it and all of its child folders, but it will not contain notes residing on the lower-level parent folder or any of that folder's child folders. The following diagram illustrates this concept:

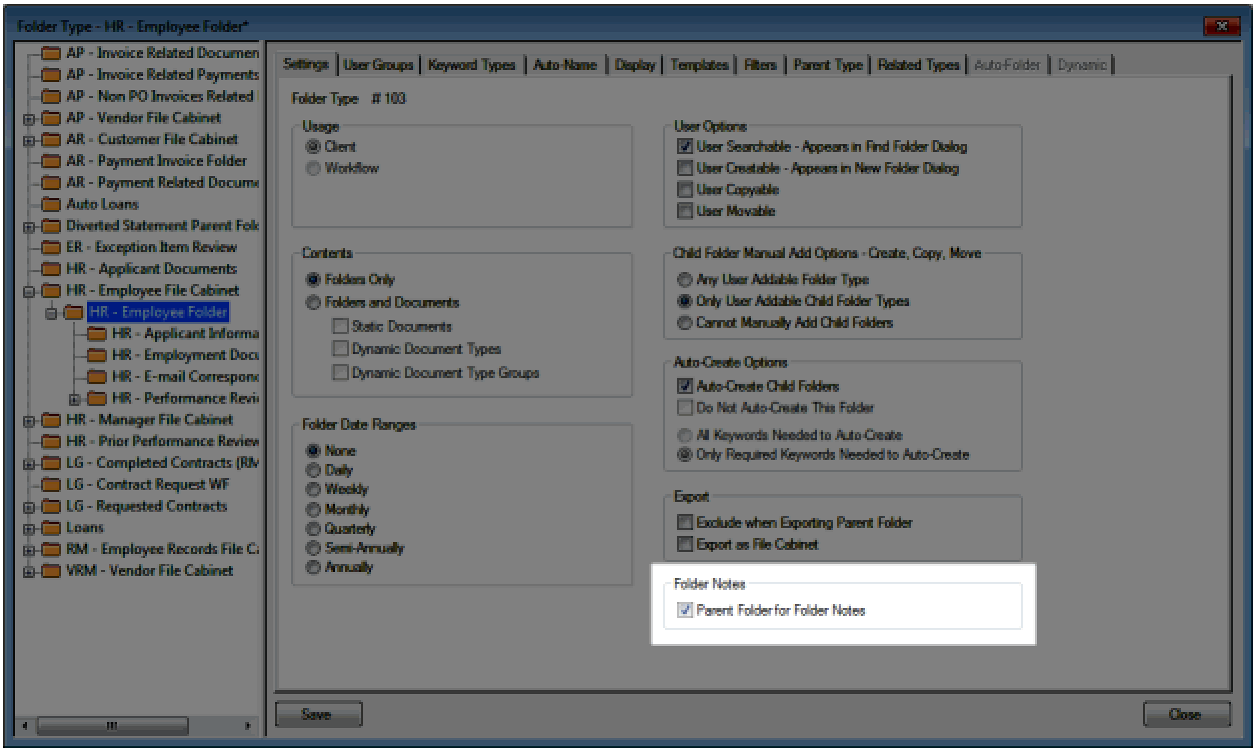


In this illustration, the Folder Types for folders 1 and 2 are configured as parents for folder notes. The **Folder Notes** pane for the yellow folders displays all notes residing on only the yellow folders. The **Folder Notes** pane for the blue folders displays all notes residing on only the blue folders. When you configure a folder as a parent folder for notes, that folder acts as an isolated container for folder notes within that branch of the folder tree. This configuration allows a branch to contain multiple sets of folder notes.

Procedure

1. To configure a Folder Type for folder notes, select **Document | Folder Types** in OnBase Configuration.
2. Select the Folders Type to designate as a parent Folder Type for folder notes.

3. From the **Settings** tab, select the **Parent Folder for Folder Notes** option.



Tip: If folders containing notes must be movable, make the parent folder for folder notes movable. This configuration allows all notes to be moved with the parent. If you configure a child folder to be movable, then any bookmarks pointing to the child folder may be broken when the child folder is moved.

4. Click **Save**. Once Folder Note Types are configured in OnBase Configuration or the OnBase Client, then notes can be placed on folders and child folders of the selected Folder Type.

Assigning Users Rights to Configure Folder Note Types

Folder Note Types can be configured in either the OnBase Client or OnBase Configuration. The creator of a Folder Note Type also grants other users privileges to view, create, edit, and delete notes based on that Folder Note Type. The creator can also grant other users the right to configure the Folder Note Type.

- To configure Folder Note Types in OnBase Configuration, users must have the **Document Configuration** right and the **Configuration** Product Right. See Creating Folder Note Types in OnBase Configuration on page 145.
- To configure Folder Note Types in the OnBase Client, users must have the **Folder Note Types** Product Right. To assign this right to a User Group, see Assigning Product Rights for Folder Notes on page 208. To create Folder Note Types in the Client, see Creating Folder Note Types on page 258.

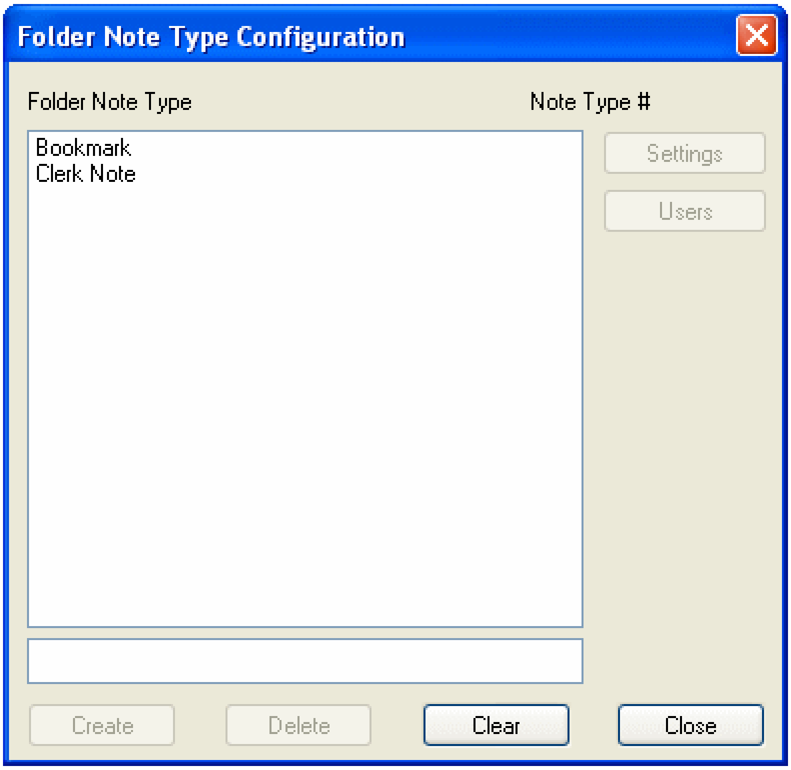
- To configure Folder Note Types created by other users, users must also be granted the **Configure** privilege on those Folder Note Types. Users do not require this privilege to configure Folder Note Types that they have created.

Creating Folder Note Types in OnBase Configuration

Folder Note Types can be configured in either the OnBase Client or OnBase Configuration. Use the following steps to configure Folder Note Types in OnBase Configuration. For the OnBase Client procedure, see Creating Folder Note Types on page 258.

1. In OnBase Configuration, select **Document | Folder Note Types**.

   The **Folder Note Type Configuration** dialog box displays a list of all Folder Note Types that you either created or have rights to configure.

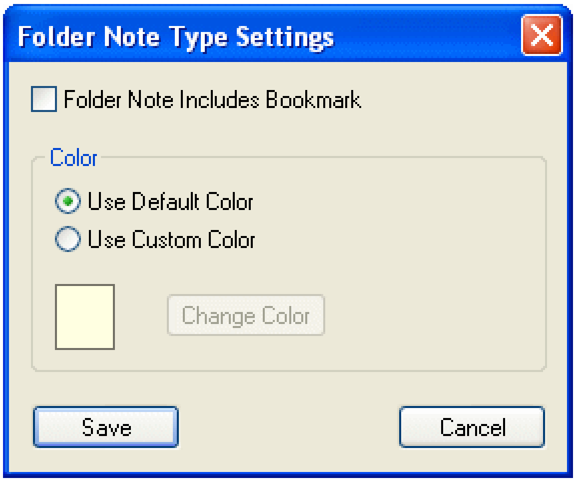


2. Type a unique name for the Folder Note Type in the field provided.

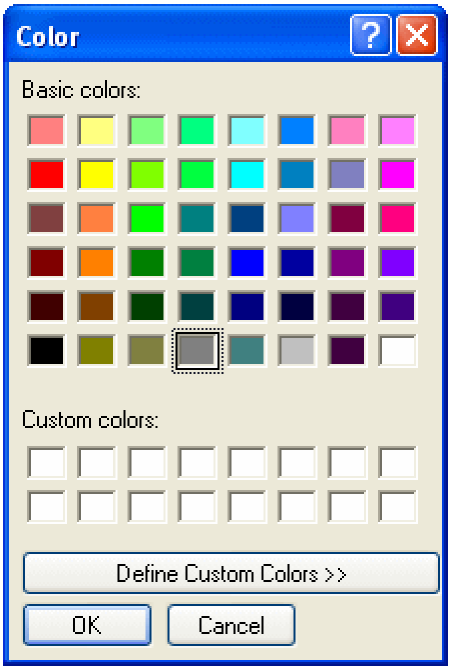
   Use a naming convention that indicates whether the Folder Note Type is a bookmark.
3. Click **Create**.

Note: Folder Note Types must have unique names. If you receive an error indicating the name is already in use, but it is not displayed in the list, then another note administrator may have configured a Folder Note Type with that name without granting you access to it.

4. Ensure the Folder Note Type is selected and click **Settings**. The **Folder Note Type Settings** dialog box is displayed.



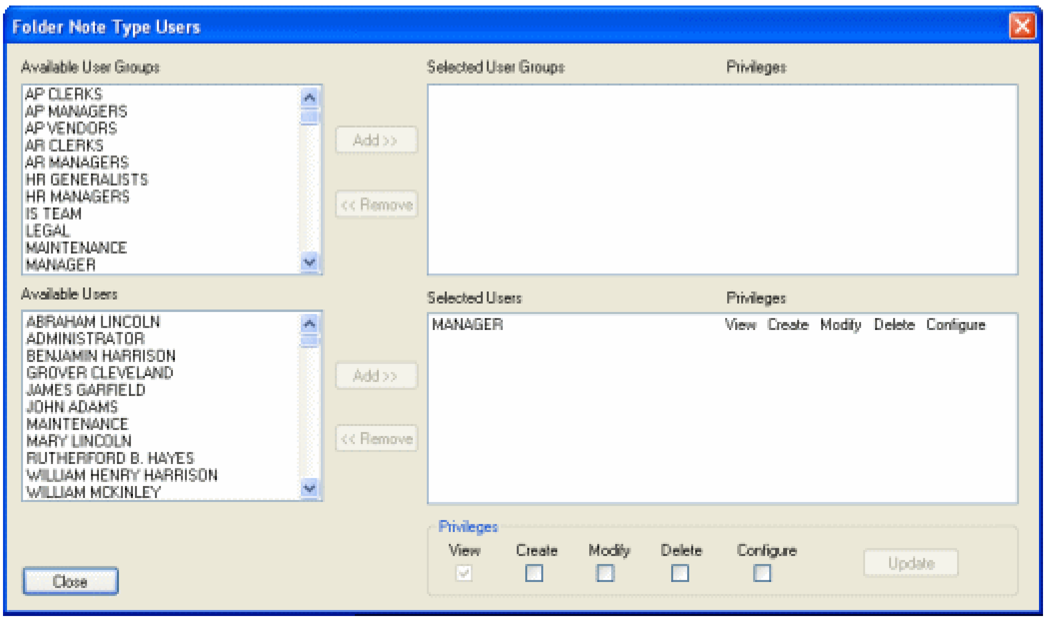
5. To make the Folder Note Type a bookmark, select **Folder Note Includes Bookmark**. Bookmarks include a **Go to page** button that users can click to display the bookmarked page.
6. To change the note color, select **Use Custom Color**. Different colors can help users understand the note's importance, function, or relationship to other notes.
   a. Click **Change Color**. The **Color** dialog box is displayed.



b. Select a color.
   - Either select a basic color or click **Define Custom Colors** to select another color.
   - If you define a custom color and click **Add to Custom Colors**, the color is added to the **Custom colors** palette, where you can apply it to other Folder Note Types.
   - Colors in the **Custom colors** palette remain available for the current session only. When you exit OnBase, the **Custom color** palette is cleared.
   - Choose a lighter color to contrast with the black note text. Black cannot be chosen because it would render notes unreadable.

c. Click **OK**.

7. Click **Save**.
8. From the **Folder Note Type Configuration** dialog box, click **Users**. The **Folder Note Type Users** dialog box is displayed.



9. From the panes on the left, select the User Group or users who require privileges to this Folder Note Type. If multiple groups and users should have the same privileges, press **CTRL** as you click to make multiple selections.
10. Under **Privileges**, select the privileges to grant to the selected groups or users. The following privileges are available:

Privilege	Description
View	Users can see notes based on this Folder Note Type in the **Folder Notes** pane of the File Cabinets window. Because users must be able to see folder notes in order to work with them, this option is automatically applied to any users given Folder Note Type privileges.
Create	Users can create notes based on this Folder Note Type.

Privilege	Description
Modify	Users can edit the text in notes based on this Folder Note Type.
Delete	Users can delete notes based on this Folder Note Type.
Configure	Users can view and edit the configuration of this Folder Note Type, provided that they also have sufficient privileges to configure Folder Note Types. **Note:** The creator of a Folder Note Type can view and edit the Folder Note Type's configuration regardless of this privilege.

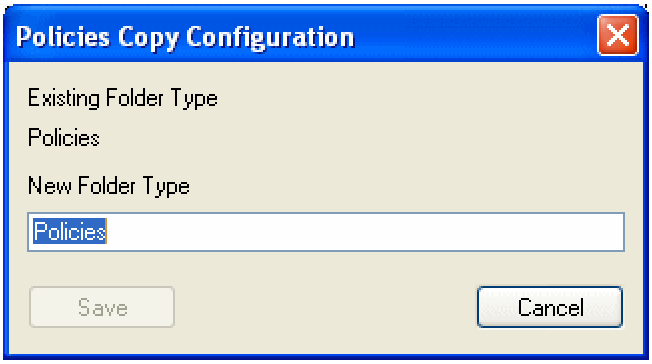
11. Click **Add**. The selected groups or users and their privileges are displayed in the panes on the right.
12. To modify a group or user's privileges:
    a. Select the group or user from a pane on the right.
    b. Select or clear privileges as needed.
    c. Click **Update**.
13. Click **Close**.
14. Repeat steps 2–13 for each Folder Note Type needed.

Copying Folder Type Configurations

You can create new Folder Types by copying existing Folder Types. Use this method to quickly create new Folder Types without configuring each option. The copied Folder Type will have the same configuration settings as the original. No child Folder Types are copied.

Note: If you are copying a managed Folder Type, the Auto-Foldering configuration settings are not copied. This prevents a document from being Auto-Foldered into more than one managed folder.

1. Select the Folder Type you want to copy from the folder tree.
2. Right-click and select **Copy**. The **Copy Configuration** dialog box is displayed.



3. Type a name for the new Folder Type.
4. Click **Save**.

Deleting Folder Types and Folders

You can delete Folder Types and existing folders in OnBase through Folder Type configuration.

To remove a Folder Type and all of its configuration information, see the following procedure.

To delete folders based on the selected Folder Type, see Deleting Existing and Orphaned Folders in the Client on page 150.

Deleting Folder Types from Configuration

You can delete Folder Types that meet the following criteria:

- The Folder Type currently has no folders based on it in the Client.
- There are no folders of that Folder Type in Folder Maintenance.
- The Folder Type currently has no file cabinets based on it.
- The Folder Type's child Folder Types currently have no folders based on them in the Client.
- You must have rights to all child Folder Types; otherwise, you cannot delete the parent Folder Type.

To delete a Folder Type:

1. In OnBase Configuration, select **Document | Folder Types**.
2. Select the Folder Type from the **Folder Tree** pane.
3. Right-click and select **Delete**.
   The **Confirm** dialog box asks whether you want to delete the selected Folder Type and all of its child Folder Types.
4. Click **Yes** to confirm deletion, or click **No** to cancel the deletion and retain the Folder Type.

Caution: If you delete a parent Folder Type, all of its child Folder Types are also deleted.

Note: If any existing folders or file cabinets are based on the Folder Type, a message states the Folder Type cannot be deleted because a folder of that Folder Type exists in OnBase. To delete the existing folders, see the following procedure. To delete file cabinets, see Deleting a File Cabinet on page 56.

Deleting Existing and Orphaned Folders in the Client

Folder Type configuration provides two options for deleting existing folders from OnBase:

- **Delete Orphans**: Use this option to delete all empty folders based on a selected Folder Type and its child Folder Types. Empty folders, or orphans, contain no documents. This option will not delete folders if they or any of their child folders contain documents.
  Use **Delete Orphans** to delete all folders and child folders created when improperly indexed documents were auto-foldered.
- **Delete Folders**: Use this option to delete all existing folders based on a selected Folder Type and its child Folder Types, regardless of whether they contain documents. If the folders contain documents, the documents remain available within OnBase; only the folders are deleted.
  Use **Delete Folders** to delete all folders of a Folder Type you no longer need. Then, delete the Folder Type itself.

Before using either of these options, be aware of the following limitations and requirements:

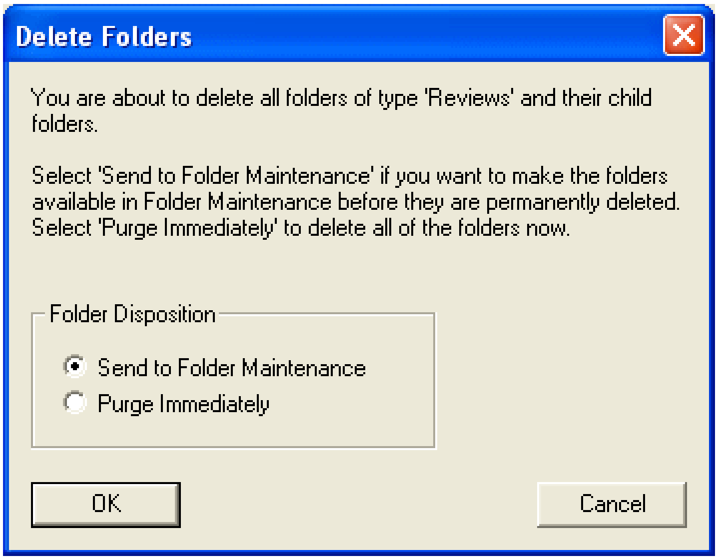
- Neither option is available for Folder Types used as file cabinets, Workflow folders, or managed folders.
- **Delete Folders** will delete neither managed folders nor parents of managed folders.
- Folders are not deleted if they are locked by a user, for example, because a user has a folder open in the OnBase Client.

To delete existing folders based on a Folder Type:

1. In OnBase Configuration, select **Document | Folder Types**.
2. Select the Folder Type from the folder tree.

3. Right-click and select one of the following options:
   - **Delete Orphans**: Select to delete empty folders based on the selected Folder Type and its child Folder Types. Folders are not deleted if they or any of their child folders contain documents.
   - **Delete Folders**: Select to delete all folders based on the selected Folder Type and its child Folder Types. If any folder contains documents, the documents remain available in OnBase; only the folder is deleted.

   You are prompted to specify what OnBase should do with the deleted folders.



4. Select **Folder Maintenance** to send the deleted folders to Folder Maintenance for final review before purging.

   Select **Purge Immediately** to purge the folders from OnBase immediately without sending them to Folder Maintenance.

Caution: If you select **Purge Immediately**, folders and their child folders are removed permanently and cannot be retrieved from OnBase. Sending the folders to Folder Maintenance is recommended because it allows you to review all deleted folders and undelete those that were deleted unintentionally.

5. Click **OK**. Depending on the option selected, the folders and child folders are either purged or sent to Folder Maintenance. A message displays the operation's outcome.
6. Click **Show Details** from the message dialog box to see which folders were deleted and why any folders could not be deleted.

Auto-Foldering

Auto-foldering allows you to automatically create folder structures in OnBase when documents are imported. OnBase uses document Keyword values to determine whether a folder already exists for the document. If there are no matching folders, OnBase creates a folder and its parent folders automatically.

Before Beginning Auto-Foldering Configuration

Before configuring auto-foldering, ensure you understand the Keyword relationships between documents and folders. Perform the following tasks.

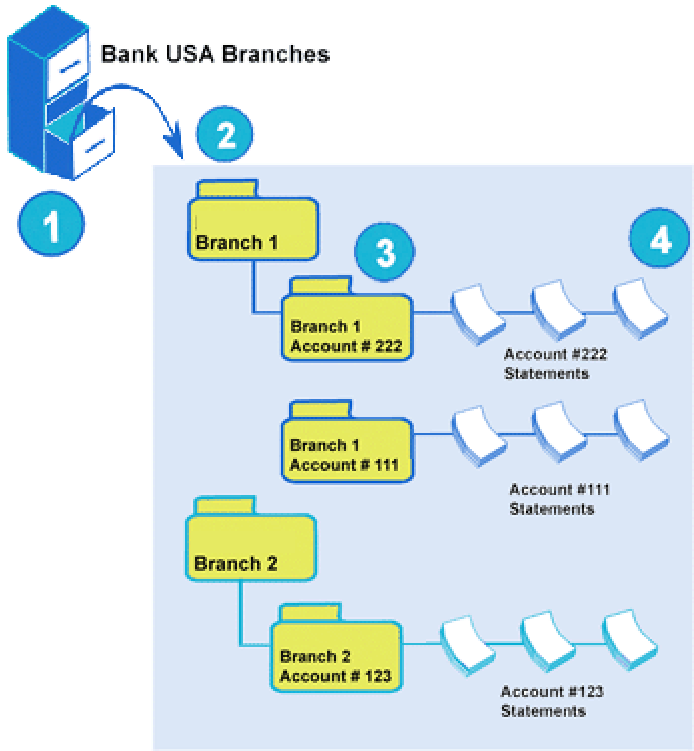
1. Draw an Outline of the Intended Results.
2. Identify Keyword Types for Organizing Folders and Documents.

Draw an Outline of the Intended Results

Draw an outline of the intended results before configuring auto-foldering. Map out the folder structure, including the folders, the documents they'll contain, and how the documents will be organized (i.e., the Keyword Types that will be used).

Refer to this outline during auto-foldering configuration to see the relationships between auto-foldering components. The Example of Intended Results Outline on page 153 illustrates a sample outline.

Example of Intended Results Outline



1. **File Cabinet** - Contains a folder for each Branch of the Bank USA Bank.
2. **Bank Branch Folder** - First level of folders in the Bank USA File Cabinet. Contains all account folders for the Branch. Each Bank Account in the Branch has its own folder inside the Bank Branch Folder.
3. **Bank Account # Folder** - Second level of the Bank USA File Cabinet. Displays the Branch Name and the Account # Keyword Types. Each Account # folder contains all of the Statements for that Account.
4. **Bank Account Statements**. Displays the Document Type name and the Account #.

Identify Keyword Types for Organizing Folders and Documents

Auto-foldering requires common Keyword Types to be established between the following components:

- A Folder Type and its parent Folder Type.

  Common Keyword Types between a Folder Type and its parent determine where a folder is created within a folder structure. Common Keyword Types are assigned on the **Parent Type** tab when you configure a Folder Type for auto-foldering.

- A Document Type and the Folder Type configured for auto-foldering.

  Common Keyword Types between a Document Type and a Folder Type are used to determine the Folder Type where documents are auto-foldered. These Keyword Types are assigned either using the **Auto-Folder** tab for the Folder Type or using the **Auto-Folder Configuration** dialog box for the Document Type.

Note: Only the Keyword Types required to establish these relationships should be assigned as auto-folder Keyword Types.

Tip: Assign Keyword Types whose values won't change. Values for Keyword Types like **Name** and **Address** could change, whereas values for Keyword Types like **SSN**, **ID**, and **Policy Number** are likely to remain fixed.

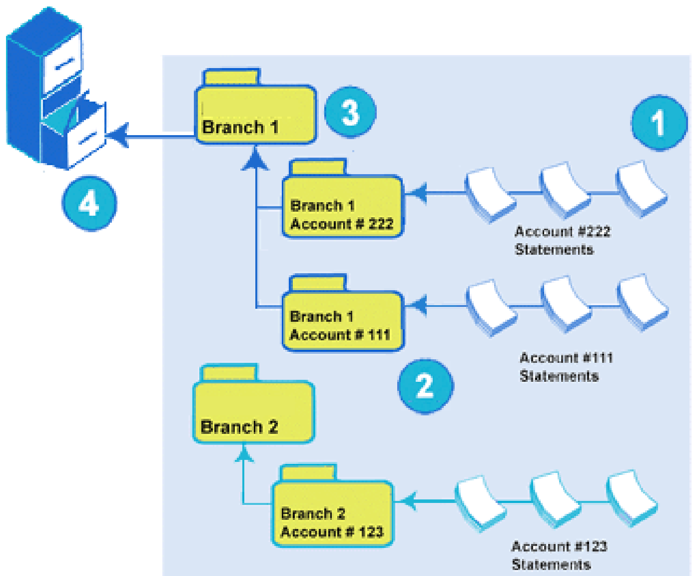
For auto-foldering to work, imported documents must have values for the Keyword Types that define these relationships. If an imported document is missing a value for a Keyword Type used for auto-foldering, the document is not auto-foldered. If an imported document has multiple values for one Keyword Type, a new folder is created for each Keyword value, and the document is placed in each folder. See Multiple Instances of Keyword Types and Auto-Foldering on page 90 for additional information.

In the Example of Intended Results Outline, the file cabinet contains a parent Folder Type of **Branch** and a child Folder Type of **Account**. In this example, the Document Type that resides in the Account folder must be assigned the Keyword Types of both **Branch** and **Account**. This ensures that the account statement resides in the Account folder for the correct branch. (For example, the statement for John Doe, Account #111 of Branch 1 should reside in the Account #111 folder of Branch 1 and not the Account #111 folder of Branch 2.)

See How OnBase Uses Keyword Values When Auto-Foldering on page 155 for more information about these concepts.

Note: Avoid assigning Keyword Types based on names; a name can change (by marriage, for example) or be misspelled, which would result in an incorrect auto-foldering structure. A better choice is to auto-folder using the Account # Keyword Type—a static, unique number.

How OnBase Uses Keyword Values When Auto-Foldering



1 **Bank Account Statement Document Type**.
- **Account # Keyword Type** value, and the **Bank Branch Keyword Types** are assigned to the Document Type and used in the Auto-Name.
- The **Bank Account Statement Document Type** is assigned to the **Account # Folder Type** in Document Type Auto-Folder Configuration using **Account # Keyword Type** value, and the **Bank Branch Keyword Type** value. (so it not only goes into an Account # Folder with the correct value, but also to the right Branch.)
- Other Keywords may be assigned to the Document Type, but they aren't used in Auto-Foldering.

2 **Bank Account # Folder** Type
- Parent Type is **Bank Branch Folder Type**
- Common Parent Keyword is **Bank Branch Keyword Type**
- **Bank Account Statement Document Type** is assigned to be Auto-Foldered into this Folder Type using the **Account # Keyword Type** value, and the **Bank Branch Keyword Type** value.
- Other Keywords may be assigned to the Folder Type, but they aren't used in Auto-Foldering.
- **Account # Keyword Type** value, and the **Bank Branch Keyword Types** are used in the Auto-Name.

3 **Bank Branch Folder Type -**
- **Branch Name Keyword Type** assigned to Folder Type and used in the Auto-Name
- Parent Folder Type is Bank USA Folder Type
- Other Keywords may be assigned to the Folder Type, but they aren't used in Auto-Foldering.

4 **Bank USA File Cabinet**
- No Keywords assigned.
- No Parent Type assigned.

How Documents are Auto-Foldered

There are several ways to initiate auto-foldering, depending on whether the documents to be auto-foldered already reside in OnBase:

- For new documents, auto-foldering is triggered upon importing documents into OnBase. Auto-foldering is available upon import from processing modules (e.g., COLD, DIP or TIP), from an HL7 message, or from the manual importing of documents into OnBase.
- For existing documents, auto-foldering can be triggered in OnBase Configuration using the **Auto-Folder Existing Documents** feature in Document Type configuration.
- For existing documents, auto-foldering can be triggered in the OnBase Client by re-indexing, modifying Keyword values, or executing AutoFill Keyword Set import processes that are configured to auto-folder updated documents.

Note: E-Forms created from the Classic Workflow interface in the OnBase Client will not trigger auto-foldering unless the **Auto-Folder Document** Workflow action is used. The E-Form Document Type must also be properly configured for auto-foldering.

Configuring a Folder Structure for Auto-Foldering

Auto-foldering can automatically create a folder structure, or file system, when documents are imported or re-indexed into Document Types configured for auto-foldering.

- Auto-foldering must be configured for each Document Type using either the Document Type's **Auto-Folder Configuration** dialog box or the **Auto-Folder** tab in Folder Type configuration.
- Keyword Types must establish the relationship between documents and folders and designate the inclusion or exclusion of documents in the folders.

Keyword Types That Affect Auto-Foldering

Not all Keyword Types assigned to a Document Type or a Folder Type will affect auto-foldering. Only common Keyword Types between a Folder Type and its parent Folder Type and common Keyword Types between a Folder Type and a Document Type will affect the auto-foldering scheme. For more information about Keyword Types required for auto-foldering, see page 153.

Keyword Types That Do Not Affect Auto-Foldering

A Document Type may be assigned several Keyword Types that do not affect the auto-foldering structure. If these Keyword Types are also assigned to Folder Types in the auto-foldering structure, new Keyword values can be added to or replaced on these Folder Types when an auto-foldering process adds or updates documents within the folder structure. For information about Keyword Update options, see Configuring Document Type Auto-Foldering on page 164.

Overview of Auto-Foldering Configuration

Ensure you understand how basic folders work before configuring auto-foldering.

Tip: As an exercise for understanding auto-foldering, set up an auto-foldering scheme containing both dynamic and static folders at different levels in the hierarchy. A static folder created through auto-foldering will automatically contain only the document that triggered the auto-foldering process. Any additional contents must be added manually. A dynamic folder will be automatically populated with all documents that satisfy the folder's dynamic requirements.

---

1. Before beginning auto-foldering configuration, outline the intended results. See Example of Intended Results Outline on page 153 for additional information.
2. Configure a Folder Type for the file cabinet. See page 52.
3. Configure the following for all Folder Types that belong in this file cabinet.
   - Settings Tab
   - User Groups Tab
   - Keyword Types Tab

- Auto-Name Tab
- Display Tab

File cabinets can contain folders of multiple Folder Types. (For example, both static Folder Types and dynamic Folder Types can reside in the same file cabinet. See page 57.)

Tip: Refer to your outline for guidance on assigning Keyword Types.

4. Configure the parent Folder Types for all Folder Types that will be in the hierarchy. Parent Folder Types create the relationship between a folder and a child folder. See Parent Folder Type Configuration on page 159.
5. If the Folder Type is **Static** only, proceed to the next step. When auto-foldering with a static Folder Type, only the document that triggers the auto-foldering process will be added to the folder automatically. The rest of the folder's contents must be added manually.

   If the Folder Type is dynamic (**Dynamic Document Types**, **Dynamic Document Type Groups** or a combination of **Static** and **Dynamic**), you must configure additional dynamic parameters. For comprehensive Folder Type configuration steps, see page 57.
6. Create the file cabinet. See File Cabinet Configuration on page 48.

Note: You must create a separate Folder Type for each file cabinet that uses auto-foldering. You cannot share a Folder Type between two file cabinets when auto-foldering.

7. Configure auto-foldering for all Document Types that will be automatically placed in this hierarchy of Folders upon import into OnBase. See Configuring Document Type Auto-Foldering on page 164.

Parent Folder Type Configuration

The ability to automatically create a folder structure through auto-foldering is directly related to the parent-child Folder Type relationship that begins with the file cabinet.

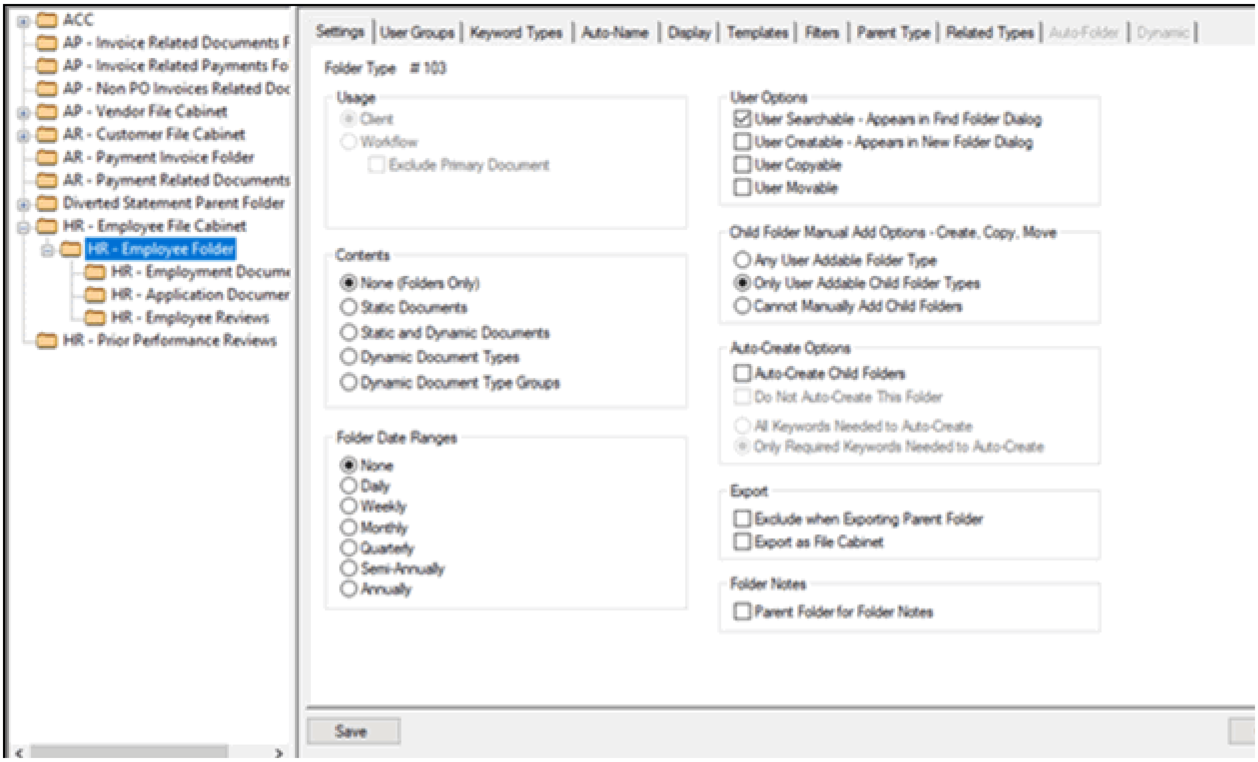
Each Folder Type in the auto-foldering structure, with the exception of the file cabinet's Folder Type, will have a parent Folder Type. The parent Folder Type is the Folder Type within which a child Folder Type resides. In the following example, note the parent-child relationships:

- The parent of the **Form Type** Folder Type is the **File Cabinet - General Hospital** Folder Type (Folder Type of the file cabinet).
- There are three child Folder Types of the **Form Type** Folder Type - **Admit Forms Folder**, **EOB Folder**, and **Patient Information Folder**.
- The parent to **Admit Forms Folder**, **EOB Folder**, and **Patient Information Folder** Folder Types is **Form Type**.
- **Admit Forms Folder**, **EOB Folder**, and **Patient Information Folder** Folder Types do not have any child Folder Types.

When configuring auto-foldering applications, you will assign parent Folder Types to all Folder Types inside the file cabinet hierarchy.

Note: Do not assign a parent Folder Type to the file cabinet Folder Type.

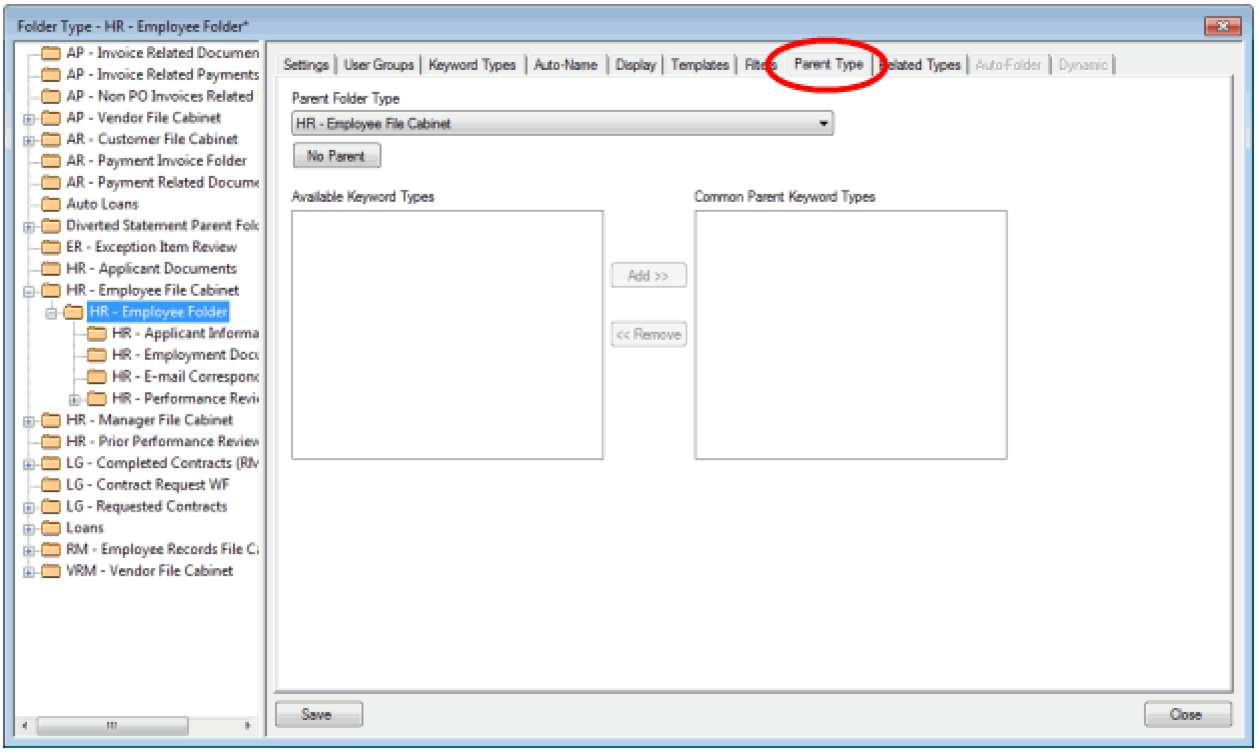
1. In OnBase Configuration, select **Document | Folder Types**.



2. If the Folder Type already exists, select the Folder Type for the Folder that will be first in the hierarchy (just below the file cabinet). Click the **Parent Type** tab.

   If this is a new Folder Type, you can select its file cabinet Folder Type from the folder tree, right-click and select **New Child**. This automatically assigns the parent-child relationship. Click the **Parent Type** tab to see the settings.

Note: If you have created a file cabinet based upon a Folder Type, the Folder Type's **Parent Type** tab is unavailable and you cannot assign it a parent Folder Type. If you delete the file cabinet, the **Parent Type** tab is available and you can assign a parent Folder Type.



3. Select the file cabinet Folder Type from the **Parent Folder Type** drop-down list. (Click **No Parent** to undo any accidental parent Folder Type selections.) Do not add any common parent Keyword Types. If you followed best practices for configuring file cabinets, no Keyword Types should be available because no Keyword Types should be assigned to the file cabinet.

   The Folder Type will reside within its parent in the folder tree.

Note: Folder types configured as **Records Management** folders are not available for selection. Managed folders cannot be a parent Folder Type.

4. Click **Save**.

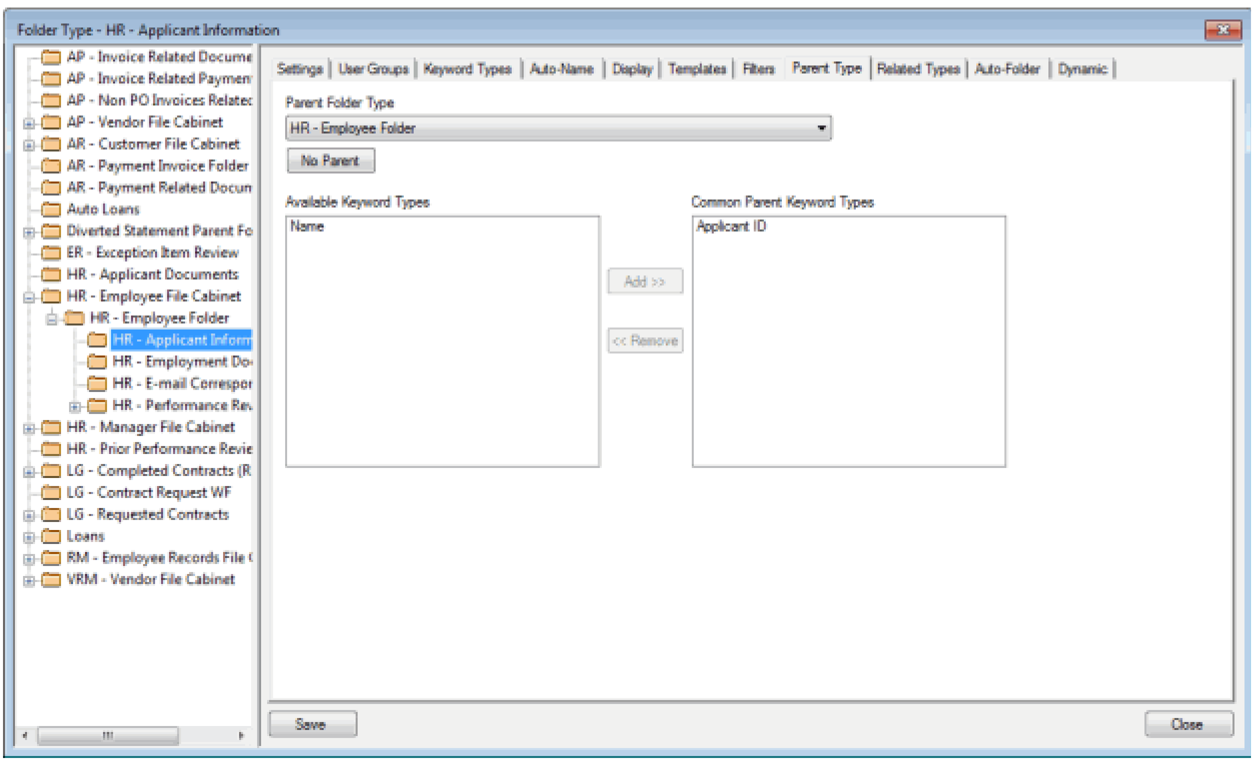
5. Select the Folder Type that will be next in the hierarchy and select the appropriate Folder Type from the **Parent Folder Type** drop-down list.

Tip: If you are creating a new Folder Type, you can select the desired parent, right-click and select **New Child** to automatically assign the parent-child relationship.

6. Select the Keyword Types required for the auto-folder operation to associate this Folder Type to its parent Folder Type. To add common Keyword Types between the two Folder Types, select the Keyword Type(s) in the **Available Keyword Types** list and click **Add**. The Keyword Type(s) will be moved into the **Common Parent Keyword Types** list. (To remove common Keyword Types, select them from the list and click **Remove**.)

   See the Example of Intended Results Outline on page 153 for an illustration of Keyword Types used to associate Folder Types in an auto-foldering scheme.

Note: Only Keyword Types which have been assigned to both the parent and child Folder Types (i.e., common Keyword Types) are available for selection in the **Available Keyword Types** list. If Keyword Types are not available, verify they have been assigned on the **Keyword Types** tab for both Folder Types.



Note: When Keyword Types used for auto-foldering have multiple values, OnBase automatically creates a folder for each Keyword value and places the document in each folder. Ensure that your Keyword Type design is appropriate to obtain desired auto-foldering results. See Multiple Instances of Keyword Types and Auto-Foldering on page 90 for additional information.

Note: A document is not auto-foldered if it is missing one or more keywords that are used for auto-foldering. An error message is displayed unless the document is encountered as part of an automated process.

---

7. Repeat for all remaining Folder Types that require a parent Folder Type.
8. When all parent Folder Types have been assigned, click **Save**.

Configuring Document Type Auto-Foldering

In order for documents to auto-folder upon import to OnBase, their Document Type must be configured for auto-foldering. Ensure Document Types are available before beginning this procedure. See the Configuration Help for Document Type Configuration.

Assign the Document Type to the Folder Type for auto-foldering in one of two places:

- Folder Type configuration
- Document Type configuration

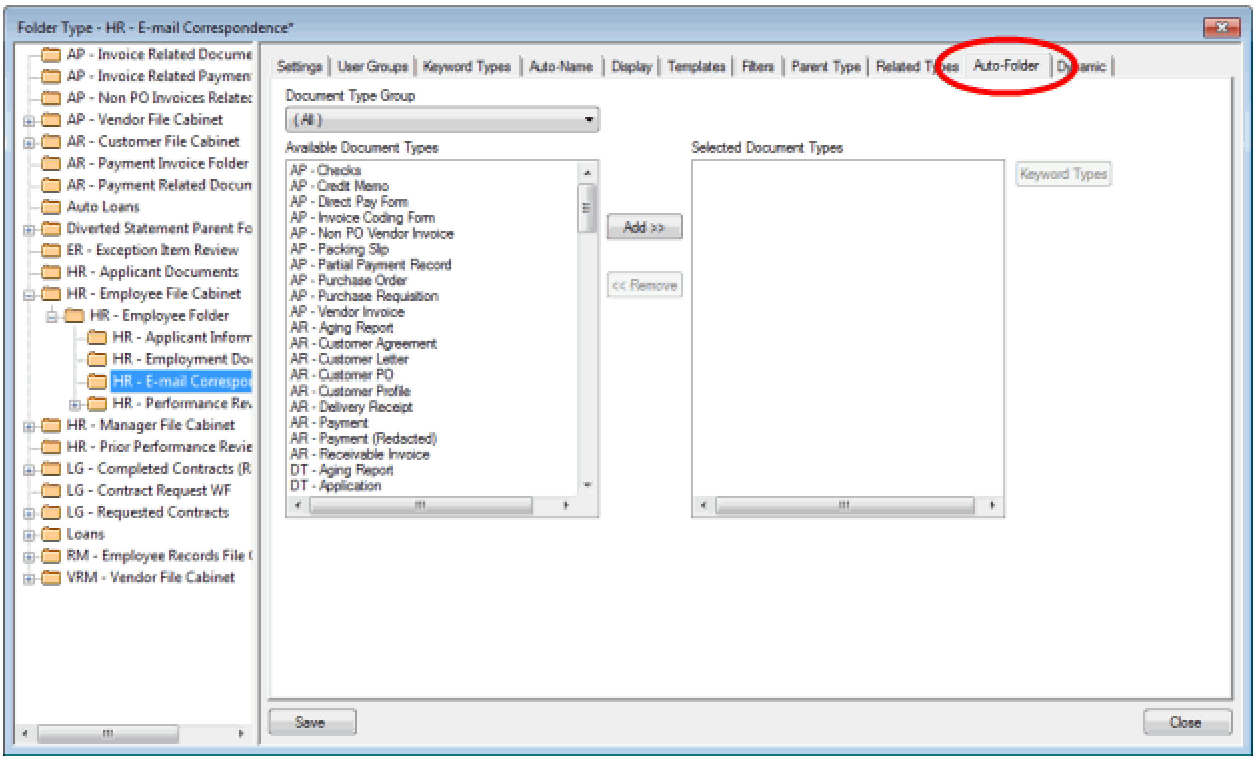
Either way will configure the Document Type for auto-foldering. Changes made to one configuration will be changed in the other configuration.

Folder Type Configuration

You can associate a Document Type with the Folder Type for auto-foldering through Folder Type configuration.

1. From the Folder Type configuration (**Document | Folder Type**), select the Folder Type from the folder tree and click the **Auto Folder** tab.

   The **Selected Document Types** list displays Document Types available to auto-folder with this Folder Type. Assign Document Types of documents you want to auto-folder.



Tip: To display only Document Types belonging to a specific Document Type Group, select the Document Type Group from the **Document Type Group** filter.

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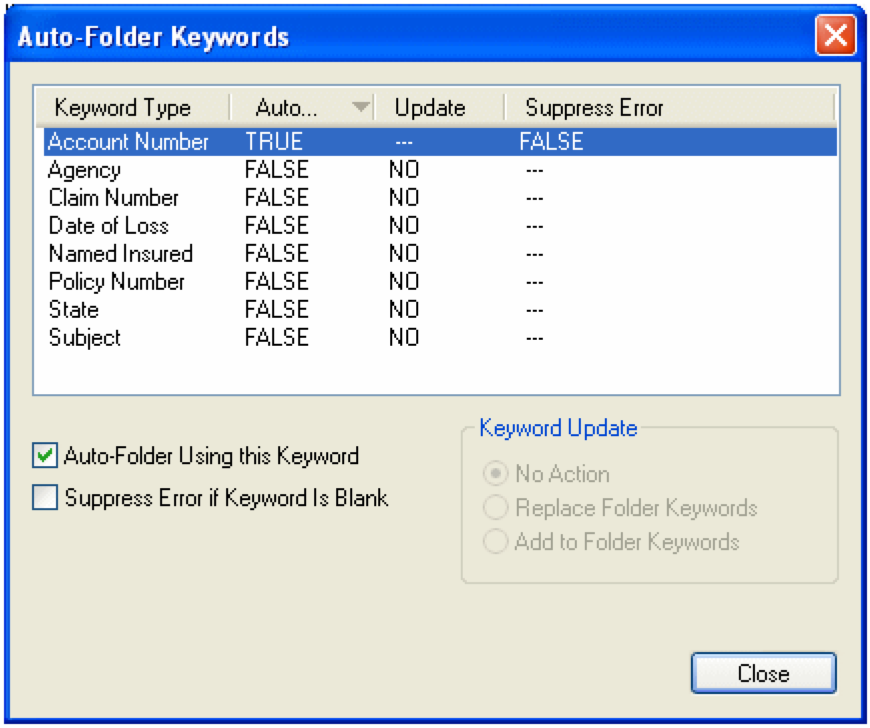
2. Select a Document Type from the **Selected Document Types** list and click **Keyword Types**.

The **Auto-Folder Keywords** dialog box displays all Keyword Types assigned to the selected Document Type.



3. Assign the Keyword Types required for auto-foldering. Select a required Keyword Type and then select **Auto-Folder Using this Keyword**. This option is available only for Keyword Types common to the Document Type and the Folder Type.

   When **Auto-Folder Using this Keyword** is selected, the Keyword Type's **Auto-Folder** status changes from **FALSE** to **TRUE**.

   - Assign the Keyword Types required to link the Document Type to its Folder Type and all relevant parent Folder Types. The combination of Keyword Types should ensure that all appropriate documents drill down to the correct folder. For additional information about Keyword Types required for auto-foldering, see the following topics:

     Identify Keyword Types for Organizing Folders and Documents on page 153

     Multiple Instances of Keyword Types and Auto-Foldering on page 90

Note: When Keyword Types used for auto-foldering have multiple values, OnBase automatically creates a separate folder for each Keyword value and places the document in each folder. Ensure that your Keyword Type design will achieve the intended auto-foldering results.

- A document will not be auto-foldered if it is missing one or more keywords that are used for auto-foldering. In the OnBase Client, the following error message is displayed unless the document is encountered as part of an automated process:

4. To prevent this error message from displaying when the selected Keyword Type is missing a value, select **Suppress Error if Keyword Is Blank**. In Core Services applications, the error is never displayed.

   Documents missing Keyword values required for auto-foldering will not be auto-foldered, regardless of whether the error message is suppressed for the Keyword Type.
5. Determine whether updating Keyword Types not used for auto-foldering is required. Continue to step 6 to configure Keyword update options.

   A Document Type may be assigned several Keyword Types that do not affect the auto-foldering structure. If these Keyword Types are also assigned to Folder Types in the auto-foldering structure, new Keyword values can be added to or replaced on these Folder Types when an auto-foldering process adds or updates documents within the folder structure.
6. Specify which Keyword values are updated when an auto-foldering process is performed for an existing auto-foldering structure:
   a. Select a Keyword Type that is not required for auto-foldering.

      Keyword Update options cannot be configured for Keyword Types required for auto-foldering. New folders are created when values on Keyword Types used for auto-foldering are updated or changed.
   b. Select a **Keyword Update** option. The option applies to the Keyword values which have been applied to the auto-folder, to any of its parent folders, and to any of its auto-created child folders. Keywords are not updated on manually created child folders.

Note: If an auto-folder has more than one instance of an auto-created child folder based on the same Folder Type, Keywords are not updated on child folders based on that Folder Type. Keywords are updated on an auto-created child folder only if there is a single instance of the child folder for the auto-created Folder Type. When an auto-folder contains multiple auto-created child folders of the same Folder Type, the OnBase transaction log logs a folder activity subaction of **Folder Keyword Auto-Update Failure**.

Options are described in the following table:

Option	Description
No Action	Folders retain their original values. This is the default setting for all Keyword Types not required for auto-foldering. When this option is selected, the Keyword Type's **Update** status is **NO**.
Replace Folder Keywords	The new Keyword value replaces the original Keyword value on any folder that would be created through the auto-folder process, including the auto-folder itself and its parent/child folders. For example, if a folder has three Keyword values and the auto-foldered document has only one, the three values are replaced with the single Keyword value from the document. When this option is selected, the Keyword Type's **Update** status is **REPLACE**. **Note:** In the Web Client and Unity Client, when changing a document's keyword value, folder auto-name strings containing these values may not automatically be updated for the current session. In the Web Client, users must refresh the folders interface to reflect the changes. In the Unity Client, users must select and refresh the parent folder to reflect the changes. **Note:** When **Replace Folder Keywords** is configured for an auto-foldering Folder Type or Document Type in one file cabinet structure, the Keyword Value is only replaced in that structure. Other file cabinet structures containing auto-foldering Folder Types or Document Types using the same documents as those configured with this option must be configured separately.

Option	Description
Add to Folder Keywords	Another instance of the Keyword Type is created on any folder that would be created through the auto-folder process, including the auto-folder itself and its parent/child folders. The new instance of the Keyword Type is populated with the new Keyword value. Any existing instances of the Keyword Type retain their original values. For example, if a folder has one value for the Keyword Type and the auto-foldered document has a different value, the folder will have two values for the Keyword Type: the original Keyword value and the Keyword value from the auto-foldered document. When this option is selected, the Keyword Type's **Update** status is **ADD**. **Note:** When **Add to Folder Keywords** is configured for an auto-foldering Folder Type or Document Type in one file cabinet structure, the Keyword Value is only added in that structure. Other file cabinet structures containing auto-foldering Folder Types or Document Types using the same documents as those configured with this option must be configured separately.

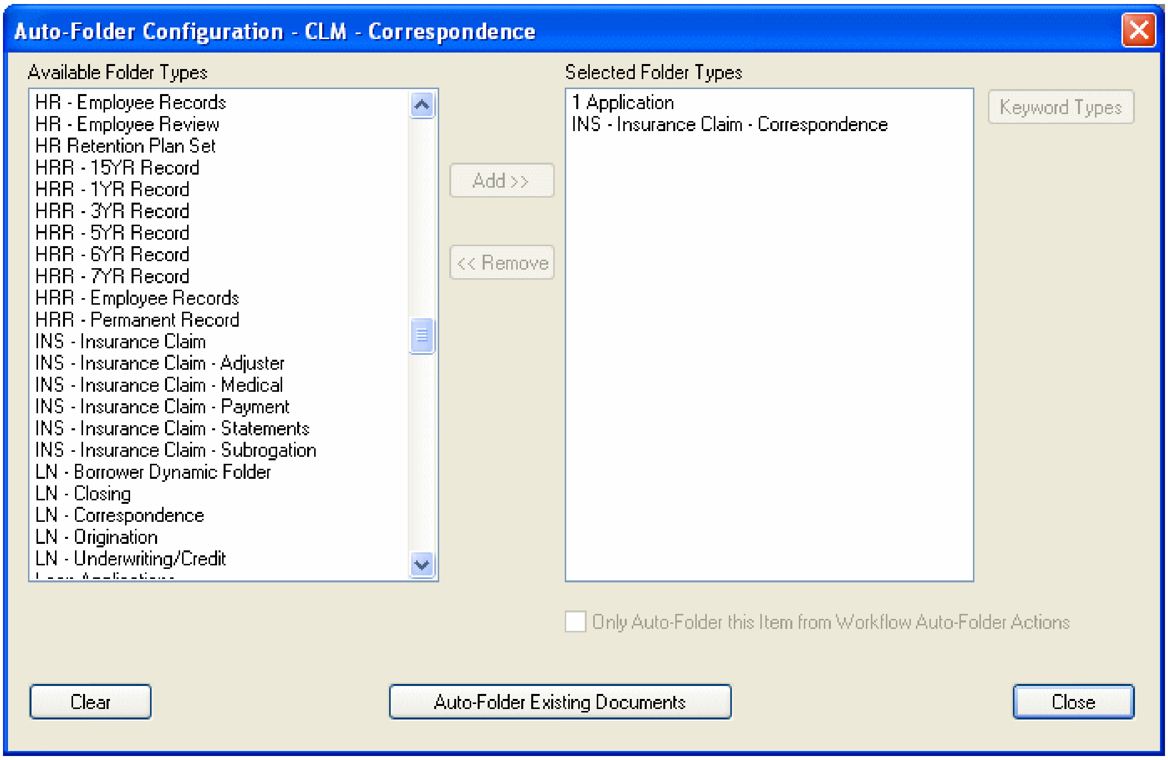
c. Repeat to configure update options for each Keyword Type.

7. Click **Close**.

Document Type Configuration

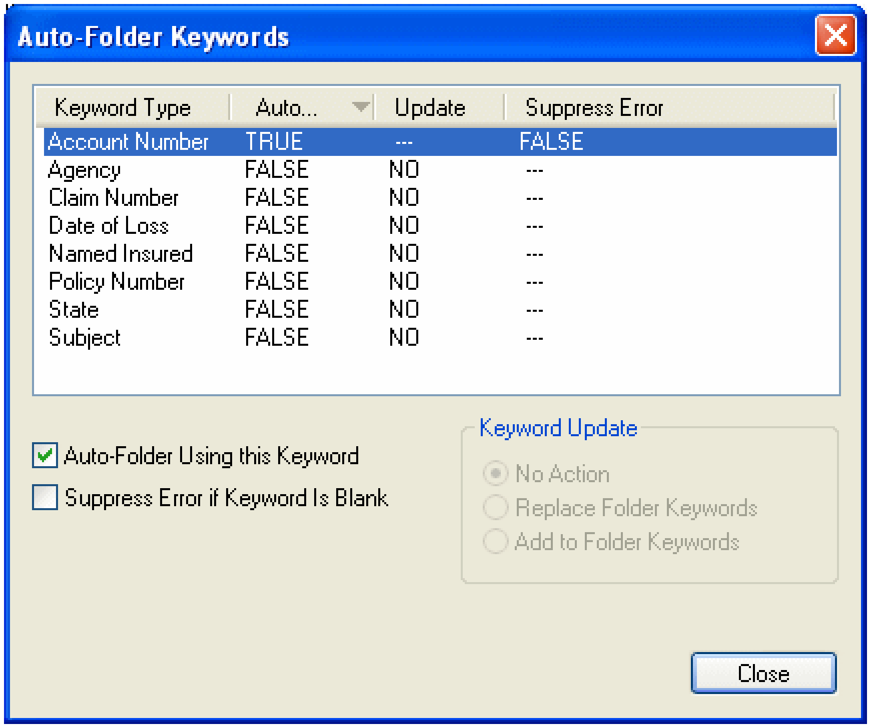
You can associate a Document Type with the Folder Type for auto-foldering through Document Type configuration.

1. On the **Document Types** dialog box, click the **Auto-Foldering** button. The **Auto-Folder Configuration** dialog box is displayed.
2. Add Folder Types to the **Selected Folder Types** into which documents of this Document Type will be auto-foldered.



3. Select a Folder Type from the **Selected Folder Types** and click **Keywords**.

The **Auto-Folder Keywords** dialog box displays all Keyword Types assigned to the selected Document Type.



4. Assign the Keyword Types required for auto-foldering. Select a required Keyword Type and then select **Auto-Folder Using this Keyword**. This option is available only for Keyword Types common to the Document Type and the Folder Type.

   When **Auto-Folder Using this Keyword** is selected, the Keyword Type's **Auto-Folder** status changes from **FALSE** to **TRUE**.

   - Assign the Keyword Types required to link the Document Type to its Folder Type and all relevant parent Folder Types. The combination of Keyword Types should ensure that all appropriate documents drill down to the correct folder. For additional information about Keyword Types required for auto-foldering, see the following topics:

     Identify Keyword Types for Organizing Folders and Documents on page 153

     Multiple Instances of Keyword Types and Auto-Foldering on page 90

Note: When Keyword Types used for auto-foldering have multiple values, OnBase automatically creates a separate folder for each Keyword value and places the document in each folder. Ensure that your Keyword Type design will achieve the intended auto-foldering results.

- A document will not be auto-foldered if it is missing one or more keywords that are used for auto-foldering. In the OnBase Client, the following error message is displayed unless the document is encountered as part of an automated process:

5. To prevent this error message from displaying when the selected Keyword Type is missing a value, select **Suppress Error if Keyword Is Blank**. In Core Services applications, the error is never displayed.

   Documents missing Keyword values required for auto-foldering will not be auto-foldered, regardless of whether the error message is suppressed for the Keyword Type.
6. Determine whether updating Keyword Types not used for auto-foldering is required. Continue to step 6 to configure Keyword update options.

   A Document Type may be assigned several Keyword Types that do not affect the auto-foldering structure. If these Keyword Types are also assigned to Folder Types in the auto-foldering structure, new Keyword values can be added to or replaced on these Folder Types when an auto-foldering process adds or updates documents within the folder structure.
7. Specify which Keyword values are updated when an auto-foldering process is performed for an existing auto-foldering structure:
   a. Select a Keyword Type that is not required for auto-foldering.

      Keyword Update options cannot be configured for Keyword Types required for auto-foldering. New folders are created when values on Keyword Types used for auto-foldering are updated or changed.
   b. Select a **Keyword Update** option. The option applies to the Keyword values which have been applied to the auto-folder, to any of its parent folders, and to any of its auto-created child folders. Keywords are not updated on manually created child folders.

Note: If an auto-folder has more than one instance of an auto-created child folder based on the same Folder Type, Keywords are not updated on child folders based on that Folder Type. Keywords are updated on an auto-created child folder only if there is a single instance of the child folder for the auto-created Folder Type. When an auto-folder contains multiple auto-created child folders of the same Folder Type, the OnBase transaction log logs a folder activity subaction of **Folder Keyword Auto-Update Failure**.

Options are described in the following table:

Option	Description
No Action	Folders retain their original values. This is the default setting for all Keyword Types not required for auto-foldering. When this option is selected, the Keyword Type's **Update** status is **NO**.
Replace Folder Keywords	The new Keyword value replaces the original Keyword value on any folder that would be created through the auto-folder process, including the auto-folder itself and its parent/child folders. For example, if a folder has three Keyword values and the auto-foldered document has only one, the three values are replaced with the single Keyword value from the document. When this option is selected, the Keyword Type's **Update** status is **REPLACE**. **Note:** In the Web Client and Unity Client, when changing a document's keyword value, folder auto-name strings containing these values may not automatically be updated for the current session. In the Web Client, users must refresh the folders interface to reflect the changes. In the Unity Client, users must select and refresh the parent folder to reflect the changes. **Note:** When **Replace Folder Keywords** is configured for an auto-foldering Folder Type or Document Type in one file cabinet structure, the Keyword Value is only replaced in that structure. Other file cabinet structures containing auto-foldering Folder Types or Document Types using the same documents as those configured with this option must be configured separately.

Option	Description
Add to Folder Keywords	Another instance of the Keyword Type is created on any folder that would be created through the auto-folder process, including the auto-folder itself and its parent/child folders. The new instance of the Keyword Type is populated with the new Keyword value. Any existing instances of the Keyword Type retain their original values. For example, if a folder has one value for the Keyword Type and the auto-foldered document has a different value, the folder will have two values for the Keyword Type: the original Keyword value and the Keyword value from the auto-foldered document. When this option is selected, the Keyword Type's **Update** status is **ADD**. **Note:** When **Add to Folder Keywords** is configured for an auto-foldering Folder Type or Document Type in one file cabinet structure, the Keyword Value is only added in that structure. Other file cabinet structures containing auto-foldering Folder Types or Document Types using the same documents as those configured with this option must be configured separately.

c. Repeat to configure update options for each Keyword Type.

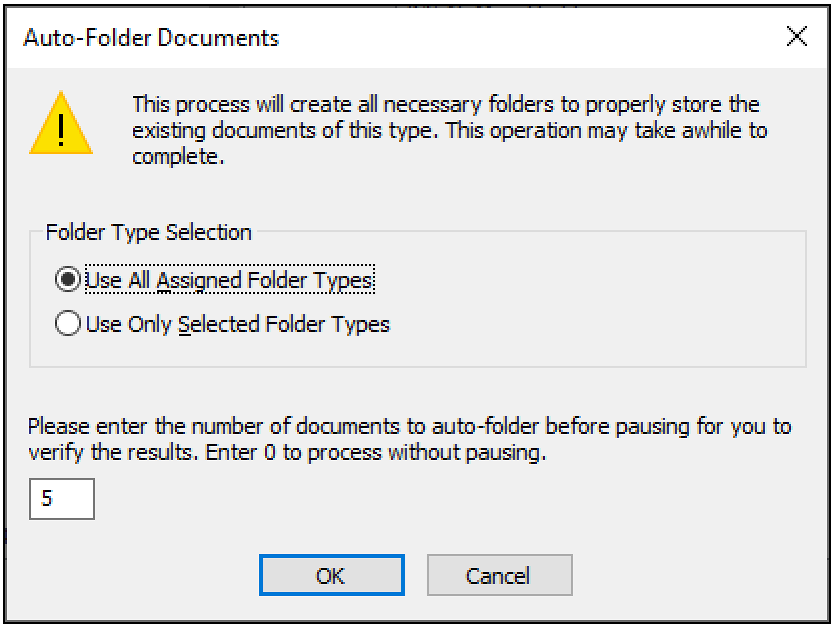
8. Click **Close**.

Auto-Folder Existing Documents

After completing your auto-folder configuration, you can elect to auto-folder documents that were in OnBase before auto-foldering was configured.

1. From the Configuration module, select **Document | Document Type**.
2. Select the Document Type to auto-folder, and then click the **Auto-Foldering** button.
3. Click **Auto-Folder Existing Documents**. A warning message displays that this process will create all necessary folders to properly store the existing documents of this type and that this operation may take awhile to complete and cannot be undone.
4. Under Folder Type Selection, select **Use All Assigned Folder Types** to auto-folder documents within all folder types in the **Selected Folder Types** pane, or select **Use Only Selected Folder Types** to auto-folder only the highlighted folder types in the **Selected Folder Types** pane.

5. OnBase will test the auto-foldering configuration on a sampling of documents before auto-foldering all existing documents. Enter the number of documents that you want to use for the test. Enter 0 to process without testing it.



6. Click **OK**. OnBase auto-folders the documents and then prompts you to verify that the documents were auto-foldered as expected in the OnBase Client. Click **OK**. The following message is displayed:

   Do you wish to process the remaining documents?
7. If you click **Yes**, OnBase automatically auto-folders all documents of this Document Type according to your configured auto-foldering scheme.

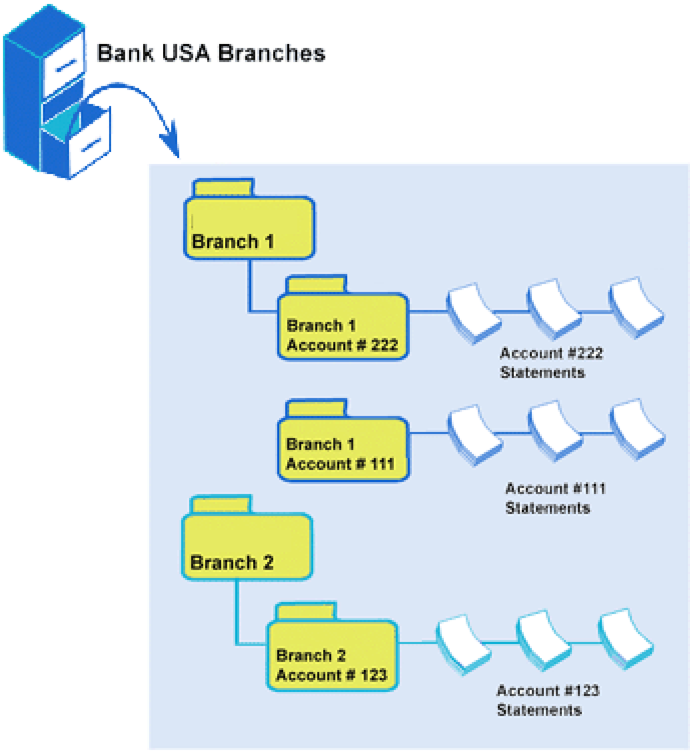
Note: You can also auto-folder existing documents from the OnBase Client by selecting the desired document(s) and re-indexing them. Do not change any Keyword values. Select **File** | **Re-Index** and click **Index**. The document will be auto-foldered according to your configured auto-foldering scheme.

Example of Parent - Child and Keyword Relationships for Folder Types

Note: Print this page for reference by right-clicking and selecting **Print**. See your System Administrator if you are not able to print.

1. First Level - File Cabinet
   Folder Type - Bank USA Branches File Cabinet
   No Keyword Types Assigned
   No Parent Folder Type Assigned
2. Second Level - Folder
   Folder Type - **Bank USA Branch Number**
   Keyword Type Assigned - **Branch Number**
   Parent Folder Type - **Bank USA Branches File Cabinet** (First Level Folder Type)
3. Third Level - Folder
   Folder Type - **Customer Account #**
   Keyword Type Assigned - **Branch Number** and **Account #**
   Parent Folder Type - **Bank USA Branch Number** (Second Level Folder Type)
4. Fourth Level - Document
   Document Type - Bank Account Statements
   Keyword Type - **Branch Number** and **Account #**

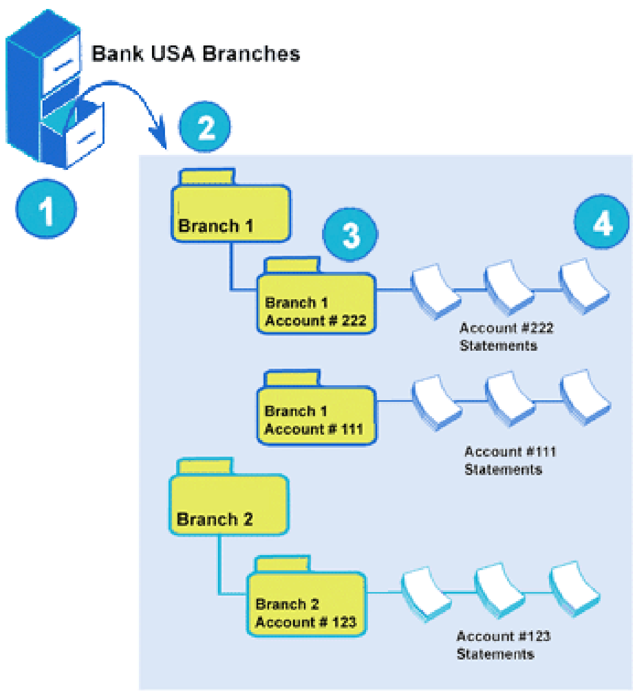
With this configuration, Branch Number will be available as a common parent Keyword Type for the Customer Account # Folder Type.



Example of an Auto-Foldering Document Type

In this example, both the **Bank Account Folder Type** and the **Bank Account Statements Document Type** have the Keyword Types **Branch Number** and **Account #** assigned. Keyword Types are assigned to Document Types from the following **Document Types** dialog box options:

- **Keyword Types**, which displays the **Keyword Type Assignment** dialog box.
- **Auto-Foldering**, which displays the **Auto-Folder Configuration** dialog box. Selecting **Keyword Types** displays the **Auto-Folder Keywords** dialog box.



1 **File Cabinet** - Contains a folder for each Branch of the Bank USA Bank.

2 **Bank Branch Folder** - First level of folders in the Bank USA File Cabinet. Contains all account folders for the Branch. Each Bank Account in the Branch has its own folder inside the Bank Branch Folder.

3 **Bank Account # Folder** - Second level of the Bank USA File Cabinet. Displays the Branch Name and the Account # Keyword Types. Each Account # folder contains all of the Statements for that Account.

4 **Bank Account Statements**. Displays the Document Type name and the Account #.

Folder Type Custom Queries

Users can search for and retrieve OnBase folders by running Custom Queries in the OnBase Client and Unity Client. Folder Type Custom Queries offer the following benefits:

- Users can retrieve multiple folders across multiple Folder Types.
- Results are opened in the File Cabinets window, allowing users to view folder contents in an organized manner.
- HTML Custom Queries provide an easy-to-use, custom graphical interface.
- The folder results list is sortable, allowing users to find folders quickly.

Configuration Overview for Folder Type Custom Queries

Folder Type queries are configured similarly to Document Type and Document Type Group queries. As with other Custom Query types, both standard and HTML Custom Queries can be used to retrieve folders.

Before configuring a Folder Type query, notice the following limitations:

- Folder Type Custom Queries can be executed in the OnBase Client, Unity Client, and Web Client.
- Application Enabler does not support Folder Type Custom Queries.

Complete the following tasks:

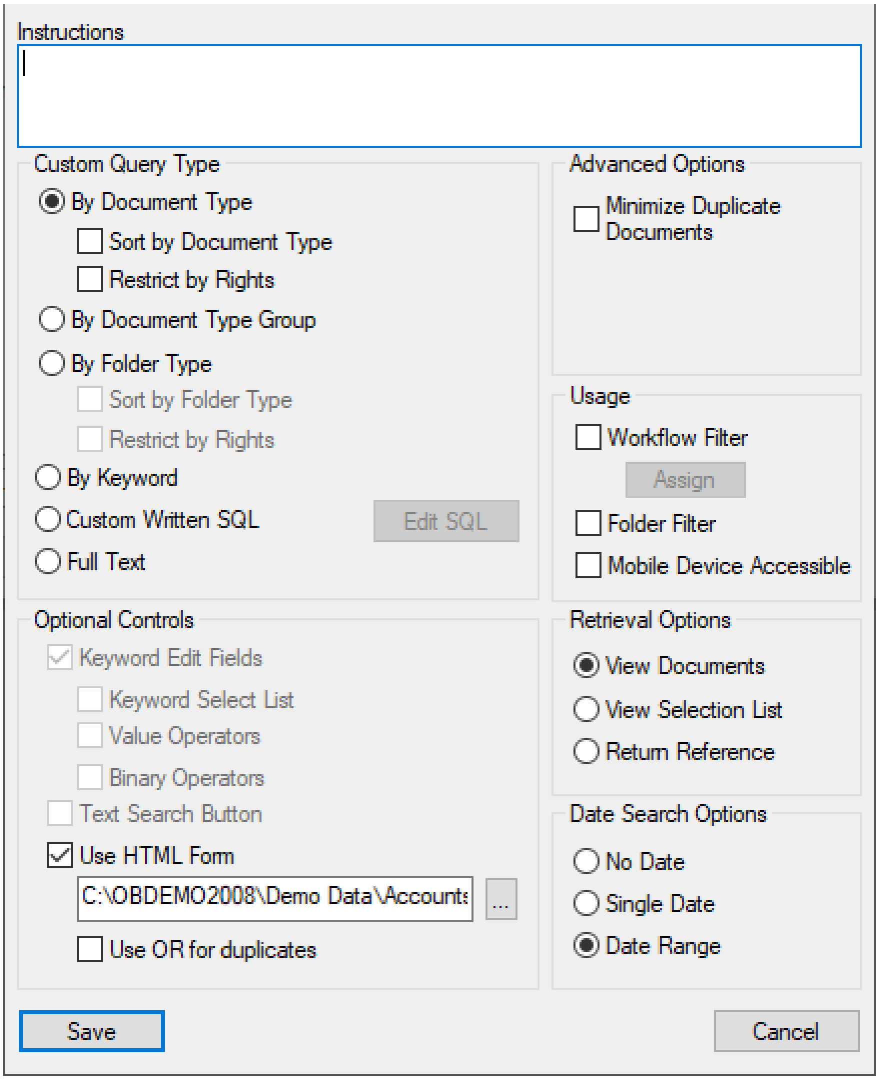
1. Creating the Folder Type Custom Query on page 179
   Perform these steps to designate a Custom Query as a Folder Type Custom Query.
2. Configuring Custom Queries - Folder Type Query on page 181
   Perform these steps to assign Folder Types and retrieval Keyword Types to the query.

Creating the Folder Type Custom Query

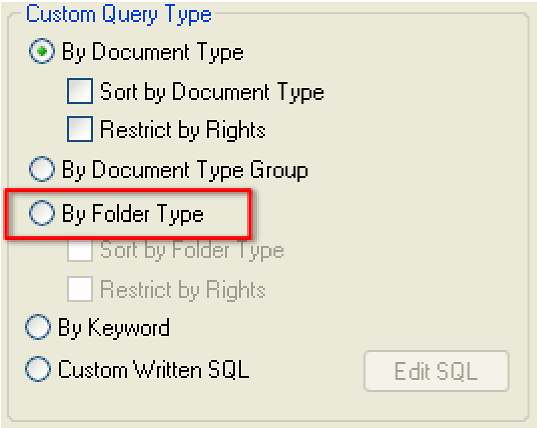
Create the Custom Query as described in the Configuration help files topic, “Configuring Custom Queries.” The following steps describe how to designate a Custom Query for Folder Types.

1. In OnBase Configuration, select **Queries | Custom Queries**.
2. Select the Folder Type query.

3. Click **Settings** to open the **Custom Query Options** dialog box.



4. Select **By Folder Type** as the Custom Query Type.



5. Select **Sort by Folder Type** if you want to specify the sort order of folder results. This option enables the **Move Up** and **Move Down** buttons when you later assign Folder Types to the Custom Query.

Note: Folders returned by a Custom Query are always sorted by Folder Type in the Web Client, regardless of whether the **Sort by Folder Type** option is selected.

6. Select **Restrict by Rights** if the Custom Query should return only folders that users have rights to view. Otherwise, all folders that satisfy Custom Query parameters are returned. Users still can open only folders that they have rights to view.

Note: Folders returned by a Custom Query are always restricted by rights in the Web Client, regardless of whether the **Restrict by Rights** option is selected.

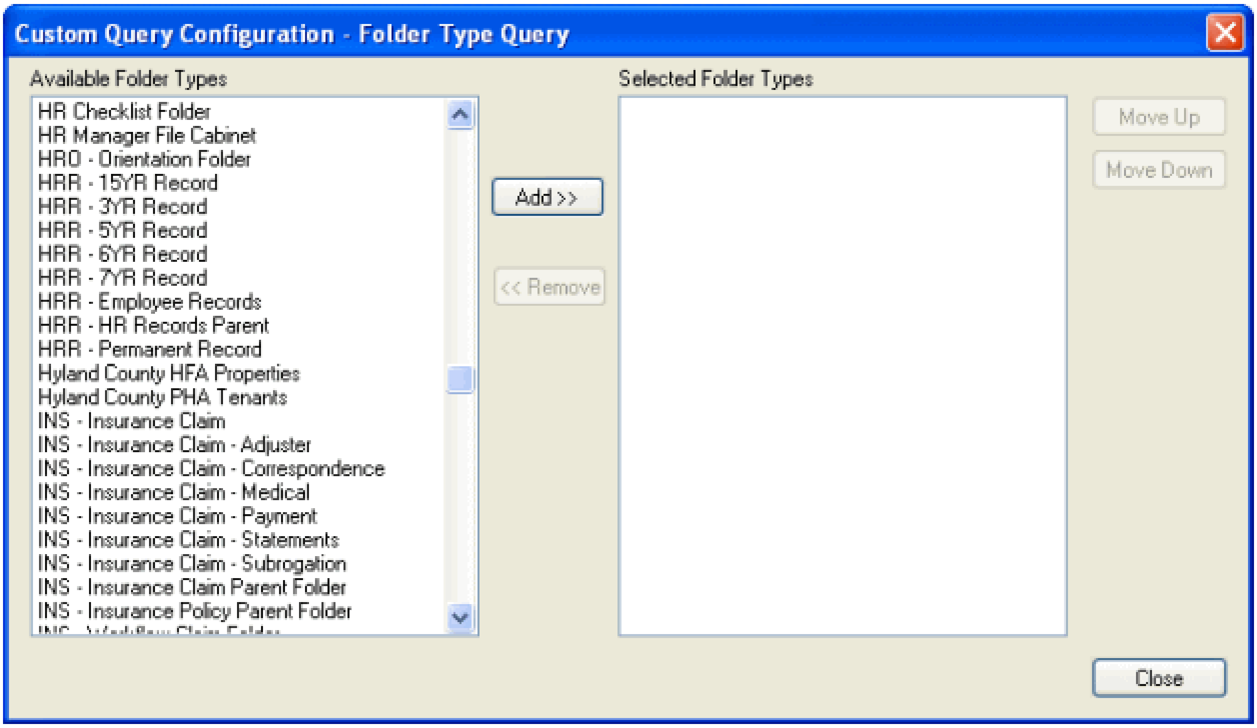
7. Apply additional settings as needed. Settings that do not apply to Folder Type Custom Queries are unavailable. For information about each setting, see the “Configuring Custom Queries” topic in the Configuration help.
8. Click **Save**.
9. Proceed to Configuring Custom Queries - Folder Type Query on page 181.

Configuring Custom Queries - Folder Type Query

Folder Type Custom Queries return folders of specified Folder Types. Use these steps to assign Folder Types and retrieval Keyword Types to a Folder Type query.

1. In OnBase Configuration, select **Queries | Custom Queries**.
2. Select the Folder Type query from the **Custom Query** dialog box.

3. Click **Folder Type Query** to display the **Custom Query Configuration** dialog box.



Note: If the **Folder Type Query** button is unavailable, make sure that **By Folder Type** is selected in the Custom Query's settings.

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4. Select the Folder Types to include in the query and click **Add**.
5. If the **Sort by Folder Type** option has been selected in Custom Query Options, then the **Move Up** and **Move Down** buttons are available. Use these buttons to specify the sort order of Folder Types in query search results.
6. Click **Close**.
7. Click **Retrieval Keywords** to specify the Keyword Types by which users can search. Only Keyword Types common to all selected Folder Types are available.
8. Select the Keyword Types to use and click **Add**.
9. Click **Move Up** or **Move Down** to change the display order of Keyword Types in the OnBase Client. The Keyword Type order does not apply to Custom Queries that use an HTML form.
10. Click **Close**.
11. Continue configuring the Custom Query as described in the Configuration module help under the heading "Queries and VB Scripts." Be sure to configure the following parameters:
    - User Groups
    - Icon
    - Display Columns
    - Sort Columns

Folder Administration

The following topics provide information about administering folders in the OnBase Client:

- Viewing a Folder's History on page 184
- Folder Maintenance on page 188

Viewing a Folder's History

A folder’s history is a log of all the actions performed on the folder in OnBase. If you have sufficient administrative rights, you can view a history of a folder. A folder’s history allows you to:

- See who has viewed a folder and ensure only authorized users are accessing it.
- See how a folder has changed over time, including who changed it and when.
- Evaluate which folders are being used and how frequently. For example, you can use this information to determine whether it’s safe to remove a folder and whom to contact before deleting it.

Note: If documents were added to or removed from a folder prior to OnBase 5.0, these actions are not displayed in the folder’s history. Other actions performed prior to OnBase 5.0 are displayed.

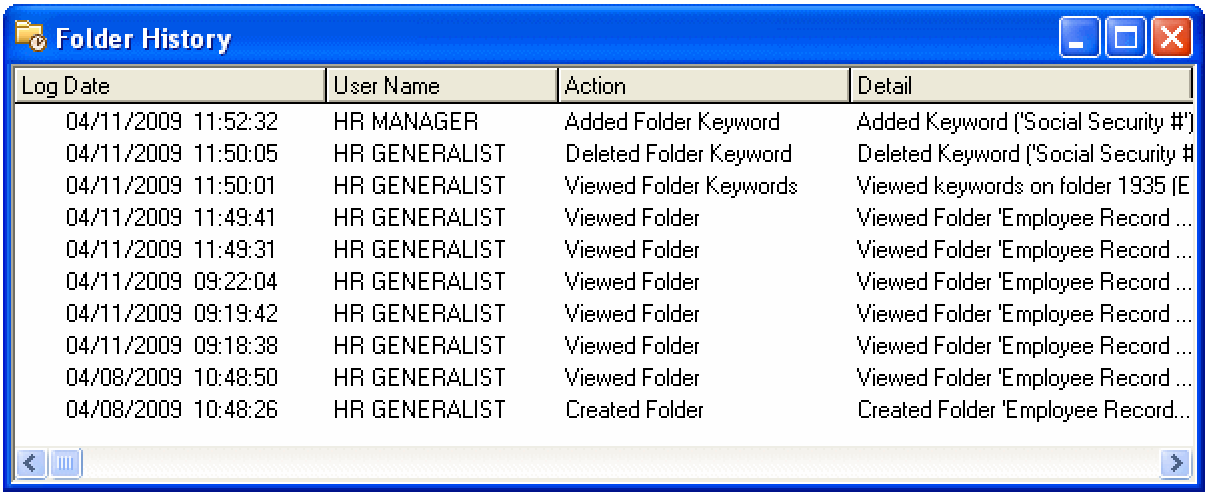
Note: Changes made to folder Keyword Values and folder dates in OnBase 8.2 and earlier are logged under the **Modify Folder Keywords** action. In OnBase 9.0 and later, changes to folder Keyword Values are logged under **Added Folder Keyword** and **Deleted Folder Keyword**, and changes to folder dates are logged under **Modified Folder Date**.

To view a folder’s history:

1. Log on to the OnBase Client.
2. Open either the File Cabinets window or Folder Maintenance.
3. Select the folder whose history you want to view.

   If you are using the classic File Cabinets window, the folder must be selected in the **Child Folders** pane.

4. Right-click and select **History**. The folder's history is displayed in the **Folder History** dialog box. Click any of the column headers to sort by that column.



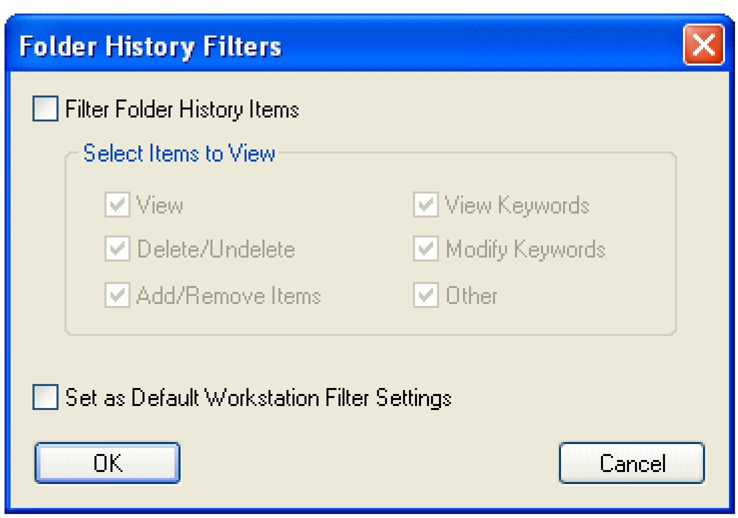
Note: When items are sorted by action, they are grouped by action type. All other columns sort items either chronologically or alphabetically.

Filtering a Folder's History

Use folder history filters to display a subset of actions performed on the folder.

Tip: Save a filter to apply it to each subsequent Folder History window you open. This feature is helpful if you don't want to see an item for every time a user viewed a folder, for example.

1. Right-click within the Folder History window and select **Filter Items**. The **Folder History Filters** dialog box displays actions you can use to filter the folder's history.



2. Select **Filter Folder History Items** to turn on filtering. To turn off filtering, clear this option.
3. Select or clear the types of actions you want to view. Available options are described in the following table:

Option	Description
View	Viewing the folder and its child folders.
Delete/Undelete	Sending the folder to Folder Maintenance or undeleting the folder.
Add/Remove Items	Adding/removing folder documents.
View Keywords	Viewing folder Keyword Values.
Modify Keywords	Changes to folder Keyword Values.
Other	Actions that fall outside of the above categories, such as the folder's creation.

4. Select **Set as Default Workstation Filter Settings** to save the selected filter options.
   - This option saves the current filter as a workstation setting. Whenever a folder's history is accessed from the current workstation, the selected filters are applied.
   - If you do not select this option, then the default filter behavior remains unchanged.
5. Click **OK**. The folder's history displays the actions you selected.

   The word **(Filtered)** is displayed in the Folder History title bar, indicating that filtering is turned on. To turn off filtering, see the following procedure.

Turning Off Folder History Filters

The following steps describe how to turn off filtering in the Folder History window.

1. Right-click within the Folder History window and select **Filter Items**.
2. Clear the **Filter Folder History Items** option.
3. Select the **Set as Default Workstation Filter Settings** option to have filtering turned off by default. Clear this option to retain the default filter behavior.
4. Click **OK**. All logged actions are displayed in the Folder History window, and **(Filtered)** is removed from the title bar.

Generating a Folder History Report

Generate folder history reports to maintain records of all actions performed on a folder. History reports are generated in a text report format and stored in the **SYS User Reports** Document Type. Because history reports are text documents, you can use text searching to find information about a specific action, such as when a Keyword Value was changed. This feature is useful when a folder has a long history of actions.

Folder history reports are generated from an open Folder History window. To generate a folder history report, right-click in the Folder History window and select **Generate Report**. When generation is complete, the report is both archived to the **SYS User Reports** Document Type and displayed on your screen.

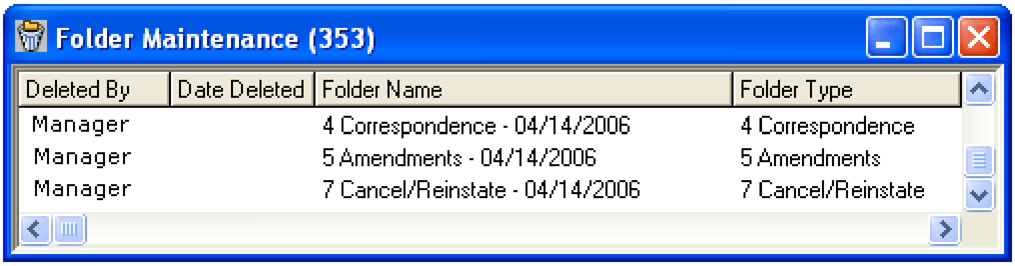
Note: If you accessed the Folder History window from a folder displayed in a pop-up list, the generated report is not displayed, and a message indicates that the report has been archived. You can retrieve the report from the **SYS User Reports** Document Type.

Tip: To create records of all actions performed on all folders, generate folder activity reports. In the OnBase Client, select **Admin | Transaction Logs | Create Report** and then select **Folder Activity**. More information about the OnBase Transaction Log is available in the Configuration module help under “Transaction Log.”

Folder Maintenance

The Folder Maintenance window lists the folders deleted from OnBase. Access Folder Maintenance to permanently purge folders from OnBase or restore folders you still need.

1. In the OnBase Client, select **Admin | Utilities | Folder Maintenance**. The Folder Maintenance window is displayed.



2. Select the folder(s) to modify.
3. Select one of the following right-click menu options:
   - **Undelete Selected** - Restores the folders to the locations where they resided before being deleted.

     If both a child folder and its parent were deleted, you cannot restore the child folder without first restoring its parent folder.
   - **Purge Selected -** The selected folder(s) and any children are removed permanently and are no longer retrievable in OnBase through any means. Documents that resided in purged folders are not purged.
   - **Purge All -** All folder(s) in Folder Maintenance and any of their children are removed permanently and are no longer retrievable in OnBase through any means. The documents in purged folders are not purged.
   - **Schedule Purge** - Opens the **Schedule Management** window and allows you to schedule folder purges.
   - **Schedule Delete Orphans** - Opens the **Schedule Management** window and allows you to schedule folder orphans deletions or purges.
   - The remaining commands—**Keywords**, **History, Properties**, **Clear Selected**, and **Refresh**—work the same as they do in the File Cabinets window.

Note: If you modify a Keyword Value displayed in a folder's Auto-Name, the Auto-Name does not reflect the modified value while the folder resides in Folder Maintenance. If you undelete the folder, the Auto-Name reflects the modified value on the restored folder in the File Cabinets window.

Scheduling Folder Purge/Deletion

Performing folder purge/deletion processes from Folder Maintenance can incur a large drain on your OnBase solution's resources, especially if you are removing a large number of folders or orphaned folders. Scheduling a folder purge/deletion process is an easy way to automatically purge folders or delete orphaned folders during off-peak hours and save solution resources.

Note: Unlike other scheduled processes, a folder purge/deletion process can only be configured by accessing the Scheduler via the Folder Maintenance window.

Processing modules, such as COLD, DIP, and Document Imaging, can also use scheduled processes to bring documents into OnBase. Attempting to run more than one process at once will result in a dramatic drop in all processing speeds; it is recommended to run a single automated process at a time.

Note: Scheduled folder purge/deletion processes cannot be included as part of a scheduled Process Job.

Requirements for Configuring/Executing a Scheduled Folder Purge/Deletion

To configure a scheduled process to purge folders from Folder Maintenance or delete orphaned folders, a user must belong to a user group with the **API**, **Client**, **Utilities**, and **Client Scheduler** product rights, as well as rights to the Folder Types of the folders that are to be removed. A scheduled purge/deletion can be configured on any OnBase Client workstation, not just the processing workstation or a workstation running with the -**SCHED** command line switch.

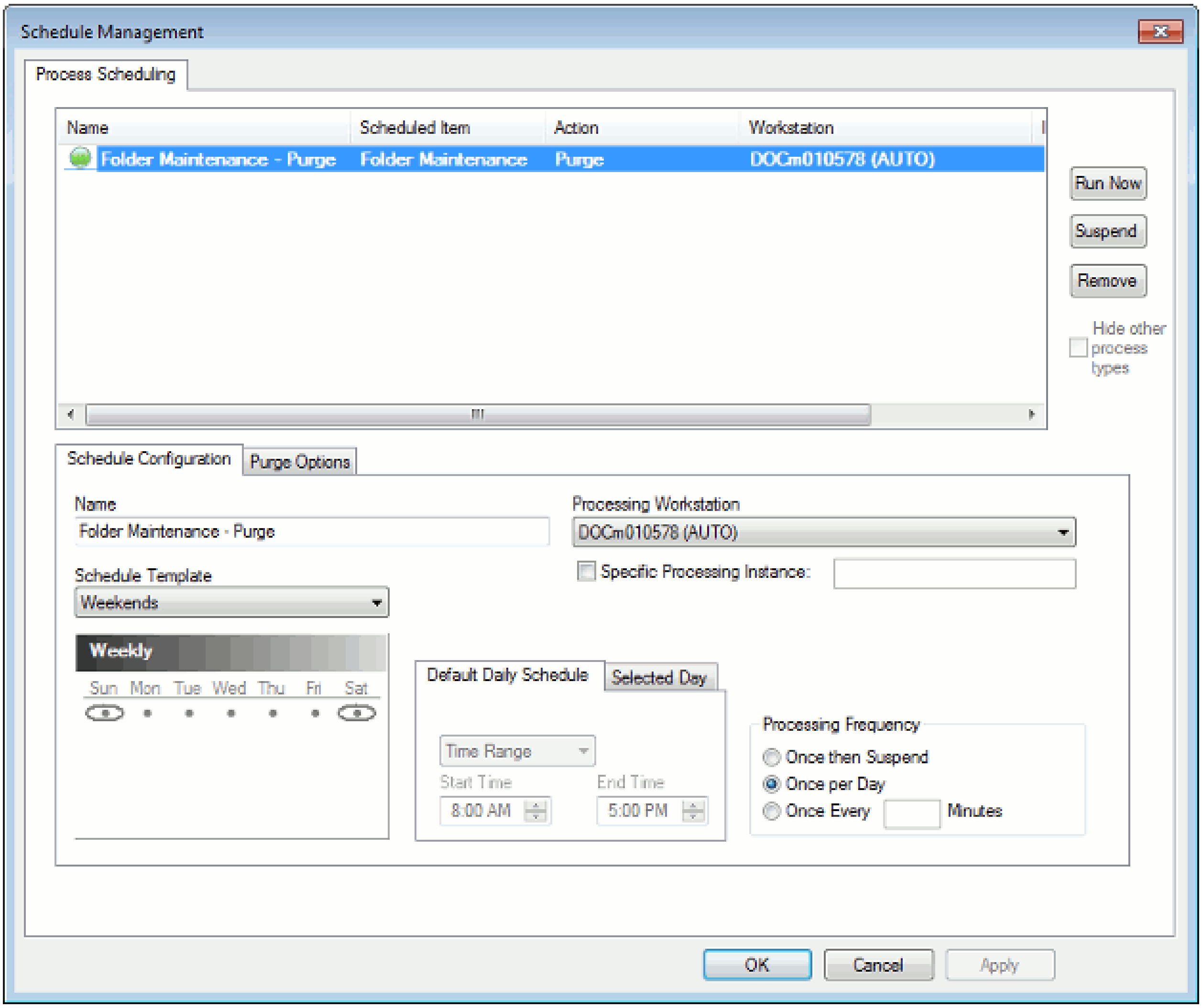
Note: Any folders residing in Folder Maintenance that belong to a Folder Type that the configuring user does not have rights to will not be removed as part of the scheduled purge/deletion process.

To run a scheduled purge/deletion process, OnBase must be running with the -**SCHED** command line switch on the processing workstation in order for the scheduled process to be executed at the configured time. The user account logged onto OnBase at this time needs only the **Client** product right in order for the process to be run.

Creating a Scheduled Folder Purge/Deletion Process

To schedule a purge/deletion of folders from Folder Maintenance:

From the Folder Maintenance window, right-click and select **Schedule Purge** or **Schedule Delete Orphans**. The **Schedule Maintenance** window is displayed.



Note: Accessing the Scheduler from Folder Maintenance will allow you to also view other scheduled processes (i.e., scheduled sweeps, scheduled COLD processes, etc.). However, accessing the Scheduler from other locations (i.e., the Document Imaging window, the COLD Queue) will allow you to view or modify scheduled purge/deletion processes only if you have the **Utilities** product right.

A new scheduled process is added to the Scheduled Items box. It is selected by default.

Schedule Configuration

The first options that must be configured for the scheduled process are the Schedule Configuration options on the **Schedule Configuration** tab. This tab is displayed by default.

1. In the **Name** field, enter a name for the scheduled process.
2. Using the **Processing Workstation** drop-down, select the workstation that will be used to run the scheduled process.

Note: This workstation will need to be running with the **-SCHED** or **-SCHEDINST** command line switch in order to run the scheduled process.

3. If you always want the scheduled process to be run from a specific instance of the OnBase Client, select the **Specific Processing Instance**, then enter the name of the instance in the **Specific Processing Instance** text field.

Note: If you select the **Specific Processing Instance** option but leave the **Specific Processing Instance** text field blank, the scheduled process can be run from any instance of the OnBase Client.

4. Using the **Schedule Template** drop-down, select one of the schedule templates for the process or select **<Custom Schedule>** to manually configure the schedule for this process.

Note: For information on creating a **Custom Schedule** or **Schedule Template**, see below.

5. Select how often you would like the scheduled process to run by selecting one of the Processing Frequency radio buttons.
   - **Once then Suspend**. The scheduled item will be processed once, then the scheduled process is suspended.
   - **Once per Day**. The scheduled item will be processed once per day.

Note: If the scheduled item is modified, the process may be run again on the same day.

   - **Once every "" Minutes**. The scheduled item is processed in the interval (measured in minutes) entered in the field. The maximum number of minutes that can be entered is 99999.

Caution: This option is only supported when the **Default Daily Schedule** is set to **Time Range**. If your **Default Daily Schedule** is set to **Specific Time**, the scheduled item will only be processed at the specified time.

6. When you are finished setting the **Schedule Configuration** options, click **Apply**.

Calendar

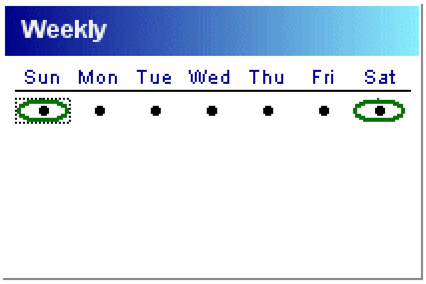
The calendar is used to select the day(s) on which a scheduled process should be run.

Note: The calendar is displayed based on your Workstation Regional Settings and the OnBase language DLL that you are using.

To change the view of the calendar, click the calendar heading (in the example above, **Weekly**) to display a menu. Select one of the following options to display a different calendar for configuration:

- **Weekly**. Allows you to configure a process to run on a certain day of the week (i.e., Thursday).
- **Monthly**. Allows you to configure a process to run monthly, on a particular date (i.e., the 1st and 15th of the month).
- **Monthly** (Day-Relative). Allows you to configure a process to run on a relative day of the month (i.e., the first Saturday of the month, the 2nd Wednesday of the month).
- **Annual**. Allows you to configure a process to run on a certain day of the year (i.e., June 30).
- **Full Calendar**. Allows you to configure a process to run on specified days of specified years (e.g., August 10, 2011 and/or July 17, 2012).

To select days that you would like to run a scheduled process, double-click the day on the calendar. The selected day is circled.

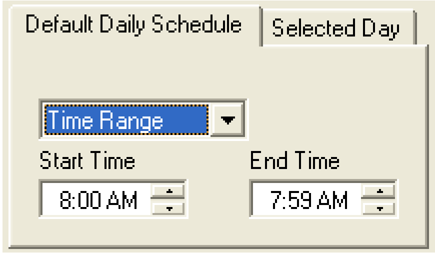


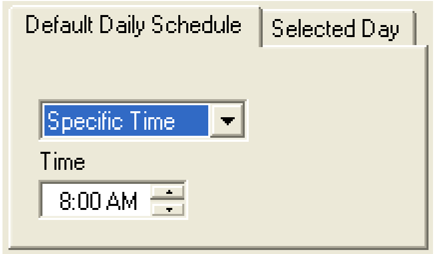
Note: In the example above, two days are selected but **Sunday** is the currently-selected day.

To deselect a day, double-click it.

Default Daily Schedule

The **Default Daily Schedule** tab allows you to configure the processing configuration for all days that do not have a **Selected Day** tab configuration.



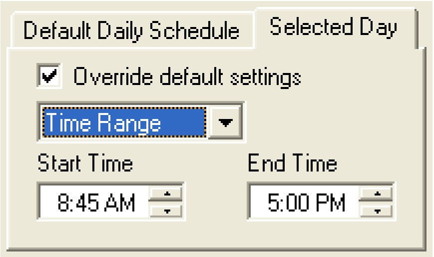


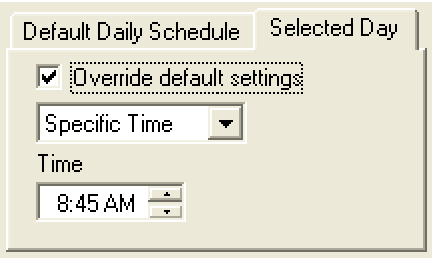
The drop-down list allows you to select **Time Range** or **Specific Time**. If you select **Time Range**, a **Start Time** box and an **End Time** box are displayed. Define the range of time in which you want your job or format to begin processing. If you select **Specific Time**, a **Time** box is displayed. Select the time at which you want the job or format to begin processing.

Tip: Specifying a **Time Range** and using the **Once Per Day** option will allow a scheduled process to run even if another process runs over its starting time, as long as the process is able to start within the specified range.

Selected Day

The **Selected Day** tab allows you to specify settings for the selected day that differ from the settings specified in the **Default Daily Schedule** tab. In order for the **Selected Day** tab to be enabled, you must click a day to select it and you must select the **Override default settings** check box.





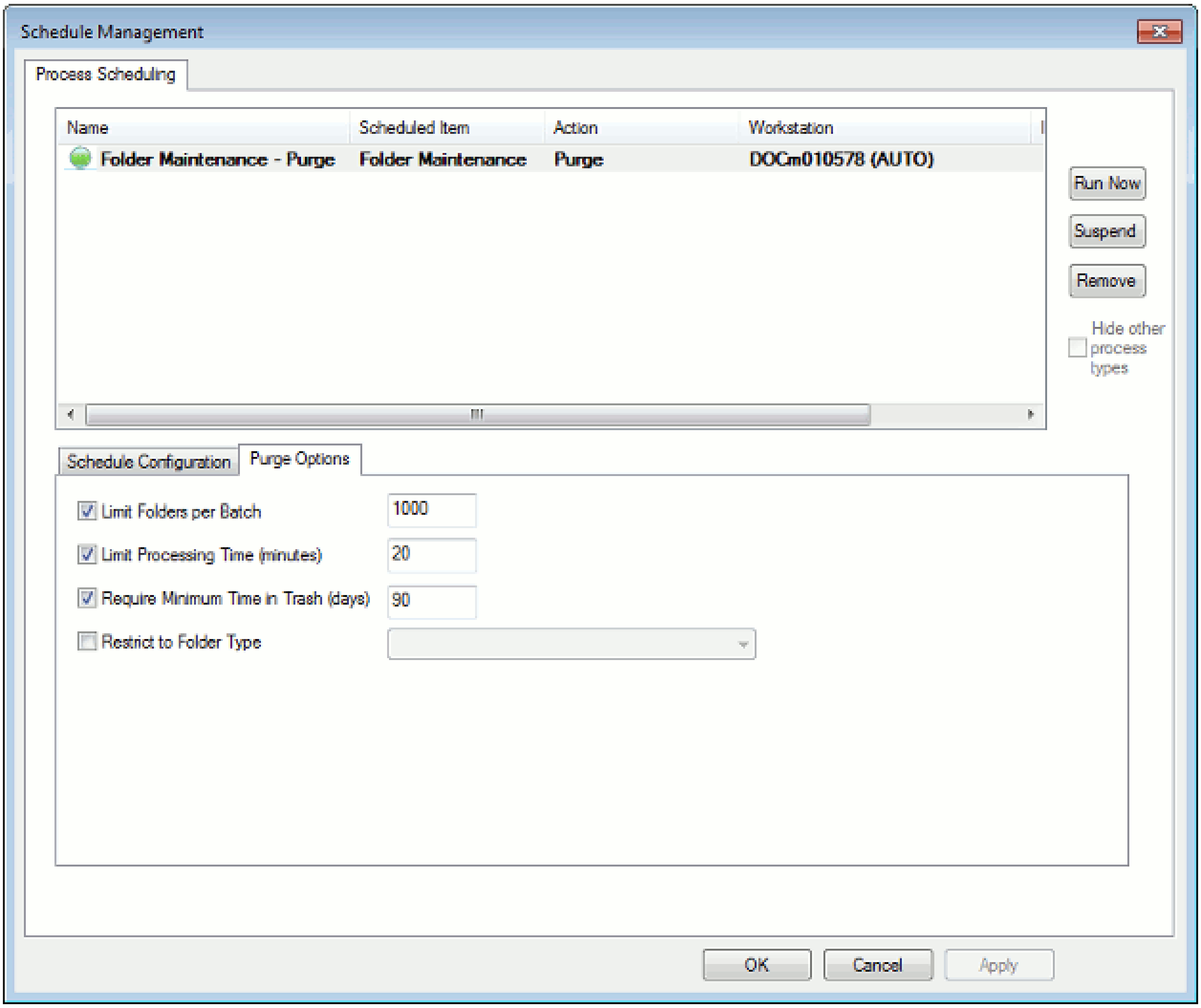
The drop-down list allows you to select **Time Range** or **Specific Time**. If you select **Time Range**, a **Start Time** box and an **End Time** box are displayed. Define the range of time in which you want your job or format to begin processing. If you select **Specific Time**, a **Time** box is displayed. Select the time at which you want the job or format to begin processing.

Tip: Specifying a **Time Range** and using the **Once Per Day** option will allow a scheduled process to run even if another process runs over its starting time, as long as the process is able to start within the specified range.

Specifying Purge Options

If you selected **Schedule a Purge** from the Folder Maintenance right-click menu to schedule a purge of all folders residing in Folder Maintenance:

1. After the Schedule Configuration options are configured on the **Schedule Configuration** tab, select the **Purge Options** tab from the **Schedule Management** window.



2. Set the following Purge Options. These options can be used in conjunction with one another and all, some or none of the options need to be selected.
   - To limit the number of folders that can be purged by one process, select the **Limit Folders per Batch** check box and enter the maximum number of folders that can be purged by one process in the associated field.
   - To limit the amount of time that one process can run, select the **Limit Processing Time (minutes)** check box and enter the maximum amount of time a scheduled purge may run (in minutes) in the associated field.

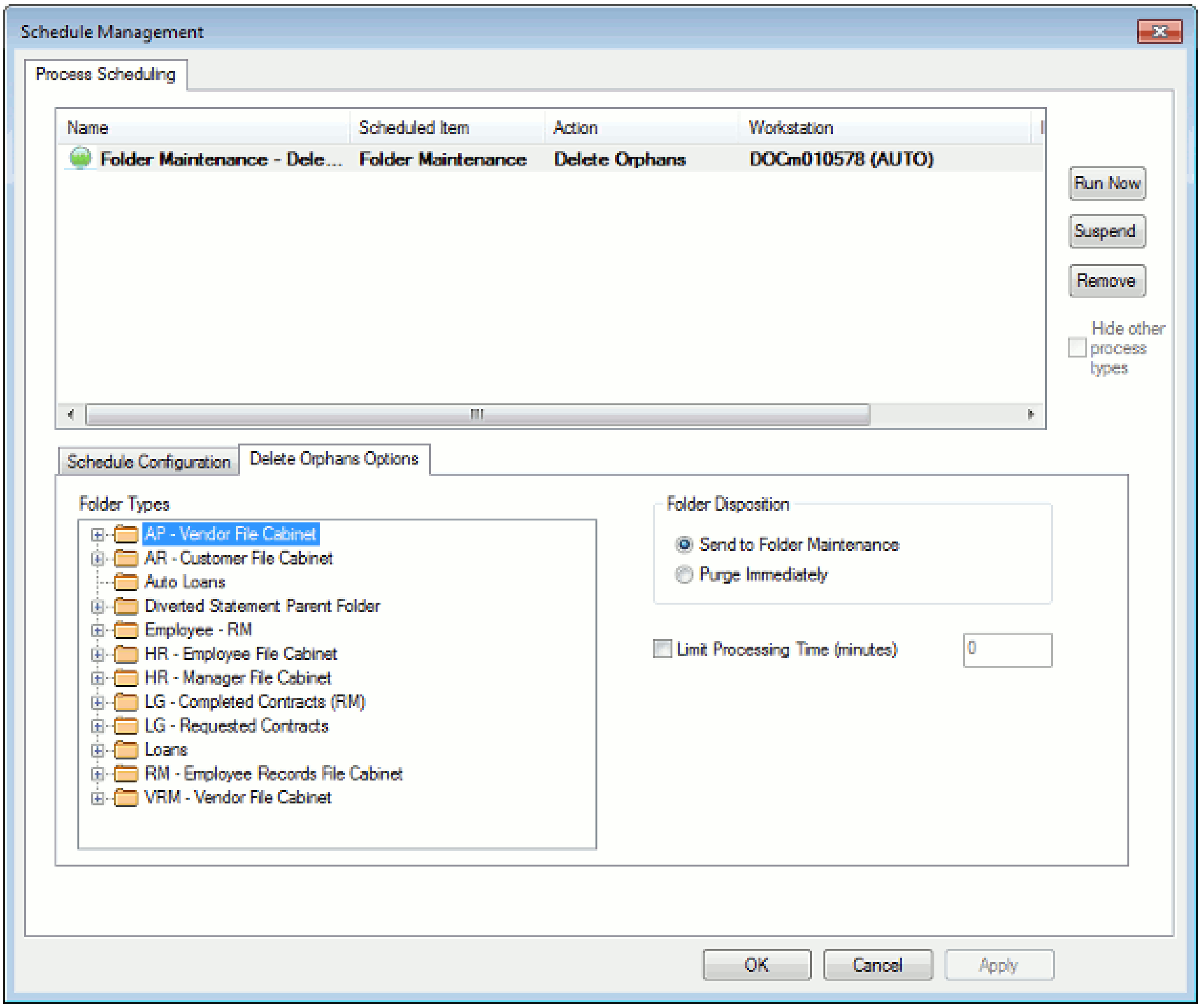
- To only purge folders that have been in Folder Maintenance for a specified amount of time, select the **Require Minimum Time in Trash (days)** check box and enter the minimum number of days that a folder must have resided in Folder Maintenance before it can be purged in the associated field.
- To only purge folders from a certain Folder Type Group, select the **Restrict to Folder Type** check box and select the Folder Type from the associated drop-down.

3. When you are finished configuring the Purge Options, click **Apply**.

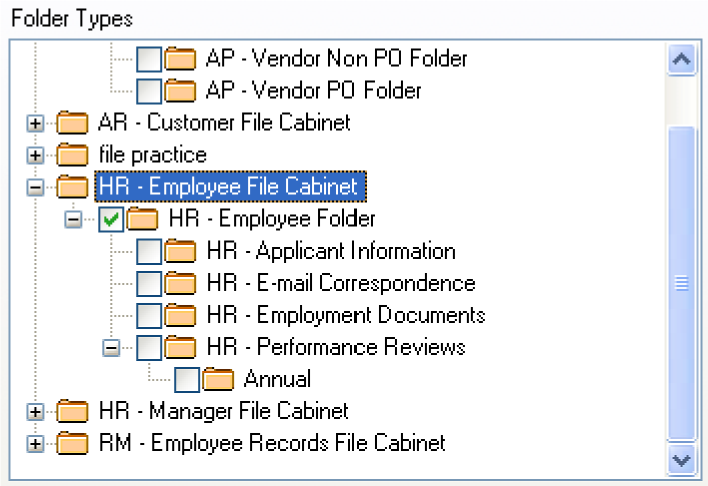
Specifying Delete Orphans Options

If you selected **Schedule Delete Orphans** from the Folder Maintenance right-click menu to schedule orphaned folders to be deleted:

1. After the Schedule Configuration options are configured on the **Schedule Configuration** tab, select the **Delete Orphans Options** tab from the **Schedule Management** window.



2. Select the **Folder Types** you'd like orphans to be deleted from by expanding the folder tree and selecting the appropriate check box(es).



If you select a parent folder but do not select any of its child folders, the scheduled process will only delete the parent folder's orphans and its child folders' orphans if all folders in its folder tree are empty.

For example, you select a parent folder called HR - Employee Folder. That folder's orphans and its children's orphans (such as folders designated for performance reviews, applicant information, and other employee documents) are only automatically deleted if all folders in the tree are completely empty.

Note: An orphaned folder is only eligible for deletion via Schedule Management if the folder is more than 24 hours old. The reason for this is you could potentially create new folders that do not yet contain documents only to have them deleted or purged by an existing scheduled process shortly thereafter.

3. From Folder Disposition, choose how you would like the orphaned folders to be processed:
   - **Send to Folder Maintenance** - Sends the deleted folders to Folder Maintenance for final review before purging.
   - **Purge Immediately** - Permanently removes the folders from OnBase immediately without sending them to Folder Maintenance.

Caution: If you select **Purge Immediately**, orphans and their children's orphans are removed permanently and cannot be retrieved from OnBase. Sending the orphans to Folder Maintenance is recommended because it allows you to review all deleted orphans and restore those that were deleted unintentionally.

4. To limit the amount of time that one process can run, select the **Limit Processing Time (minutes)** check box and enter the maximum amount of time a scheduled deletion may run (in minutes) in the associated field.

Viewing Scheduled Processes

All scheduled processes, including scheduled purges and orphan deletions, can be viewed in the **Schedule Management** window. To open the **Schedule Management** window:

- Right-click in the Folder Maintenance window and select **Schedule Purge**.
- Right-click in the Folder Maintenance window and select **Schedule Delete Orphans**.
- From the OnBase Client, click **Processing | Scheduler | Schedule Management.**

Note: Users without the Utilities product right will not be able to view folder purge/deletion scheduled processes from the **Schedule Management** window.

Modifying a Folder Purge/Deletion Scheduled Process

Once a scheduled process has been created, it can be modified as needed.

To modify an existing scheduled process:

1. Open the **Schedule Management** window in one of the following ways:
   - Right-click in the Folder Maintenance window and select **Schedule Purge**.
   - Right-click in the Folder Maintenance window and select **Schedule Delete Orphans**.
   - From the OnBase Client, click **Processing | Scheduler | Schedule Management.**

Note: Users without the Utilities product right will not be able to view folder purge/deletion scheduled processes from the **Schedule Management** window.

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2. Select the process to be modified from the Scheduled Items box.

Tip: If you accessed the Processing Scheduling window from the Folder Maintenance window, a new scheduled process was automatically created. If you have no plans to create a new scheduled process, it should be removed.

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3. Modify the settings on the **Schedule Configuration** and **Purge Options** or **Delete Orphans Options** tabs as needed.

   For more information on the options on these tabs, see the Schedule Configuration, Purge Options, and Delete Orphans Options sections above.
4. Once you have finished modifying the scheduled process, click **Apply**.

Deleting a Scheduled Process

Scheduled processes can be deleted from the **Schedule Management** window.

1. Open the **Schedule Management** window in one of the following ways:
   - Right-click in the Folder Maintenance window and select **Schedule Purge**.
   - Right-click in the Folder Maintenance window and select **Schedule Delete Orphans**.
   - From the OnBase Client, click **Processing | Scheduler | Schedule Management.**

Note: Users without the **Utilities** product right will not be able to view folder purge/deletion scheduled processes from the **Schedule Management** window.

2. Select the scheduled process you would like to delete from the **Scheduled Items** dialog box and click **Remove**.

Tip: If you accessed the Processing Scheduling window from the Folder Maintenance window, a new scheduled process was automatically created. If you have no plans to create a new scheduled process, it should be removed.

3. Click **Apply**.

Running or Suspending a Scheduled Process

From the **Schedule Management** window, a scheduled process can be run immediately or it can be suspended.

1. Open the **Schedule Management** window in one of the following ways:
   - Right-click in the Folder Maintenance window and select **Schedule Purge**.
   - Right-click in the Folder Maintenance window and select **Schedule Delete Orphans**.
   - From the OnBase Client, click **Processing | Scheduler | Schedule Management.**

Note: Users without the **Utilities** product right will not be able to view folder purge/deletion scheduled processes from the **Schedule Management** window.

2. Select a scheduled process from the **Scheduled Items** dialog box.
   - To run the process immediately, click **Run Now**.
   - To suspend the process, click **Suspend**. To resume a suspended process, click **Resume**.

   An icon is displayed next to each scheduled process in the **Scheduled Items** box that indicates its status.

Icon	Description
	**Run Now** - Indicates that the user has clicked the **Run Now** button to cause the process to execute immediately instead of waiting for its scheduled time to run.
	**Suspend** - Indicates a suspended process. The process will not run until a user selects it and clicks **Resume**.
	**Active** - Indicates an active scheduled process. An active process may be waiting to run or it may have already run at its scheduled time.
	**Error** - Indicates a process with a configuration error.

Tip: If you accessed the Processing Scheduling window from the Folder Maintenance window, a new scheduled process was automatically created. If you have no plans to create a new scheduled process, it should be removed.

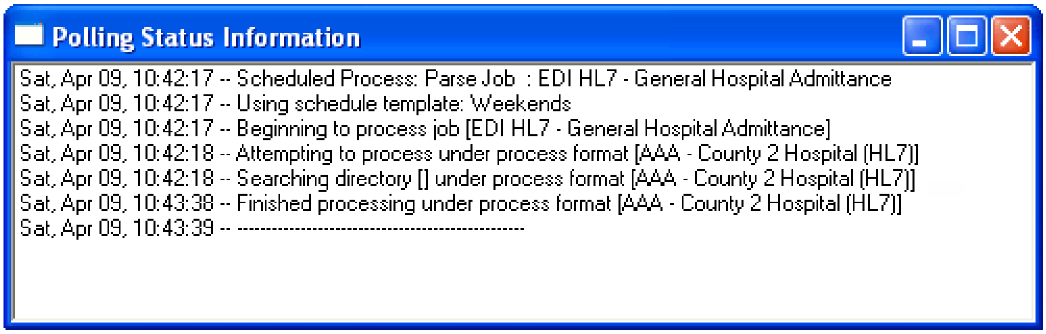
3. Click **Apply**.

Verifying the Scheduler is Running

To verify that the Scheduler is running on the processing workstation, click **Window | Polling Status Information** in the OnBase Client.

Note: The **-SCHED** or **-SCHEDINST** command line switch must be applied to the Client shortcut to use this option.

The **Polling Status Information** window is displayed. Information about scheduled processes is displayed in it as the process is run. If this window exists, the Scheduler is running.



Another way to verify the Scheduler is running is to select **Window | System Status**. Both **Process Server Mode** and **Scheduler Mode** will be displayed as **YES**.

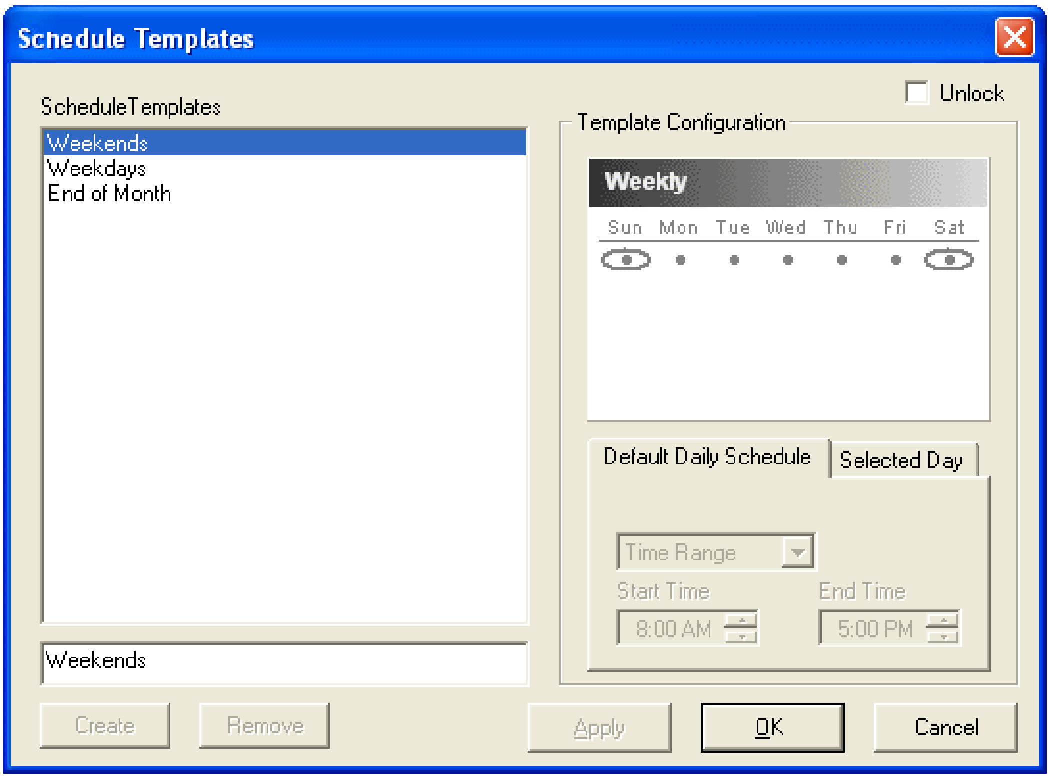
Creating Schedule Templates

A schedule template is used to create a processing schedule. These schedules can be used by multiple scheduled processes without having to be re-configured each time they are used.

Note: Any user with the Client and Client Scheduler product rights can create a schedule template. Once created, a schedule template is available to all users with Client and Client Scheduler product rights.

To create a schedule template:

1. From the OnBase Client, click **Processing | Scheduler | Schedule Templates**. The **Schedule Templates** window is displayed.



2. Enter a name for the new template and click **Create**.

Note: The maximum number of characters that can be used for a name is 80.

3. Configure the appropriate options. See the sub-sections below for more information on using the calendar, **Default Daily Schedule**, and **Selected Day** options under the **Template Configuration** area.
4. Once all Template Configuration options have been set, click **OK**.

To edit an existing template, select it from **Schedule Templates** list and select the **Unlock** check box. Once you have finished modifying it, click **OK**.

Calendar

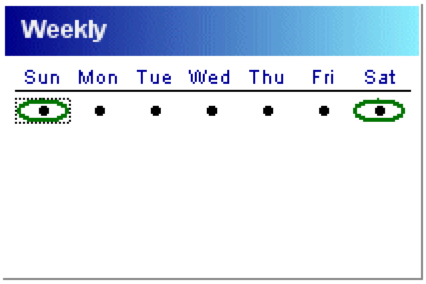
The calendar is used to select the day(s) on which a scheduled process should be run.

Note: The calendar is displayed based on your Workstation Regional Settings and the OnBase language DLL that you are using.

To change the view of the calendar, click the calendar heading (in the example above, **Weekly**) to display a menu. Select one of the following options to display a different calendar for configuration:

- **Weekly**. Allows you to configure a process to run on a certain day of the week (i.e., Thursday).
- **Monthly**. Allows you to configure a process to run monthly, on a particular date (i.e., the 1st and 15th of the month).
- **Monthly** (Day-Relative). Allows you to configure a process to run on a relative day of the month (i.e., the first Saturday of the month, the 2nd Wednesday of the month).
- **Annual**. Allows you to configure a process to run on a certain day of the year (i.e., June 30).
- **Full Calendar**. Allows you to configure a process to run on specified days of specified years (e.g., August 10, 2011 and/or July 17, 2012).

To select days that you would like to run a scheduled process, double-click the day on the calendar. The selected day is circled.

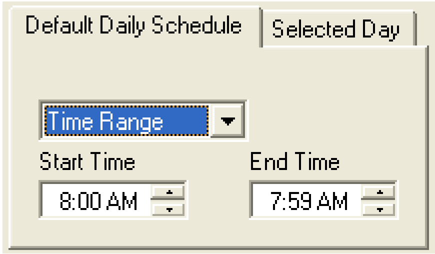


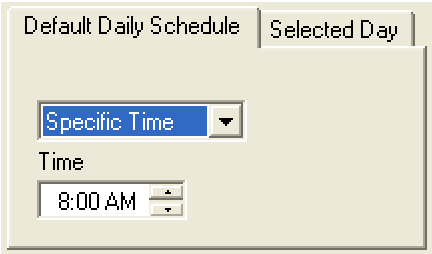
Note: In the example above, two days are selected but **Sunday** is the currently-selected day.

To deselect a day, double-click it.

Default Daily Schedule

The **Default Daily Schedule** tab allows you to configure the processing configuration for all days that do not have a **Selected Day** tab configuration.



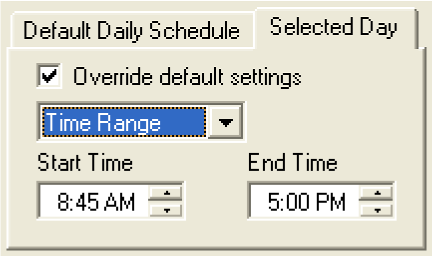


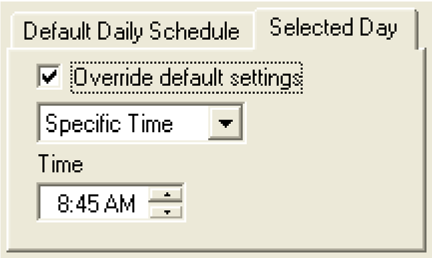
The drop-down list allows you to select **Time Range** or **Specific Time**. If you select **Time Range**, a **Start Time** box and an **End Time** box are displayed. Define the range of time in which you want your job or format to begin processing. If you select **Specific Time**, a **Time** box is displayed. Select the time at which you want the job or format to begin processing.

Tip: Specifying a **Time Range** and using the **Once Per Day** option will allow a scheduled process to run even if another process runs over its starting time, as long as the process is able to start within the specified range.

Selected Day

The **Selected Day** tab allows you to specify settings for the selected day that differ from the settings specified in the **Default Daily Schedule** tab. In order for the **Selected Day** tab to be enabled, you must click a day to select it and you must select the **Override default settings** check box.





The drop-down list allows you to select **Time Range** or **Specific Time**. If you select **Time Range**, a **Start Time** box and an **End Time** box are displayed. Define the range of time in which you want your job or format to begin processing. If you select **Specific Time**, a **Time** box is displayed. Select the time at which you want the job or format to begin processing.

Tip: Specifying a **Time Range** and using the **Once Per Day** option will allow a scheduled process to run even if another process runs over its starting time, as long as the process is able to start within the specified range.

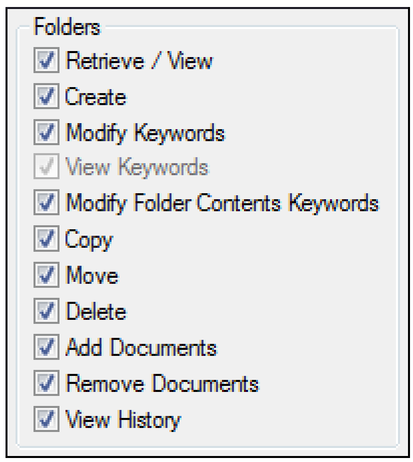
User Group Configuration for Folders

Users who work with OnBase folders must have sufficient folder privileges and rights to the corresponding Folder Types.

Assigning Folder Privileges

In User Group privilege configuration, you can specify the User Group's folder privileges. These privileges apply to all Folder Types the User Group has rights to access. To grant different privileges for each Folder Type, see User Group Configuration for Folder Types on page 210.

1. In OnBase Configuration, select **Users | User Groups / Rights**.
2. Select the User Group and click **Privileges**. The **Assigning User Group Privileges** dialog box is displayed.
3. Under **Folders**, select the User Group's folder privileges.



Available privileges are described in the following table:

Folders	Description
Retrieve / View	Allows users to retrieve and view folders within the File Cabinets window.
Create	Allows users to create folders in a file cabinet. **Note:** If a user creates a document in an auto-foldering Document Type, an auto-folder is created regardless of the user's privileges to create folders.
Modify Keywords	Allows users to view/add/modify/delete Keyword Values on folders.

Folders	Description
View Keywords	Allows users to view Keyword Values on folders. **Note:** This option is automatically selected if the **Modify Keywords** privilege is selected.
Modify Folder Contents Keywords	Allows users to modify Keyword Values on child folders and documents using the **Folder Contents | Keywords** right-click options. Users must also have the **Modify Keywords** privilege for the current folder to use **Folder Contents | Keywords** options. This privilege allows users to modify Keyword Values on only the child folders and documents that the user has privileges to both view and modify Keyword Values on. If the user lacks either privilege on a child folder, then the user cannot modify Keyword Values on the child folder or its documents using the **Folder Contents | Keywords** options. Similarly, if a user lacks privileges to view or modify Keyword Values on documents within a folder, then the user cannot modify Keyword Values on those documents using the **Folder Contents | Keywords** options.
Copy	Allows users to copy folders configured as copyable. No Keyword Values are updated on copied folders.
Move	Allows users to move folders configured as movable. When a folder is moved, Keyword Values on the folder and its contents are updated according to the Keyword Value Update Rules for Moved Folders, which are available in the Folder Configuration help. To preserve accuracy, Keyword Values are updated regardless of a user's privileges to view and modify Keyword Values on the folder and its contents.
Delete	Allows users to delete folders from a file cabinet and send them to Folder Maintenance.
Add Documents	Allows users to add documents to static and static/dynamic folders.
Remove Documents	Allows users to remove documents statically residing in a folder. **Caution:** Even without the **Remove Documents** folder privilege, users who have the **Delete** document privilege can send documents in folders to Document Maintenance.
View History	Allows users to view all actions performed on individual folders. The Folder History window is accessible from the OnBase Client, Web Client, and Unity Client. **Caution:** This privilege should be restricted if sensitive information about folders will be recorded.

4. Under **Client Features**, select **Folder Properties** to allow the User Group to view information about the folder. A folder's properties include its Folder Type, usage and content settings, and user who created the folder.

Note: Folder properties are unavailable in the OnBase Web Client. Folder properties are viewable only from the OnBase Client and Unity Client. For more differences between client applications, see Folder Feature Support on page 212.

5. Click **Save**.

Assigning Product Rights for Folder Notes

The **Folder Notes** Product Right allows folder administrators to configure Folder Note Types in the OnBase Client. Only users who have this Product Right can configure Folder Note Types in the OnBase Client.

This Product Right is not required for users to view, create, edit, or delete folder notes. These privileges can be assigned by the user who configures Folder Note Types.

1. In OnBase Configuration, select **Users | User Groups / Rights**.
2. Select the User Group and click **Product Rights**.
3. Under **Administrative Privileges**, select **Folder Notes**.
4. Click **Save**.

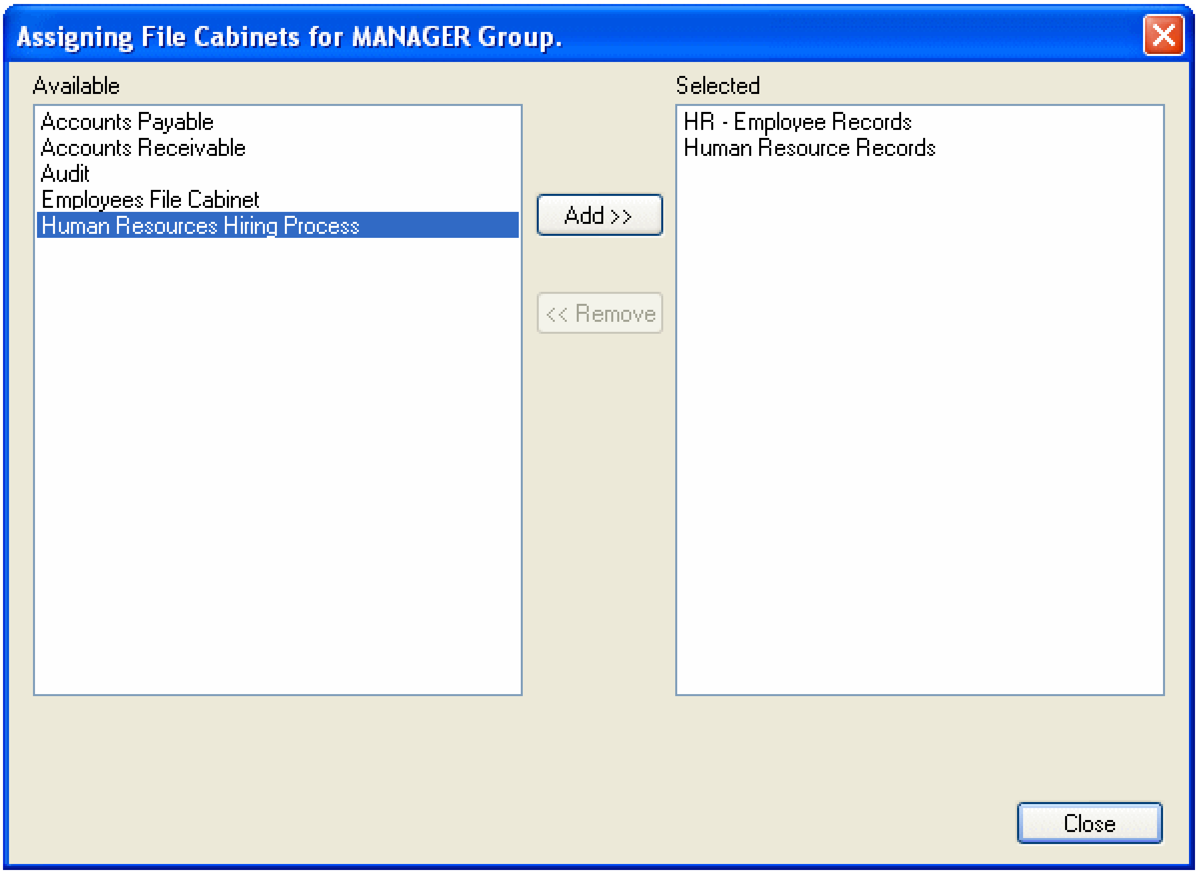
User Group Configuration for File Cabinets

Use the **Assigning File Cabinets** dialog box to grant User Groups access to file cabinets. Ensure the User Group also has access to the Folder Types on which the file cabinets are based; otherwise, the members cannot access folders in the file cabinet.

To assign file cabinet access:

1. In OnBase Configuration, select **Users | User Groups & Rights**.
2. Select the User Group.

3. Click **File Cabinets**. The **Assigning File Cabinets** dialog box is displayed.



4. Select the file cabinets to assign to the User Group.
5. Click **Add**.
6. Click **Close** to save changes and exit.

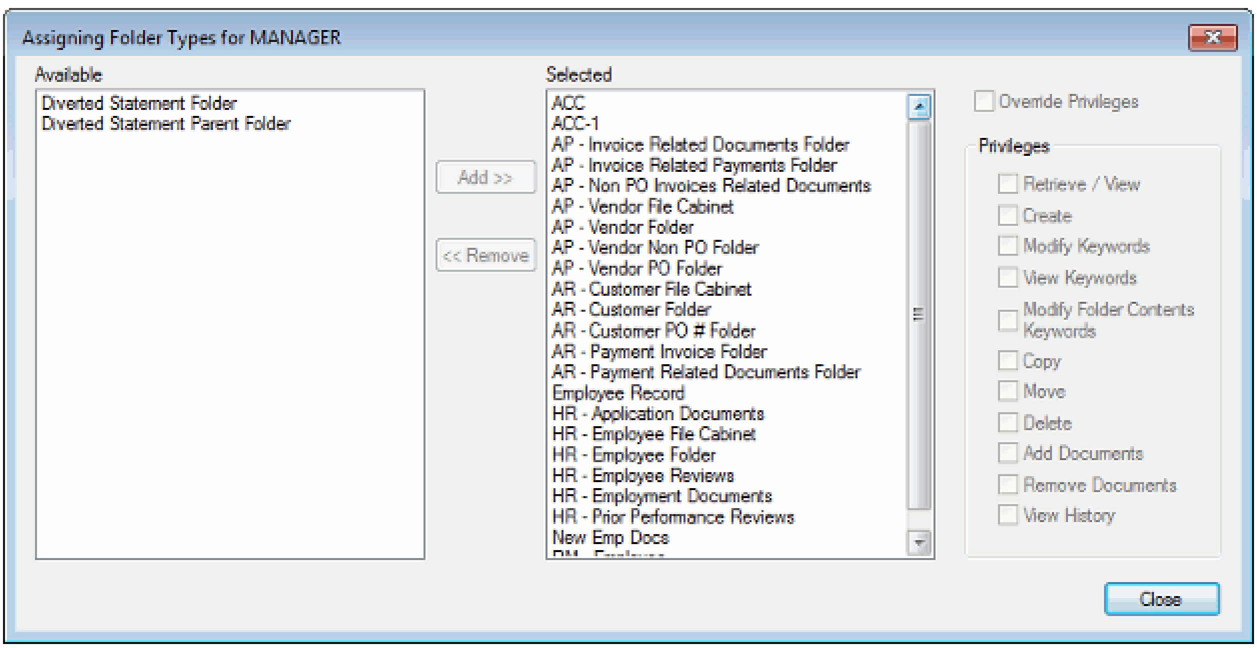
Note: Rights to folders within the file cabinet must be assigned individually at the **Assigning Folder Types** dialog box or through Folder Type configuration.

User Group Configuration for Folder Types

To grant User Group members access to Folder Types, use the **Assigning Folder Types** dialog box. Users can view folders based on their assigned Folder Types. If the folders have parent folders, users also must have access to the parent Folder Types and to the file cabinets where the folders reside.

Tip: Grant User Groups access to specific Folder Types through Folder Type configuration, where the relationships between parent and child Folder Types are represented graphically.

1. In OnBase Configuration, select **Users | User Groups / Rights**.
2. Select the User Group.
3. Click **Folder Types**. The **Assigning Folder Types** dialog box is displayed.
4. Select the Folder Types to assign to the User Group and click **Add**.



5. Apply override privileges as needed. Override privileges change the User Group's privileges for the selected Folder Type only.
   a. From the **Selected** list, select the Folder Type(s).
   b. Select **Override Privileges**. The **Privileges** section becomes available.
   c. Grant or remove privileges as needed. For folder privilege information, see the section on assigning folder privileges in the Folders and File Cabinets documentation.

   The default behavior of override privileges depends on the **Folder Type Permission Overrides** setting under Global Client Settings. See the section on Global Client Settings for folder override privileges in the Folders and File Cabinets documentation.
6. Click **Close** to save changes and exit.

Global Client Settings for Folder Override Privileges

From Global Client Settings in OnBase Configuration, you can specify how folder override privileges apply to users who belong to multiple User Groups with different levels of security.

1. In OnBase Configuration, select **Users | Global Client Settings**.
2. Click the **Security** tab.
3. Under **Folder Type Permission Overrides**, select one of the options described in the following table:

Folder Type Permission Overrides Options	Description
Least Restrictive	This option combines Folder Type overrides across multiple User Groups to allow for the least restrictive combination of privileges for a user.
Most Restrictive	This option combines Folder Type overrides across multiple User Groups to allow for the most restrictive combination of privileges for a user.

4. Click **Save**.

Folder Feature Support

Folder features are first implemented in the OnBase Client before being added to the Web Client and Unity Client. If your solution uses one of these clients, be aware that some folder features are not yet supported.

The following table shows feature availability in OnBase client applications. Available features are marked with an **X**. Unlisted features are available in all clients. Footnotes follow the table.

Folder Feature	OnBase Client	Unity Client	Web Client
“Add and Remove Documents in Folders that are not Open” Privilege	**X**	**X**	N/A
“Characters Required to Run Query” configuration option	**X**	**X**	**X**
Colors and formatting tags in folder template text[a]	**X**	**X**	**X**
Copyable / movable folders	**X**	N/A	N/A
Custom Query folder retrieval	**X**	**X**	**X**
“Display Child Folders as Tabs” configuration option	**X**	**X**	**X**
Drag-and-drop document import and auto-indexing	**X**	**X**	N/A
“Folder Contents” right-click options	**X**	**X**	**X**
Folder filters	**X**	**X**	**X**
Folder History window	**X**	**X**	**X**
Folder notes[b]	**X**	**X**	**X**
Folder Properties dialog box	**X**	**X**	N/A
Folder Settings (Start of Week)	**X**	**X**	**X**

Folder Feature	OnBase Client	Unity Client	Web Client
Folder Type icons	**X**	**X**	**X**
“Order Child Folders By” configuration option	**X**	**X**	**X**
Records Management options	**X**	**X**	**X**
Records Management icons	**X**	**X**	**X**
Related folders	**X**	**X**	**X**
Show folder locations	**X**	**X**	**X**[c]
Static text in pop-up list filter bar	**X**	**X**	N/A
“Transition to Final Disposition” right-click option[d]	**X**	**X**	N/A
Update non-Auto-Folder Keywords when Auto-Foldering	**X**	**X**	**X**

a. Although color and formatting tags for folder templates aren’t available in the Desktop or Java Web Client, folder templates are available in these clients.

b. Folder notes can be viewed and created in the Unity Client and Web Client, but the Folder Note Types on which the notes are based cannot be configured there. Folder Note Types must be configured in either the OnBase Client or OnBase Configuration.

c. The **Show Folder Locations** option is unavailable for E-Forms, OLE and HTML documents in the Web Client. It is available for image and text documents.

d. In the OnBase Client, this option is available only in the **Records Management Administration** window. In the OnBase Unity Client, this option is available in the **File Cabinets** layout.

Upgrade Considerations

The following upgrade considerations have been compiled by OnBase subject matter experts. These upgrade considerations are general and applicable to most OnBase solutions and network environments and should be considered each time an upgrade is performed.

Carefully consider the impact of making any changes, including those listed below, prior to implementing them in a production environment.

For additional general information about upgrading OnBase, refer to the Upgrade Guidelines reference manual, and visit the Hyland Community at: https://www.hyland.com/community.

Records Management Upgrade Considerations

The following information regarding Folders should be considered or noted prior to upgrading your version of OnBase.

Import/Export Considerations — The following should be considered with regard to importing and exporting:

- When importing and exporting in OnBase Configuration or Studio, ensure that all Folder settings are successfully applied (for example, auto-foldering settings, Parent Folder Type Keyword Type settings, and File Cabinets are not carried over).

Troubleshooting

The following topics describe common issues with foldering and folder configuration.

Folder Differences Between Client Applications

Users who work in multiple client applications may notice differences in folder features and behavior. Many differences are due to the development process, which implements new features in the OnBase Client before adding them to the Unity Client and Web Client. For example, the ability to retrieve folders using Custom Queries exists only in the OnBase Client. This feature is pending development for other client applications.

For an outline of differences using folders between client applications, see Folder Feature Support on page 212.

Duplicate Folders Are Created

Folders may appear to have duplicates because multiple folders have the same Auto-Name, even though the folders are unique based on Keyword or date range criteria. Ensure the Auto-Name strings on folders include Keyword values or date ranges that uniquely identify the folder.

For folders created as part of an auto-foldering process, check the auto-foldering configuration. There may be too many Keyword Types assigned either as required for auto-foldering or as common Keyword Types between a parent and child Folder Type. Auto-foldering uses each of the assigned Keyword Types to determine whether a folder already exists. If a document is archived with a unique value for any of the auto-foldering Keyword Types, a new folder is created.

Only Keyword Types required for a document to find or create the correct folder should be assigned for auto-foldering.

See also Keyword Considerations for Auto-Foldering on page 90.

Dynamic Folders Do Not Contain Expected Documents

When Keyword Types are assigned to a dynamic Folder Type, the Keyword values on the folder are the search criteria used to retrieve documents and display those documents in the folder.

If a dynamic folder has values for only some of these Keyword Types, then OnBase retrieves documents based only on those folder Keyword Types that have values. When a Keyword value is missing on a folder or a document, the folder may not display the desired documents. Likewise, if the assigned Keyword Types do not provide unique search criteria, a folder may display unwanted documents.

If a dynamic folder does not display the desired documents, check the folder Keyword Types being used to retrieve and display documents. As a best practice, assign the fewest number of retrieval Keyword Types necessary. Also verify the Keyword values on both the folder and the documents being displayed (or omitted). After accounting for missing values and making any necessary changes to the Keyword Types, test the dynamic folder to verify the expected documents are displayed.

Folders Make Browsers Unresponsive in the Web Client

In the OnBase Web Client, opening or searching a file cabinet containing a large number of folders may cause Internet Explorer to become unresponsive. The recommended child folder display option for a file cabinet or Folder Type containing a large number of folders is **Only Display Child Folders from Search**. When users select the file cabinet or folder, they will be prompted to search for folders by Folder Type and Keyword values.

Displaying child folders from folder search can greatly improve folder retrieval time, provided that users know information about the folder they are searching for, such as Folder Type and Keyword values.

For more information about child folder display options, see Child Folder Display Options on page 77.

Cannot Restore Default Display for File Cabinets

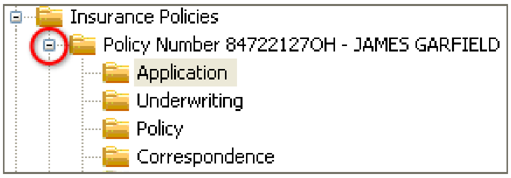
OnBase Client users may be unable to access the **Restore Default Display** option if they close all panes in the advanced File Cabinets window. To restore the default display, users should close the advanced File Cabinets window and then re-open it. The window is then automatically restored to its default display.

Cannot Select a Parent Folder

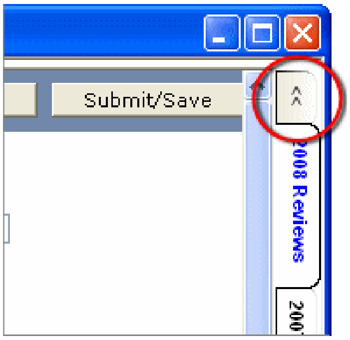
Users may be unable to select a parent folder if it is configured to display child folders as tabs. When the parent folder is selected, the first child folder tab is automatically displayed. As a result, users cannot access right-click actions on the parent folder.

To select the parent folder when child folders are displayed as tabs, users should do the following:

- Collapse the parent folder by clicking the **-** symbol to the left of its name.



- If applicable, click the up-level tab located above the child folders' tabs. In the OnBase Client, this tab is available when both the current folder and the parent folder are displayed as tabs.



The up-level tab is available for any tabbed folder in the OnBase Web Client, allowing users to access right-click options for child folders displayed as tabs.

Folder Configuration Tabs and Options Are Unavailable

When you configure a Folder Type, some configuration options and tabs may be unavailable, or grayed out. The availability of an option or tab is determined by the configuration options currently applied as well as your system's licensing. The following topics describe the conditions that determine whether an option is available.

Note: More options may be available depending on your system's licensing. The following topics describe options that are displayed without additional licensing.

Settings Tab

The following table describes conditions affecting the availability of options on the **Settings** tab.

Option	Availability
Usage	All **Usage** options are unavailable if any of the following conditions are met: • The Folder Type is in use. The Folder Type is considered in use if either a folder or file cabinet based on the Folder Type exists, or if the Folder Type has a Work Folder assigned within Workflow. • The Folder Type has child Folder Types. Only Client Folder Types can have child Folder Types. • Auto-foldering is configured for the Folder Type. **Workflow** is unavailable if any of the following conditions are met: • The Folder Type is a child Folder Type. Workflow Folder Types must be top-level Folder Types without any child Folder Types. • Your system is not licensed for Workflow. **Records Management** is hidden if the database isn't licensed for Records Management. The option is unavailable if the user does not have Records Management configuration rights and the user is not a system administrator.
Contents	When **Folders Only** is selected, **Static Documents**, **Dynamic Document Types**, and **Dynamic Document Type Groups** are unavailable. Folder Types configured to contain folders only cannot contain documents at their root level. When either **Static Documents** or **Dynamic Document Types** is selected, **Dynamic Document Type Groups** is unavailable. When **Dynamic Document Type Groups** is selected, **Static Documents** and **Dynamic Document Types** are unavailable. For Workflow Folder Types, only Dynamic content options are available. Work folders' contents must be Dynamic. For Records Management Folder Types, **Static Documents** is automatically selected and all content options are unavailable. Records Management Folder Types must have Static contents.
Folder Date Ranges	**Folder Date Ranges** options are unavailable if a file cabinet is based on the Folder Type or if the Folder Type is configured for Workflow.
User Options	These options are unavailable for Workflow Folder Types.
Child Folder Manual Add Options	These options are available for Client Folder Types only. The **Any User Addable Folder Type** option is unavailable if either **Keyword Value Ascending** or **Keyword Value Descending** is selected under **Order Child Folders By** on the **Display** tab.

Option	Availability
Auto-Create Options	Only **Auto-Create Child Folders** is available for top-level Folder Types. This is the only available option if **Auto-Create Child Folders** is not selected on the parent Folder Type. All Auto-Create Options are unavailable for Workflow Folder Types. **Auto-Create Child Folders** is unavailable for Records Management Folder Types.
Folder Notes	This option is unavailable for Workflow Folder Types.

Auto-Name Tab

The tab is unavailable for Workflow Folder Types.

Display Tab

The following table describes conditions affecting the availability of options on the **Display** tab.

Option	Availability
Folder Contents Display Options	The **Include Child Folder Static Contents** option is only available for Folder Types configured to contain Folders Only or Static Documents. This option is unavailable for Workflow Folder Types and Records Management Folder Types. The **Do Not Automatically Display First Document** option is unavailable for Folder Types configured to contain Folders Only, unless the **Include Child Folder Static Contents** option is checked.
Icons	These options are available for Client Folder Types only.
Order Documents By Options	These options are unavailable for Folder Types configured to contain Folders Only.
Order Child Folders By Options	These options are available for Client Folder Types only. The **Sequence** button is available only if **Folder Type Sequence** is selected. The **Keyword Value Ascending** and **Keyword Value Descending** options are unavailable if the **Any User Addable Folder Type** option is selected under **Child Folder Manual Add Options** on the **Settings** tab. The drop-down list is available only if **Keyword Value Ascending** or **Keyword Value Descending** is selected.
Child Folder Display Options	These options are available for Client Folder Types only. The **Characters Required to Run Query** field is available only if **Display Child Folders in a Pop-up List** is selected.

Option	Availability
Folder Tabs	These options are unavailable for Workflow Folder Types. The options are available only if **Display Child Folders as Tabs** is selected on the parent Folder Type.

Parent Type Tab

This tab is unavailable for Workflow Folder Types. Workflow Folder Types must be top-level Folder Types and cannot have any child Folder Types.

This tab is unavailable if there is a file cabinet based on the Folder Type.

Related Types Tab

This tab is unavailable for Workflow Folder Types.

Auto-Folder Tab

The tab is unavailable if any of the following conditions are met:

- The Folder Type is configured for Workflow.
- The Folder Type is configured to contain folders only.
- The Folder Type is a top-level Folder Type.
- The top-level Folder Type in the current structure is not assigned a file cabinet.
- Common parent Keyword Types are assigned between the top-level Folder Type and the immediate child Folder Type. This configuration could result in a file cabinet being created through auto-foldering. As a best practice, do not assign Keyword Types to the top-level Folder Type.

Dynamic Tab

The tab is available for dynamic Folder Types only.

Records Management Tab

The tab is hidden if any of the following conditions are met:

- The database isn't licensed for Records Management.
- The user lacks Records Management configuration rights and is not a system administrator.

The tab is available for Records Management Folder Types only.

The **Change Retention Plan** button is unavailable if there are no folders based on the current Folder Type.

Folder Type Cannot Be Deleted

When you attempt to delete a Folder Type from OnBase Configuration, the following error message may be displayed:

- This folder type cannot be deleted because there exists a folder of type "[Folder Name]."

This message indicates that at least one folder of this Folder Type exists inside the OnBase Client (not Configuration). All folders of this Folder Type must be deleted and purged from OnBase prior to the Folder Type's deletion from OnBase Configuration.

Once you have purged all folders of the Folder Type from the OnBase Client, then you can delete the Folder Type from OnBase Configuration.

For information about deleting folders using OnBase Configuration, see Deleting Existing and Orphaned Folders in the Client on page 150. For information about purging folders using the OnBase Client, see Folder Maintenance on page 188.

File Cabinets Window Display Is Not Saved

In the OnBase Client, users can customize the advanced File Cabinets window by moving, floating, closing, and unpinning its panes. These changes are preserved between sessions, allowing users to return to the same arrangement of panes the next time they log on.

If users close either the **Folder Tree** or **Documents** pane, then the File Cabinets window reverts to its default display the next time it is opened. This behavior occurs because the **Folder Tree** and **Documents** panes are integral to folder usability, and they must be displayed to allow users to work with folders effectively.

Note: This functionality applies only to the advanced File Cabinets window. The classic File Cabinets window does not preserve users' changes.

Folder Template Color Tags Are Not Respected

The **Text for Missing Item** field in folder template configuration can contain formatting tags to make the missing item text stand out. This formatting is supported only in the OnBase Client, Web Client, and Unity Client. The other client applications do not support formatting.

Tip: To make the missing item text stand out in applications that don't support formatting tags, add two or three periods to the front of the text. For example, type **..Missing I-9**. The missing item text then appears indented from the documents that are present.

Documents Are Not Auto-Foldered

Documents configured for auto-foldering are not auto-foldered under certain conditions, as described in the following topics.

Note: Documents cannot be auto-foldered to managed folders that are not open.

The Destination Folder is Locked

If a user imports a document into a Document Type configured for auto-foldering, but the destination folder is locked, then the document is imported but not auto-foldered. A destination folder may be locked because a user is viewing its Keyword values or because another process is modifying the folder.

If the Document Type is configured to dynamically populate the folder, the document is dynamically displayed in the folder the next time the folder is opened or refreshed. If the folder is static, then the document can be manually added to the folder, or you can auto-folder the document using the **Auto-Folder Existing Documents** button in the **Auto-Folder Configuration** dialog box. For more information, see Auto-Folder Existing Documents on page 174.

The Item Already Resides in a Managed Folder

A document can reside in only one managed folder. If an auto-foldering process creates multiple managed folders for a single document, then the document is added to only one managed folder.

Auto-foldering creates multiple folders if a document has multiple values for a Keyword Type that is used for auto-foldering. Consider revising the auto-foldering configuration to use a Keyword Type that has only one unique value.

User Has Insufficient Rights to a Parent Folder

When a user tries to open a folder retrieved through folder search, the following error may be displayed:

- You have insufficient rights to access one of the parent folders of the selected folder.

This message indicates that the user lacks privileges to a parent folder. To access a folder, a user must have privileges to each parent folder in the hierarchy and to the file cabinet containing the folder. Use the **Folder Type** dialog box in OnBase Configuration to assign the user privileges to each Folder Type in the folder structure. Ensure the user also has privileges to the file cabinet based on the top-level Folder Type.

To access the **Folder Type** dialog box, select **Document | Folder Types** within OnBase Configuration.

Folders Are Not Displayed in Pop-Up Lists

Some folder pop-up list behaviors may confuse users. These behaviors and their causes are described in the following topics.

Characters Required to Run Query

A pop-up list may appear empty when it initially is displayed. This indicates that either no folders exist in the selected parent, or the administrator has set up the **Characters Required to Run Query** option. This option requires users to enter a minimum number of characters in the pop-up list's filter bar before the matching folders are displayed. For more information about this option, see Display Child Folders in a Pop-up List on page 79.

Oracle and Case Sensitivity

Users may have trouble with folder pop-up lists in Oracle databases. When users enter text into the pop-up list filter bar, all folders are filtered out, and it appears that the matching folders do not exist. This behavior may occur when folder Auto-Names contain lowercase characters. Folders with mixed-case Auto-Names are filtered out when uppercase text is entered into the pop-up list's filter bar. This behavior occurs in all OnBase client applications, though the exact symptoms vary per application.

This behavior occurs because Oracle databases are case-sensitive, and the folder pop-up list forces users to enter letters in uppercase. If you are using an Oracle database, then you must capitalize all letters in the Auto-Names of folders retrieved using a pop-up list.

Note: In the Web Client and Unity Client, the folder pop-up list accepts mixed-case characters. However, users must enter characters in the same case as the characters in the folder names.

Style and Formatting Tags

Users may have trouble filtering a pop-up list containing folders with formatted auto-names. For example, suppose a Folder Type's Auto-Name string is **Records for <BLUE>[Employee Name]**, and a user is looking for the **Record for Jane Harper** folder. When the user begins to type **Jane**, no matching folders are returned, even though this folder does exist.

This behavior occurs because the user must type out the formatting tags in the correct location within the folder Auto-Name. For example, to retrieve the **Record for Jane Harper** folder, the user must first type **<BLUE>** before typing **Jane Harper**.

If Folder Type Auto-Name strings in your system contain formatted text, consider displaying them using a method other than **Display Child Folders in a Pop-up List**.

Related Folders Cannot Be Found Due to Blank Keywords

In the OnBase Client, when a user attempts to retrieve related folders by right-clicking a folder and selecting **Related Folders**, the following message may be displayed:

- Cannot find Related Folders for '<Folder Name>'. The keywords used to relate folders are blank.

This message indicates OnBase cannot retrieve related folders for the selected folder, because the selected folder has blank or empty Keyword Values.

When related folders are configured in OnBase Configuration, specific Keyword Types are chosen to link related Folder Types to the current Folder Type. If all of these Keyword Types are missing values on a selected folder in the OnBase Client, then users cannot retrieve related folders from the selected folder. To allow users to retrieve related folders, ensure the selected folder is properly indexed.

For more information about related folders, see Related Folder Type Configuration on page 106.

Unable to Complete the Folder Search in Unity

When Unity Client users attempt to retrieve folders using a pop-up folder search, the following error may be displayed:

- Unable to complete the folder search.

This error occurs when a user with rights to **Override Query Restrictions** tries to search for child folders without entering a required Keyword Value in the pop-up **Find Folder** dialog box. This behavior affects only folder searches that are initiated by opening a folder configured to display child folders from search. It does not affect folder searches that are initiated by clicking the **Find** button on the **Folder** tab.

To execute the folder search in the Unity Client, the user must enter the required Keyword Values.

Certificates of Destruction Are Not Displayed Properly

If the configured Default Font does not support Unicode characters, those characters may be displayed improperly on Certificate of Destruction documents. To properly display Unicode characters on Certificate of Destruction documents, do one of the following:

- Configure the Default Font as a font that supports Unicode characters by selecting **Documents | Named Fonts** in the Configuration module. For more information, see the **System Administration** module reference guide.
- Configure the Document Type's **View / Print** options to use a font that supports Unicode characters by selecting **Documents | Document Types** in the Configuration module. For more information, see the **System Administration** module reference guide.

OnBase®
Foundation EP5

Records Management

User Guide

Foundation EP5

Usage

Records Management manages folders to adhere to a retention plan designed by your system administrator(s). Records Management folders have features specific to the module that are not available for every folder. User interaction is often necessary to move records through their retention plan. This interaction is usually in the form of posting events to a folder. Events can be anything that may occur that changes the status of a record. For example, an employee has a record of documents pertinent to his or her employment, such as W-2 and W-4 forms. If an employee is separated from the company, an event has occurred that changes the status of the employee's record. This event would be posted to only the employee's record that has separated from the company.

How are Records Management Folders Different?

Folders managed by Records Management differ from standard OnBase folders in a few ways.

- Managed folders cannot be deleted using the same method as standard folders. Likewise, folders that contain managed folders cannot be deleted.
- Managed folders cannot have child folders.
- Managed folders are always static.
- A document can reside in only one managed folder.
- You cannot remove a document from a managed folder by changing its keywords. If you change an auto-foldering keyword on a document residing in an open, managed, folder, the keyword will be changed, but the document will continue to reside in its current folder.
- If a managed folder does not have an open status, the contents of the folder cannot be changed.
- If a managed folder does not have an open status, folder notes cannot be created, modified, or deleted on that folder.
- Events can be posted to a managed folder that is not destroyed or permanent.
- Holds can be placed on managed folders that are not destroyed or permanent.
- Documents cannot be added or removed from a managed folder if it does not have an open status. There is one exception: An administrator with elevated privileges can add or remove documents in a folder that is not open to correct a mistake or to add a certificate of audit.
- Documents cannot be deleted from a managed folder if it does not have an open status.
- Documents in a managed folder that is not open cannot be modified. Pages cannot be deleted, and Keywords, notes, and annotations on those documents cannot be changed.

- If you are licensed for the EDM Services module, you cannot check out or revise documents in a managed folder that does not have an open status.
- Workflow rules and actions cannot be executed on a document locked by Records Management.

Document Retention and Records Management

When both Document Retention and Records Management modules are used in a system, documents are handled in a different manner by Records Management. If a document is within a Records Management folder that is not in an Open state, Document Retention will exclude the document from the purge process. Documents excluded in this manner will be included in the **SYS Document Retention Report**.

How are Records Management Folders Created?

Folders managed by Records Management can be created manually, through auto-foldering or using API calls. For information about manually creating folders, refer to the help files for the OnBase Client, Web Client, or Unity Client.

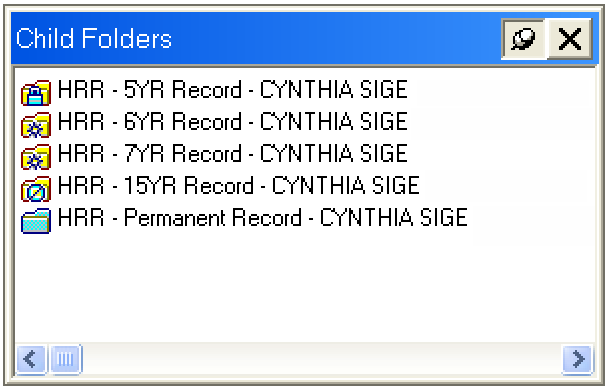
Note: One OnBase Client must be running with the **-RIMSERVER** command line switch in order for the events to be processed. For more information, see the Installation chapter of the Records Management reference guide.

Usage - Client Module

Accessing Managed Folders

Records Management folders can be accessed from the **File Cabinets** window. To access managed folders:

1. Select **File | Open | File Cabinets** or click the **Open File Cabinets** button. The **File Cabinets** window is displayed.
2. Open the file cabinet containing the managed folders. The **Child Folders** pane will display the folders within the file cabinet. This is the pane from which all of the Records Management actions can be initiated.

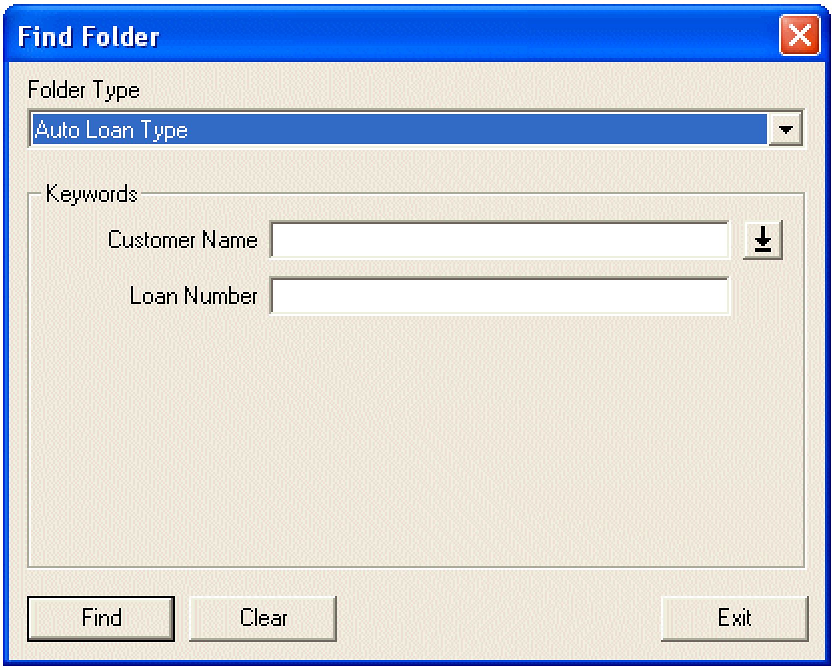


Note: If you have appropriate privileges, you can access managed folders from the **Records Management Administration** window. Right-click the folder and select **View Selected** to display the folder in the **File Cabinets** window.

Folder Search

You can also search for managed folders within the **File Cabinets** window. To search for managed folders:

1. Select the File Cabinet in which the managed folder resides.
2. Click the **Find Folder** button, or right-click the File Cabinet and select **Find Folder**. The **Find Folder** dialog box is displayed.

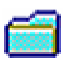


3. Enter the appropriate Keyword Values.
4. Click **Find**.
5. Results are displayed in the lower-left pane. If only one folder matches the search criteria, the folder is opened automatically.

Folder Status Icons

Folder icons indicate a managed folder's status, as shown in the following table:

Icon	Status
	Managed, open folder
	Closed folder

Icon	Status
	Cutoff folder
	Awaiting approval
	Destroyed folder
	On hold
	Permanent record

Viewing Managed Folders

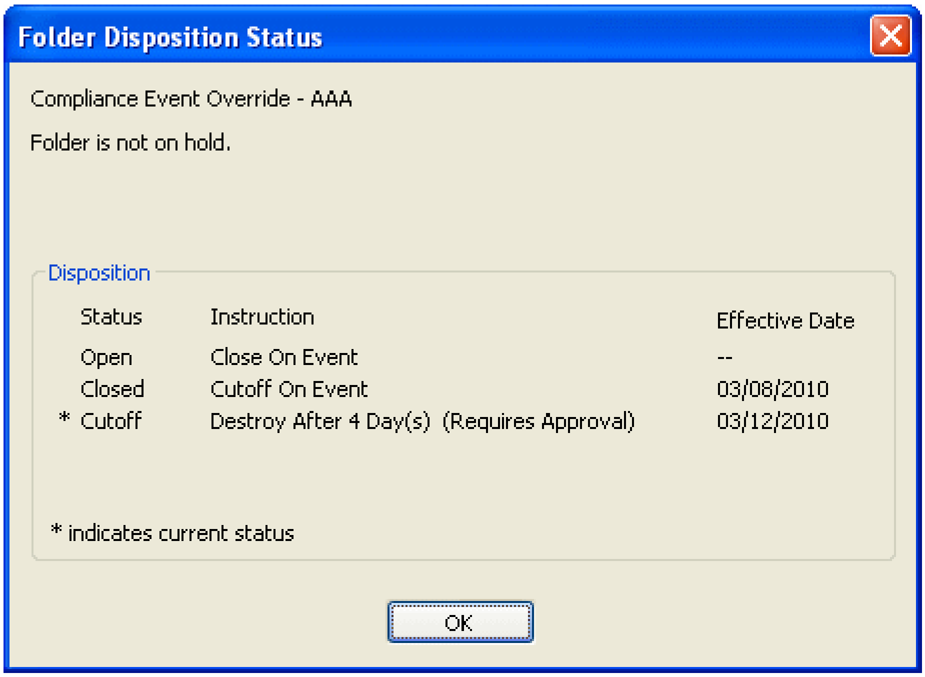
Managed folders display in the File Cabinets window like any other folder. Double-click the managed folder to view its contents. If you attempt to view documents in a folder that has been deleted, a Certificate of Destruction is displayed.

If you have administrative privileges, you can access the folder's history from the **File Cabinets** window, **Folder Maintenance**, or **Records Management Administration**. For more information about folder history, see the Configuration module Help.

Viewing Disposition Status

The disposition status of a managed folder can be viewed from the **File Cabinets** window or from the **Records Management Administration** window. To view the disposition status:

1. Right-click on a managed folder and select **Display Disposition Status**. A **Folder Disposition Status** dialog box is displayed.



   This dialog box shows the entire retention plan, the stage the folder is currently in, whether the folder is currently on hold, and whether there are any retention plan overrides. It also shows a stage's **Effective Date**, which is the date that the folder was transitioned to a different status.

2. Click **OK** when you are finished viewing the status.

Retention Plan Overrides

Events can be configured to override the retention plan's settings. If the most recent event was configured to override the retention plan, then the following messages may be displayed above the **Disposition** section in the **Folder Disposition Status** dialog box:

- Event overrides retention plan's instruction for current status.
- Event overrides retention plan final disposition.

The folder's disposition status reflects the override only while the folder is in the status set by the overriding event. Once the folder transitions to the next status, the override instruction is replaced with the retention plan's instruction.

This behavior may confuse users in some situations. For example, suppose the retention plan is configured to destroy the folder 7 days after cutoff, but the folder is transitioned to **Cutoff** by an event with an override that instructs OnBase to destroy the folder after 3 days. In this case, the instruction for the **Cutoff** status will display the override instruction (Destroy after 3 days) while the folder is in the **Cutoff** status set by the event. After the folder transitions to **Awaiting Approval** or its final disposition, the **Cutoff** instruction reverts back to the instruction configured for the retention plan (Destroy after 7 days).

Tip: To determine the life cycle of a managed folder, view the folder's Records Management history.

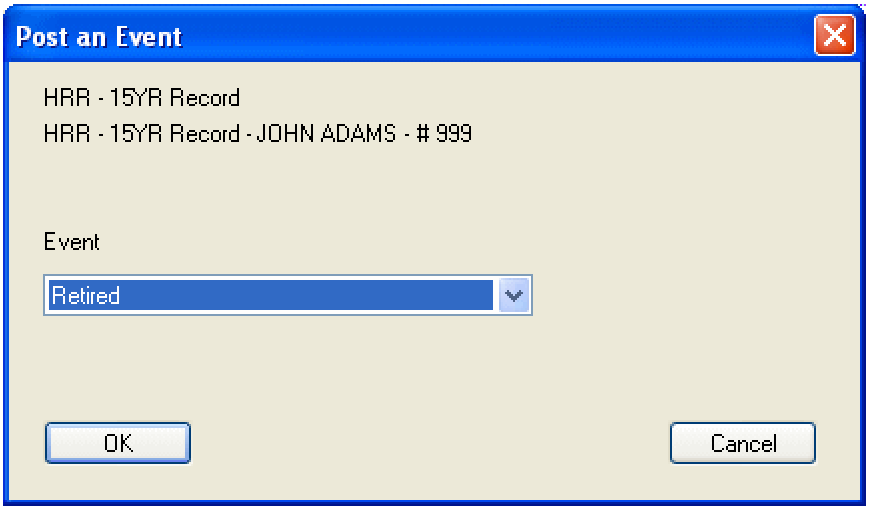
Posting Events

When an event is posted, it can trigger actions to take place on a folder. In some instances, an event may override the projected retention plan displayed in the **Folder Disposition Status** dialog box.

Note: In order for events to be processed, at least one Client must be running with the **-RIMSERVER** switch.

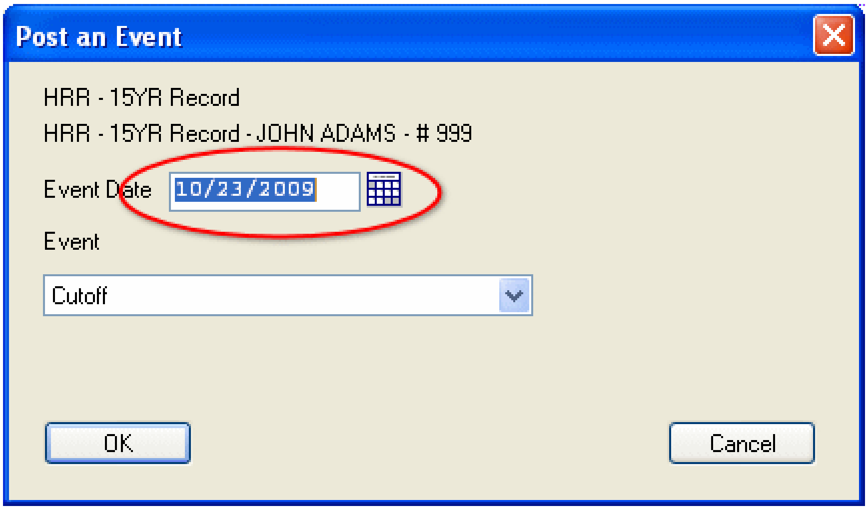
To post an event:

1. In the File Cabinets window or **Records Management Administration** window, right-click on the appropriate folder(s) and select **Post an Event**. The **Post an Event** dialog box is displayed.



2. Select the appropriate event from the **Event** drop-down list.

3. If a date is available, set the date for the event. Event dates, which can be used to backdate events that happened in the past, are available only for specific events. Contact your system administrator if you have questions about assigning a date to an event.



4. Click **OK**.

Note: If you post an event in the OnBase Client, the OnBase Unity Client and Web Client will not reflect the change until they are refreshed.

Closing Folders

Depending on the retention plan set on a folder, closing folders may occur automatically, or it may be triggered by an event. When a folder is closed, the content of the folder cannot be changed and is awaiting cutoff. A closed folder is denoted by the following icon:

Cutting Off Folders

Depending on the retention plan set on a folder, cutting off folders may occur automatically, or it may be triggered by an event. When a folder is cutoff, the folder begins the specified retention period. Cutoff folders cannot be modified. A cutoff folder is denoted by the following icon:

Awaiting Approval

Depending on the configuration of the retention plan of a folder, it may require approval before it is destroyed or purged. Approval occurs in the OnBase Client by a Records Management administrator. If a folder is awaiting approval, the following icon will be displayed.

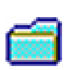
Destroyed Folders

After a folder is destroyed, you can still view information about the folder, such as its disposition status and keyword values. You cannot open documents that were contained in the folder or make any changes to the keyword values, post events, or place holds on the folder. When you view the history for a document in a destroyed folder, it indicates the document was destroyed by Records Management. When a folder is destroyed, the following icon is displayed:

When you attempt to view a document within a destroyed folder, a Certificate of Destruction is displayed. A Certificate of Destruction acts as a placeholder for the document and displays information about the document, including Document Properties, Records Management information, and depending on user permissions, Keywords. You can also access a limited set of options from the document's right-click menu to view information about the document. If you have rights to view the document's history, you can see that the document was destroyed by Records Management.

Permanent Records

Permanent Records cannot be altered once they are made permanent. They also cannot be re-opened. Permanent records are specified by the following icon.



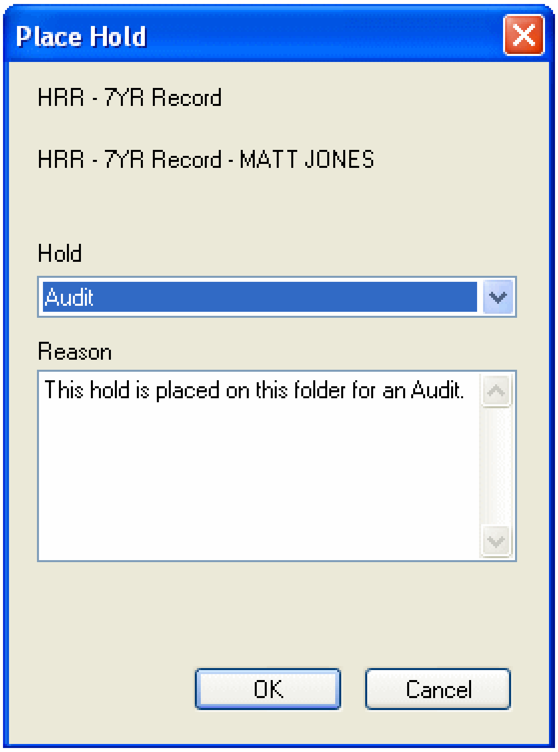
Placing Holds on Folders

You can place holds on folders, thereby freezing them, from the **File Cabinets** window or the **Records Management Administration** window. When a folder is on hold, you cannot add or remove documents from it. Events that take effect while the folder is on hold will be processed when the hold is removed. The retention plan cannot be run on it. Keyword-based retention plan updates are not processed until the hold is removed. Placing a hold does not stop a folder from going through its retention period, however. Placing a hold does not stop the time from accumulating. Once a hold is removed, if the time has expired for the retention period, the folder will immediately go to its final disposition.

Note: You must have the appropriate rights to perform this action. Contact your system administrator regarding questions about your rights.

To place a hold on a folder:

1. Right-click on the appropriate folder(s) and select **Place Hold**. The **Place Hold** dialog box is displayed.



2. Select the type of hold from the **Hold** drop-down list.
3. Enter the reason for the hold in the **Reason** field. Text may be entered by default.

4. If you selected multiple folders to place on hold, the **Apply to All Selected Folders of This Type** option is available. Select this option to apply the selected hold to all folders of the same Folder Type.

   If you selected multiple types of folders, or if you did not select the **Apply to All Selected Folders of This Type** option, you are prompted with this dialog box for each folder/folder type.

Note: By default, this check box is selected.

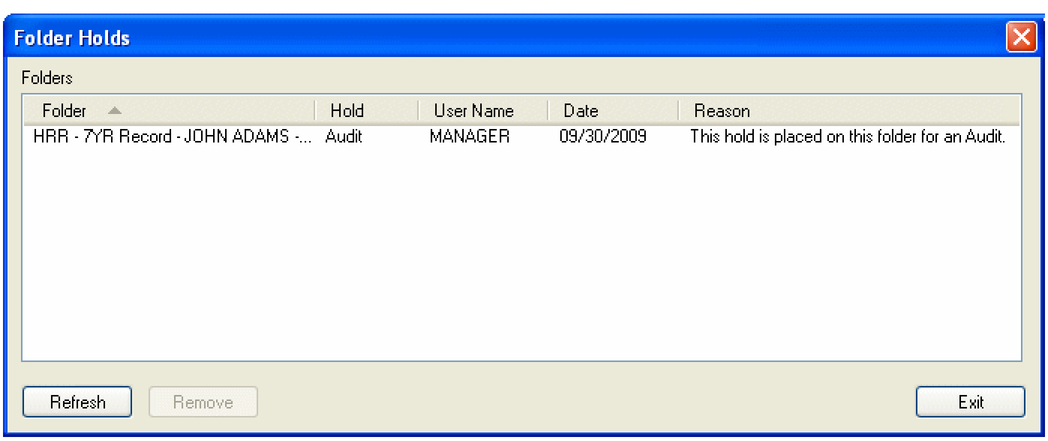
5. Click **OK**. Once the hold is placed, the folder is frozen and the following icon is displayed:

Note: You cannot edit keyword values on a folder that is on hold. You cannot add or remove documents from a folder that is on hold.

Note: You can not place more than one hold of the same type on a folder, but you can place different types of holds on a folder. Different users can place a second hold of the same type on a folder.

Viewing and Removing Holds on Folders

To view holds on folders, in the File Cabinets window, right-click on the appropriate folder and select **View Holds**. The **Folder Holds** dialog box is displayed.



Note: You must have the appropriate rights to perform this action. Contact your system administrator regarding questions about your rights.

From this dialog box you can view and remove holds. You can sort by columns by clicking on the column heading.

If a reason has multiple lines, the **Reason** will end with an ellipses (**...**). You can view the reason in it's entirety by right-clicking on the reason and selecting **View Reason**. A read-only version the **Hold Reason** dialog box is displayed.

To remove a hold, select the hold and click **Remove**.

Adding & Removing Documents in Folders That Are Not Open

Users with sufficient administrative privileges can manually add and remove documents in managed folders that are not open. These operations should be performed only when documents need to be added or removed from managed folders without disrupting the retention period. For example:

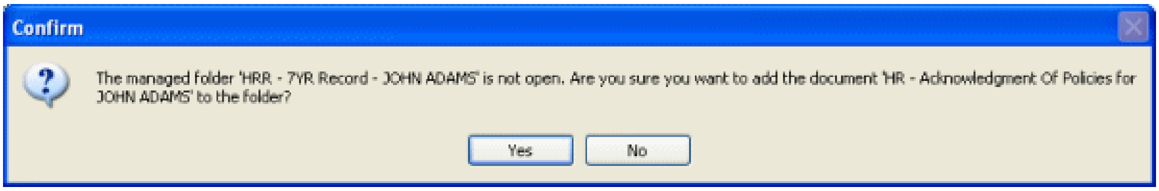
1. A document has been misindexed or imported too late. The document needs to be added to a managed folder without disrupting the retention period.
2. A managed folder has been audited, and a certificate of audit needs to be added to the folder.

When documents are added or removed from folders that are not open, OnBase logs the transaction. To view these transactions, run a Records Management Transaction Log report with **Folder Contents Changes** selected. For more information, see Viewing Records Management Transactions on page 245.

Adding Documents to Folders That Are Not Open

To add a document to a folder that is not open:

1. In the File Cabinets window, open the managed folder to add the document to.
2. From an open document or from a list with one or more documents selected, press and hold the right mouse button to hook the document(s).
3. Drag the document(s) to the File Cabinets window and release the mouse button. OnBase displays a confirmation prompt, which indicates that the destination folder is not open.

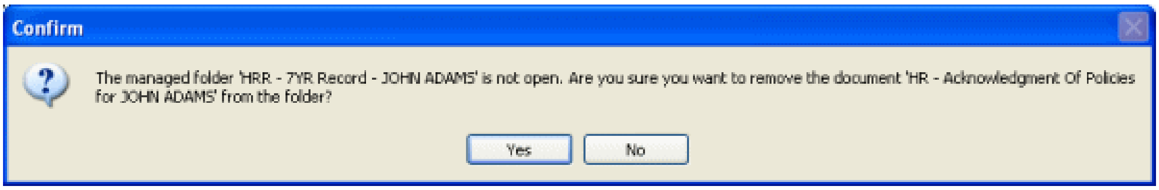


4. Click **Yes** to add the document to the folder. OnBase displays a security message indicating that the document was added to the managed folder.

Removing Documents from Folders That Are Not Open

To remove a document from a folder that is not open:

1. Select one or more documents in the folder.
2. Perform either of the following actions:
    - Right-click and drag the documents to the Client module desktop.
    - Right click and select **Remove From Folder**.
3. Click **Yes** to confirm the removal, when prompted. OnBase displays a confirmation prompt, which indicates that the folder is not open.



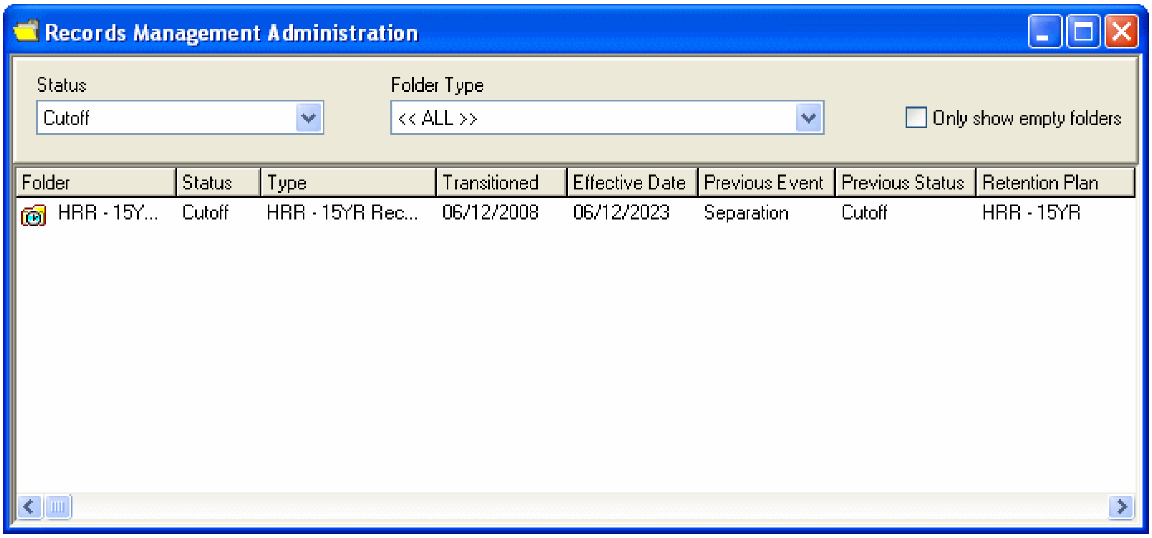
4. Click **Yes** to confirm that you want to remove the document from a managed folder that is not open. The document is removed from the folder.

Deleting Processed Batches

Records Management folders will not be deleted when requesting that the folders created by the batch be purged when purging the batch.

Records Management Administration

Users can perform Records Management administration tasks from the **Records Management Administration** window, which displays information for each managed folder. To access the **Records Management Administration** window, select **Admin | Records Management | Administration**.



The following table describes the **Records Management Administration** window.

Element	Description
Status drop-down	Select a status to display folders in a specific disposition. Use this filter to manage all folders belonging to a particular status at one time. The following Status options are available: • Open • Closed • Cutoff • Awaiting Approval • Destroyed • Permanent • On Hold
Folder Type drop-down	Select a Folder Type to display only folders of that Folder Type. **Note:** Either a status or a Folder Type must be selected for folders to be listed in **Records Management Administration**.

Element	Description
Only show empty folders	Select to display only folders that contain no documents. Use this option to identify empty folders that can be deleted. For information about deleting folders, see Deleting Open Managed Folders on page 241. **Note:** This option displays only folders that are truly empty. It does not include folders that appear to be empty because you lack privileges to their contents or because the documents are in Document Maintenance.
Folder	Displays the name of the folder.
Status	Displays the folder's status and whether it is on hold.
Type	Displays the folder's Folder Type.
Transitioned	Displays the date that the folder entered its current status. For folders that have had only a status of **Open**, this is the creation date.
Effective Date	Displays the date that the folder is scheduled to transition to the next status. If the next status is determined by an event, no date is displayed.
Previous Event	Displays the event that transitioned the folder to its current status, if applicable.
Previous Status	Displays the folder's last status, if applicable.
Retention Plan	Displays the name of the retention plan that the folder is following.

You can perform several tasks from the **Records Management Administration** window:

- To run a report on the folders currently displayed, right-click anywhere on the list and select **Create Report**. See Running Records Management Reports on page 241 for more information.
- To sort folders by a column, click the column's heading. Columns also can be resized to display more information. Click and drag the divider to the right of the column heading to change the column's width.
- To view a folder, select the folder; then right-click and select **View Selected**. If you have sufficient privileges to view the folder, it is displayed in the **File Cabinets** window.
- To refresh the **Records Management Administration** window, right-click anywhere in the folder list and select **Refresh**.
- To approve folders for destruction or purging, see the following topic.

Note: A maximum of 64,000 results can be displayed in Records Management Administration. Use the **Status** and **Folder Type** drop-down lists to narrow the results list.

Approving Folders for Destruction or Purging

In some cases, folders will need approval for destruction or purging. To approve a folder:

1. In the OnBase Client, select **Admin | Records Management | Administration**. The **Records Management Administration** window is displayed.
2. Select **Awaiting Approval** from the drop-down list.
3. Select the appropriate folder(s). Folders on hold cannot be transitioned until the hold is removed.
4. Right-click and select **Transition to Final Disposition**.
5. Confirm the destruction or purge by clicking **Yes**.

   The **Transitioning Folders** window is displayed, indicating the progress of the destruction or purge.

Deleting Open Managed Folders

Records Management administrators with additional privileges can delete unwanted managed folders in an open status. Deleted folders are purged immediately; they do not go to Folder Maintenance. Documents in the deleted folders are not affected and remain available for retrieval.

Deleted folders are recorded in the Records Management Transaction Log as being manually deleted. For information about using the Transaction Log, see Viewing Records Management Transactions on page 245.

Note: Folders that are on hold or locked by another user cannot be deleted.

To delete a folder:

1. In the OnBase Client, select **Admin | Records Management | Administration**. The **Records Management Administration** window is displayed.
2. Select **Open** from the drop-down list.
3. Select the folder you want to delete.
4. Right-click and select **Delete**.
5. Click **Yes** when prompted to confirm.

Running Records Management Reports

Records Management reports allow administrators to view information about all managed folders that have a specific status. These reports are generated and archived to the **SYS Records Management** Document Type in OnBase. They contain the following information:

Element	Description
Folder	Displays the name of the folder.
Type	Displays the folder’s Folder Type.

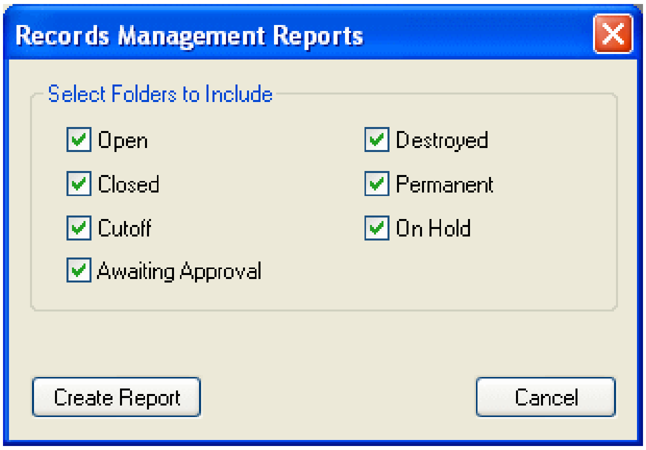
Element	Description
Transitioned	Displays the date that the folder entered its current status. For folders that have only had a status of **Open**, this is the creation date.
Effective Date	Displays the date that the folder is scheduled to transition to the next status. If the next status is determined by an event, no date is displayed.
Previous Event	Displays the event that transitioned the folder to its current status, if applicable.
Previous Status	Displays the folder's last status, if applicable.
Retention Plan	Displays the name of the retention plan that the folder is following.

If any folders are on hold, the following information is displayed for each hold:

Element	Description
Hold	Displays the type of hold.
Hold Placed By	Displays the user who placed the hold.
Hold Placed	Displays the date the hold was placed.
Reason	Displays the reason for the hold.

To run a report for one or more statuses, do the following:

1. In the OnBase Client, select **Admin | Records Management | Create Reports**. The **Records Management Reports** dialog box is displayed.



Tip: Reports can also be generated from the **Records Management Administration** window for all folders displayed. To run a report, right-click anywhere on the list and select **Create Report**.

2. Select the statuses to include in the report. If a Records Management report has previously been generated from this workstation, the statuses selected for the last report are still selected.
3. Click **Create Report**. The report is generated and archived to the **SYS Records Management** Document Type. If you have privileges to view the Document Type, the report is automatically displayed.

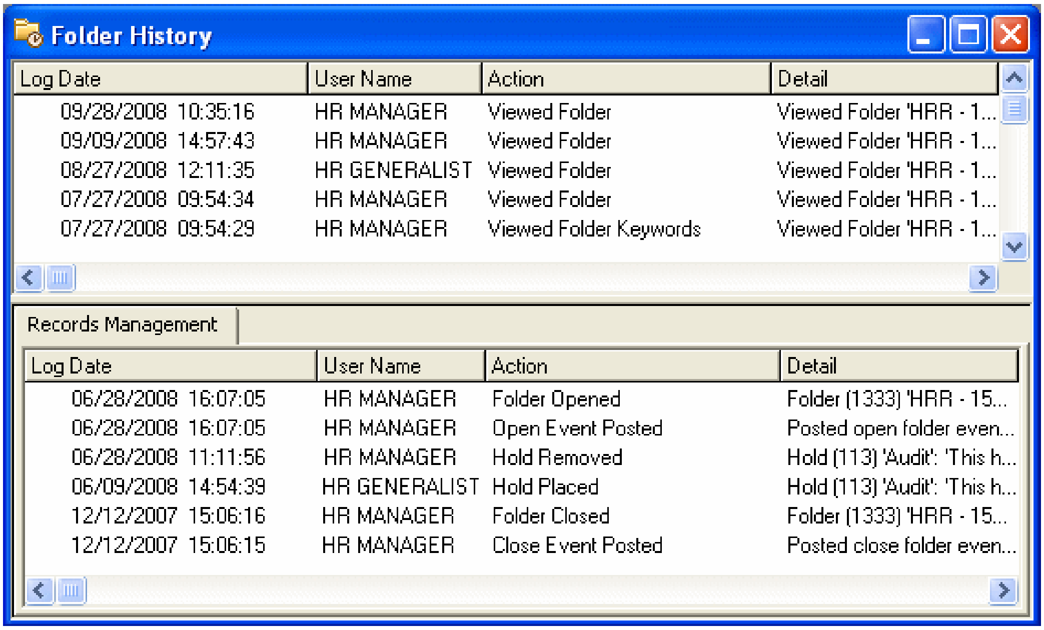
Viewing Records Management History

If you have sufficient administrative privileges, you can view all Records Management activity for a managed folder from the **Folder History** window. The following procedure describes how to view a history of Records Management activity for a managed folder. For general information about the **Folder History** window, see the Configuration module Help files or the Folders user manual.

Note: If you are using OnBase Workflow in your Records Management solution, Workflow actions performed on managed folders are logged, but the Records Management history does not indicate that these actions were executed through Workflow. OnBase Workflow requires a separate license and is unavailable if the system is not licensed for it.

To view a folder's Records Management history:

1. In the OnBase Client, select the managed folder from the **File Cabinets** window or the **Records Management Administration** window.
2. Right-click and select **History**. The **Folder History** window is displayed. **Records Management** history is displayed in the lower pane.



The Records Management tab displays all Records Management activity for the folder, including the following:

- Posting of events
- Placement and removal of holds
- Keyword-based retention plan updates
- Administrative actions, such as changing the retention plan and approving final disposition.
- Transitions to different folder statuses, such as from open to cutoff, or cutoff to closed.
- The addition or removal of Keyword Types assigned either to managed folders that are not open or to documents residing in managed folders that are not open.
- The addition or removal of documents in folders that are not open.

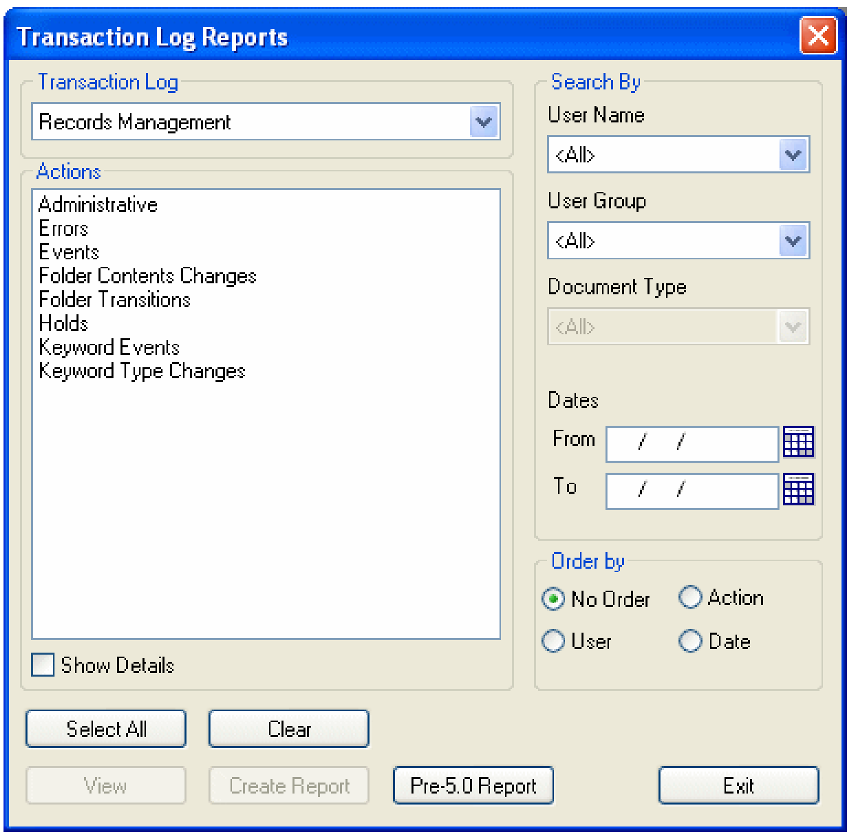
To view all the Records Management activity for a collection of managed folders, you can use the OnBase Transaction Log. See Viewing Records Management Transactions on page 245.

Viewing Records Management Transactions

If you have sufficient administrative privileges, the Records Management Transaction Log lets you view and generate reports on Records Management activity, such as the posting of events, placement and removal of holds, and transitions to different statuses. For auditing purposes, the Records Management Transaction Log cannot be purged.

Note: The following procedure describes how to create a Transaction Log report for Records Management activity. For general information about the Transaction Log, see the Configuration module Help files.

1. From the OnBase Client, select **Admin | Transaction Log | Create Report**. The **Transaction Log Reports** dialog box is displayed.
2. Select **Records Management** from the **Transaction Log** drop-down list.



The **Actions** select list displays the types of actions that are reported. These actions are described in the following table:

Action	Description
Administrative	Displays administrative actions, such as approving a folder for final disposition. Also displays retention plan changes performed in OnBase Configuration.
Errors	Previously, this action displayed insufficient TimeStamp license errors if you were using Integration for PFU TimeStamp. The Integration for PFU TimeStamp has been deprecated. The **Error** action is only available for legacy purposes.
Events	Displays the posting of events.
Folder Contents Changes	Displays addition or removal of document in managed folders that are not open.
Folder Transitions	Displays transitions to different statuses. Folder deletion is included in this category.
Holds	Displays the placement and removal of holds.
Keyword Events	Displays Keyword-based retention plan updates. When a folder's retention plan is updated due to a change to the folder's Keyword values, a **Keyword retention plan update** event is logged.
Keyword Type Changes	Displays the addition and removal of Keyword Types on Folder Types that have folders in non-open states and on Document Types that have documents residing in non-open folders. These Keyword Type changes take place in the OnBase Configuration module.

3. To view a detailed list of actions to include in the report, select the **Show Details** option located below the list of actions.
4. Select the actions to include in the report. You can select multiple actions by pressing **Ctrl** as you select each action.
5. From the **Search By** section on the right, provide parameters to limit which transactions are reported. You can limit reported transactions by user, user group, and date range.
6. Select how the transactions should be ordered.
   - **No Order** generates the report in no specific order, which preserves database resources.
   - **Action** orders transactions by the type of action performed.
   - **User** orders transactions by the user who performed the action.
   - **Date** orders transactions by the date the action was performed.

7. Do one of the following:
   - Click **Create Report** to create and store the Transaction Log report in OnBase. The report is displayed on your screen and stored in the **SYS Transaction Logs** Document Type.
   - Click **View** to only view the Records Management Transaction Log. The **Transaction Log** window displays Records Management transactions satisfying your criteria.

Usage - Web Client

To perform actions on managed folders, you must access the **Folders** screen by selecting **Folders** from the Web Client's context drop-down list.

When a managed folder is displayed in the folder tree, the folder's icon indicates its status. The following table describes the status icons for managed folders:

Icon	Status
	Managed, open folder.
	Closed folder.
	Cutoff folder.
	Awaiting approval.
	Destroyed folder.
	On hold.
	Permanent record.

Closing Folders

Depending on the retention plan set on a folder, closing folders may occur automatically, or it may be triggered by an event. When a folder is closed, the content of the folder cannot be changed and is awaiting cutoff. A closed folder is denoted by the following icon:

Cutting Off Folders

Depending on the retention plan set on a folder, cutting off folders may occur automatically, or it maybe triggered by an event. When a folder is cutoff, the folder begins the specified retention period. Cutoff folders cannot be modified. A cutoff folder is denoted by the following icon:

Awaiting Approval

Depending on the configuration of the retention plan of a folder, it may require approval before it is destroyed or purged. Approval occurs in the OnBase Client by a Records Management administrator. If a folder is awaiting approval, the following icon will be displayed.

Destroyed Folders

After a folder is destroyed, you can still view information about the folder, such as its disposition status and keyword values. You cannot open documents that were contained in the folder or make any changes to the keyword values, post events, or place holds on the folder. When a folder is destroyed, the following icon is displayed:

When you attempt to view a document within a destroyed folder, a Certificate of Destruction is displayed. A Certificate of Destruction acts as a placeholder for the document and displays information about the document, including Document Properties, Records Management information, and depending on user permissions, Keywords. You can also access a limited set of options from the document's right-click menu to view information about the document. If you have rights to view the document's history, you can see that the document was destroyed by Records Management.

Note: Language-specific fonts may be required to properly display Certificates of Destruction. For more information, contact your system administrator.

Permanent Records

Permanent Records cannot be altered once they are made permanent. They also cannot be re-opened. The only option available for permanent records is **Display Disposition Status**. Permanent records are specified by the following icon.

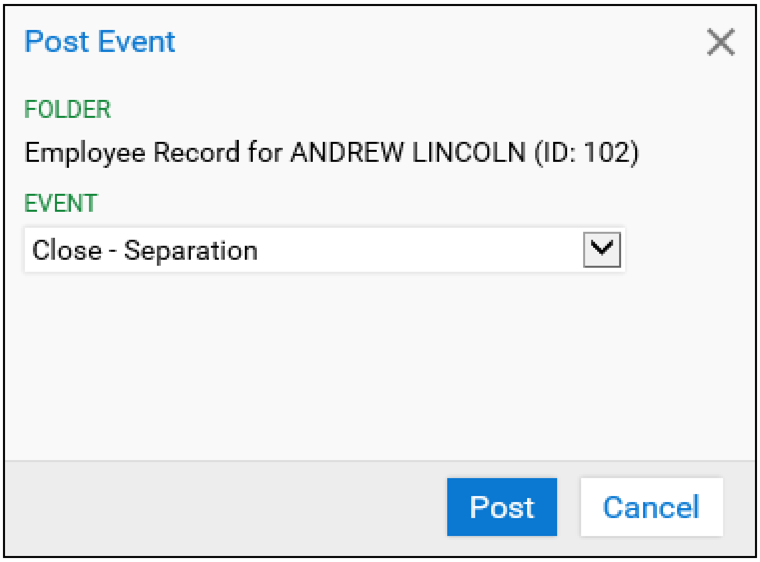
Posting Events

Users with sufficient privileges can post events to a folder. Events can trigger actions to take place on a folder.

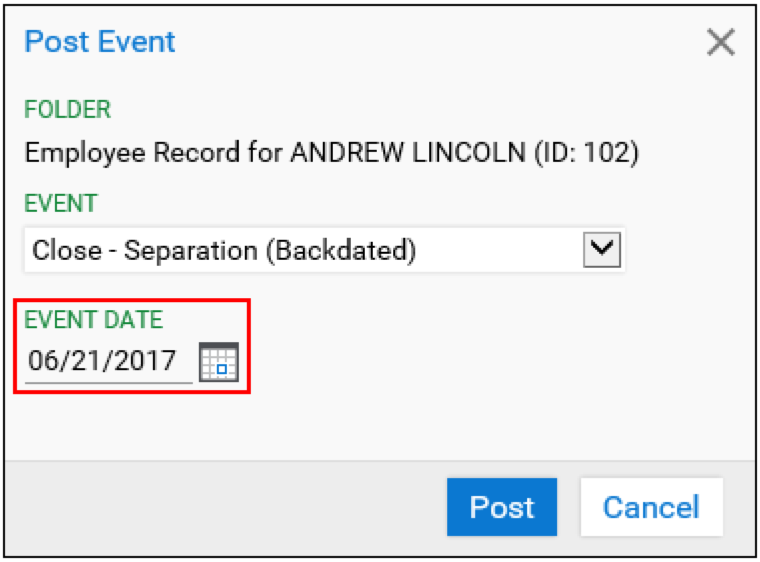
Note: In order for events to be processed, at least one Client must be running with the **-RIMSERVER** switch. Contact your system administrator for more information about posting events.

To post an event:

1. Open the appropriate file cabinet.
2. Select the managed folder in the folder tree or **Folders** pane.
3. Right-click on the folder and select **Post Event**. The **Post Event** dialog box is displayed.



4. Select the appropriate **Event** from the drop-down list.
5. If an **Event Date** is available, set the date for the event. Event dates, which can be used to backdate events that happened in the past, are available only for specific events. Contact your system administrator if you have questions about assigning a date to an event.



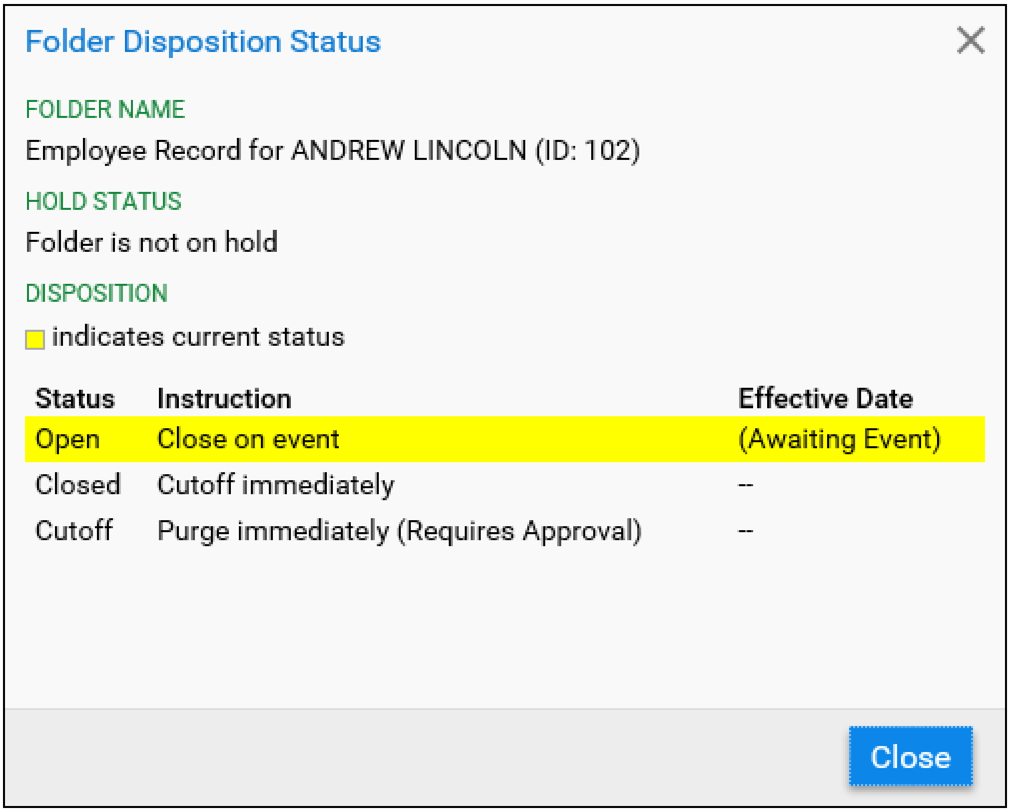
6. Click **OK**. A message stating **The Event was successfully posted.** is displayed.
7. To exit the dialog box, click **Close**.

Note: If you post an event in the OnBase Web Client, the OnBase Client will not reflect the change until it is refreshed.

Viewing the Disposition Status

You can view a folder's disposition status from the **Folders** window in the Web Client or from a document residing in a managed folder. The disposition status displays both the folder's Records Management status and the **Effective Date**, which is the date that the folder was transitioned to a different status.

1. From the Web Client's context drop-down list, select **Folders**. The **Folders** window is displayed.
2. Select the managed folder in the folder tree or **Folders** pane.
3. Right-click on the folder and select **Display Disposition Status**. The **Disposition Status** dialog box is displayed. This dialog box provides information about the folder's disposition, including its current status and whether it is on hold. The current status is highlighted.



4. Click **Close** when you are finished viewing the status.

Retention Plan Overrides

Events can be configured to override the retention plan's settings. If the most recent event was configured to override the retention plan, then the following messages may be displayed in the **Disposition Status** dialog box:

- Event overrides retention plan's instruction for current status.
- Event overrides retention plan final disposition.

The folder's disposition status reflects the override only while the folder is in the status set by the overriding event. Once the folder transitions to the next status, the override instruction is replaced with the retention plan's instruction.

This behavior may confuse users in some situations. For example, suppose the retention plan is configured to destroy the folder 7 days after cutoff, but the folder is transitioned to **Cutoff** by an event with an override that instructs OnBase to destroy the folder after 3 days. In this case, the instruction for the **Cutoff** status will display the override instruction (Destroy after 3 days) while the folder is in the **Cutoff** status set by the event. After the folder transitions to **Awaiting Approval** or its final disposition, the **Cutoff** instruction reverts back to the instruction configured for the retention plan (Destroy after 7 days).

Tip: To determine the life cycle of a managed folder, view the folder's Records Management history.

Viewing the Disposition Status of a Document

You can also check the disposition status of a document residing in a managed folder. To check the disposition status of a document, right-click on a document within the Document Search Results list or in the open document viewer and select **Display Disposition Status**. If the document belongs to a managed folder, the **Disposition Status** dialog box is displayed. If the document does not belong to a managed folder, OnBase displays a message indicating that the document is not in any managed folders.

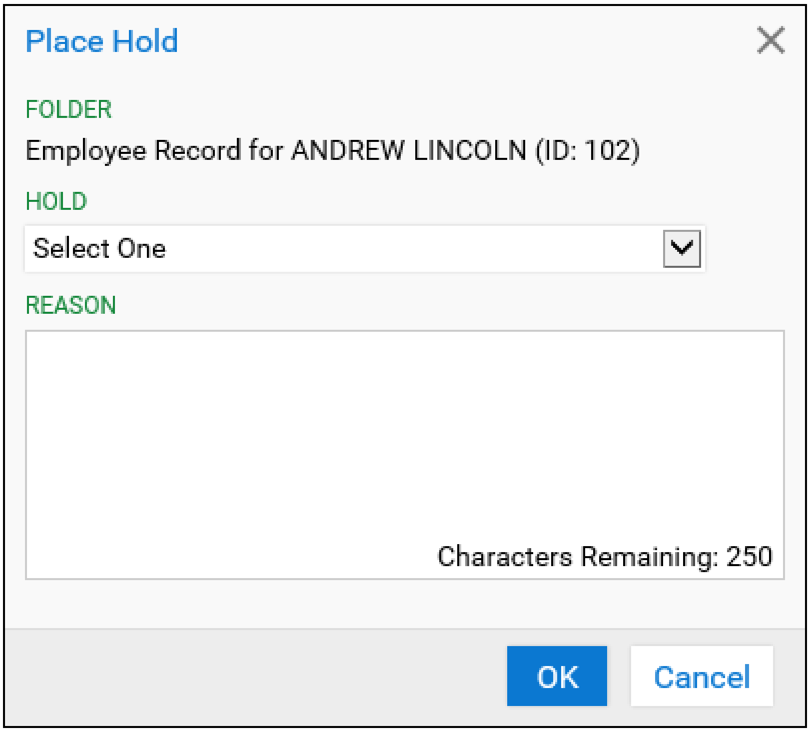
Placing Holds on Folders

You can place a hold on a folder, making it frozen, in the web client. When a folder is on hold, you cannot add or remove documents from it, nor can you post events to it. Events that take effect while the folder is on hold will be processed when the hold is removed. The retention plan cannot be run on the folder. Keyword-based retention plan updates are not processed until the hold is removed. Placing a hold does not stop a folder from going through its retention period, however. Placing a hold does not stop the time from accumulating. Once a hold is removed, if the time has expired for the retention period, the folder will immediately go to its final disposition.

Note: You must have the appropriate rights to perform this action. Contact your system administrator regarding questions about your rights.

To place a hold on a folder:

1. Select the appropriate file cabinet.
2. Select the managed folder in the folder tree or **Folders** pane.
3. Right-click on the folder and select **Place Hold**. The **Place Hold** dialog box is displayed.



4. Select the appropriate **Hold** reason from the drop-down list. This field is mandatory.
5. Enter the specific **Reason** in the text box. This field is mandatory.
6. Click **OK**. A message stating **The Hold was successfully placed.** is displayed.
7. Click **Cancel** or the **x** button to exit the dialog box. When a folder has a hold placed on it, the following icon will display beside it.

Viewing and Removing Holds on Folders

Follow these steps to view and remove holds, provided that you have sufficient privileges.

1. Select the appropriate file cabinet.
2. Select the managed folder in the folder tree or **Folders** pane.

3. Right-click on the folder and select **View Holds**. The **Holds on Folder** dialog box is displayed.

4. To remove a hold, click the adjacent **Remove Hold** button.
5. You are prompted with **Are you sure you want to remove this Hold?** Click **Yes** to remove the hold. A confirmation message is displayed.
6. Click **Close**.

Note: You can not place more than one hold of the same type on a folder, but you can place different types of holds on a folder. Different users can place a second hold of the same type on a folder.

Usage - Unity Client

To work with managed folders, access the **File Cabinets** layout by selecting **File Cabinets** from the **Home** tab in the ribbon, or access the **Records Management Administration** layout from the **File** menu.

When a managed folder is displayed in the folder tree, the folder's icon indicates its status. The following table describes the status icons for managed folders:

Icon	Status
	**Managed, open folder**
	**Closed folder** See Closing Folders on page 255.
	**Cutoff folder** See Cutting Off Folders on page 256.
	**Awaiting approval** See Awaiting Approval on page 256.
	**Destroyed folder** See Destroyed Folders on page 256.
	**On hold** See Placing Holds on Folders on page 260. Also see Viewing and Removing Holds on Folders on page 261.
	**Permanent record** See Permanent Records on page 256.

Closing Folders

Depending on a folder's retention plan, folder closure may occur automatically, or it may be triggered by an event. When a folder is closed, the folder's content cannot be changed, and the folder is awaiting cutoff. Closed folders use the following icon:

Cutting Off Folders

Depending on a folder's retention plan, folder cutoff may occur automatically, or it may be triggered by an event. When a folder is cutoff, the folder begins the specified retention period. Cutoff folders cannot be modified. Cutoff folders use the following icon:

Awaiting Approval

Depending on a folder's retention plan, the folder may require approval before it is destroyed or purged. Approval is performed by a Records Management administrator as described under Approving Folders for Destruction or Purging on page 264. Folders awaiting approval use the following icon:

Destroyed Folders

Some folders may be destroyed at the end of their retention period. After a folder is destroyed, you can still view information about the folder, such as its keyword values. You cannot open documents contained within the folder, modify keyword values, post events, or place holds on the folder. Destroyed folders use the following icon:

When you attempt to view a document within a destroyed folder, a Certificate of Destruction is displayed. A Certificate of Destruction acts as a placeholder for the document and displays information about the document, including Document Properties, Records Management information, and depending on user permissions, Keywords. You can also access a limited set of options from the document's right-click menu to view information about the document. If you have rights to view the document's history, you can see that the document was destroyed by Records Management.

Note: Language-specific fonts may be required to properly display Certificates of Destruction. For more information, contact your system administrator.

Permanent Records

Permanent records can be neither altered nor re-opened once they are made permanent. Permanent records use the following icon.

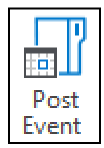
Posting Events on Folders

Users with sufficient privileges can post events to a folder. Events can trigger actions to take place on a folder, changing the folder's status. Events cannot be posted on permanent records, destroyed folders, or folders on hold.

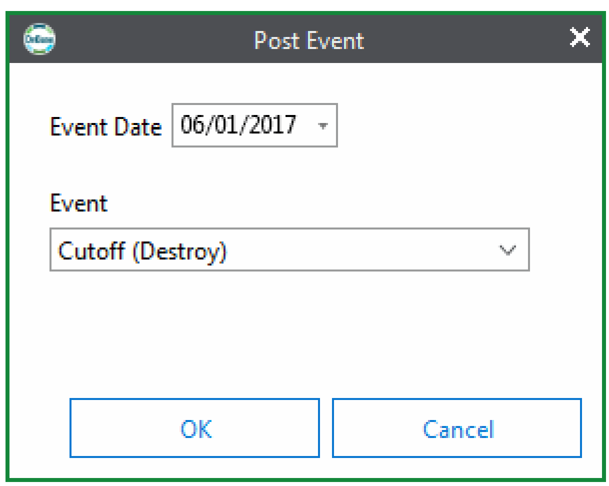
Note: In order for events to be processed, at least one OnBase Client must be running with the **-RIMSERVER** command line switch. Contact your system administrator for more information about posting events.

To post an event:

1. Select the appropriate managed folder from the folder tree or the **Records Management Administration** layout.
2. Do one of the following:
   - Right-click on the folder and select **Post Event**.
   - On the **Folder** tab, click **Post Event**.

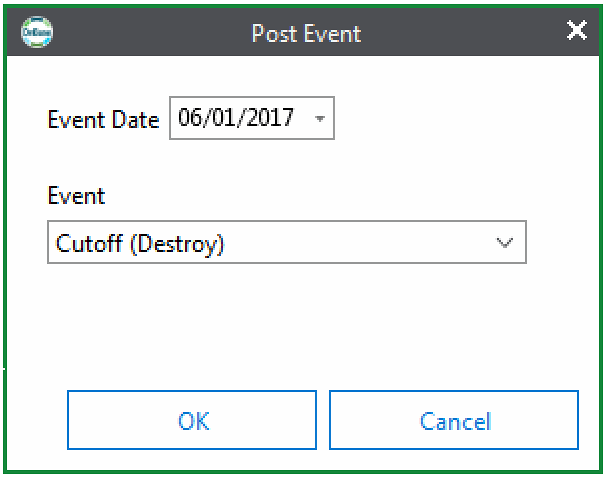


3. The **Post Event** dialog box is displayed.



4. Select the appropriate **Event** from the drop-down.

5. If an **Event Date** is available, set the date for the event. Event dates, which allow you to backdate events that happened in the past, are available only for specific events. Contact your system administrator if you have questions about assigning a date to an event.



6. Click **OK**. The message **Event submitted for processing** is displayed.

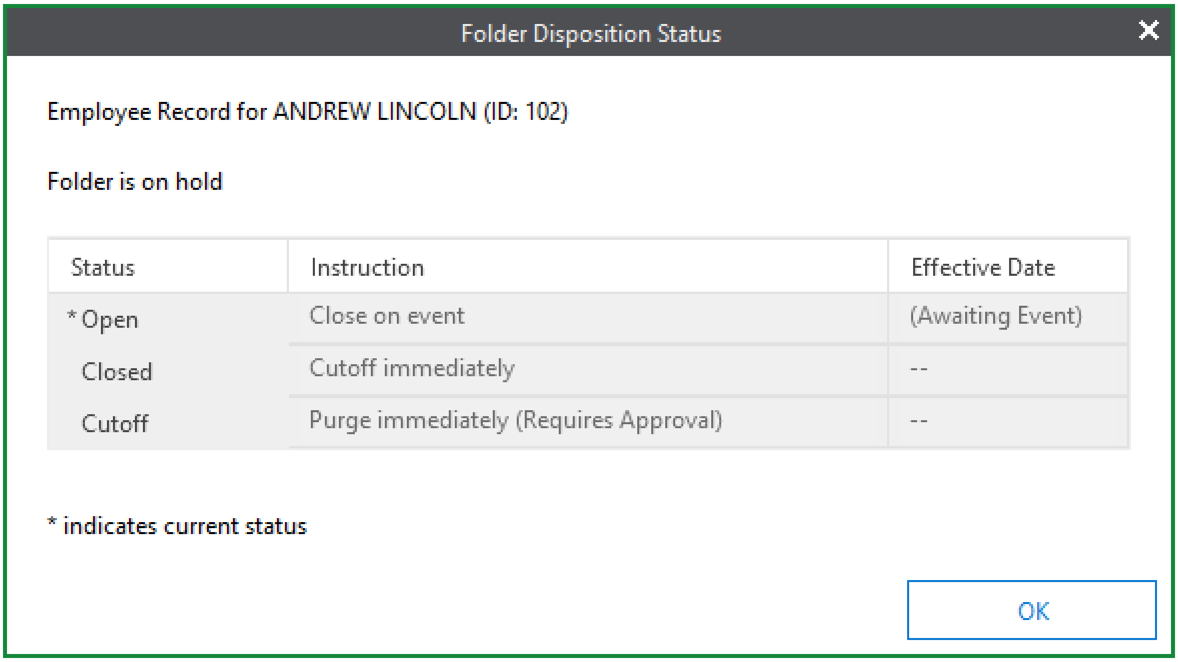
Note: If you post an event that changes a folder's status, the folder's status is not updated until the event is processed.

Viewing the Disposition Status

You can view a folder's disposition status from the **Folders** window in the Web Client or from a document residing in a managed folder. The disposition status displays both the folder's Records Management status and the date that the folder was transitioned to a different status.

1. From the Unity Client's **Home** tab **Documents** ribbon group, select **File Cabinets**. The **Folder** layout is displayed.
2. Select the managed folder in the **Folder Tree** pane.

3. Right-click on the folder and select **Display Disposition Status**. The **Folder Disposition Status** dialog box is displayed. This dialog box provides information about the folder's disposition, including its current status and whether it is on hold.



4. Click **OK** when you are finished viewing the status.

Retention Plan Overrides

Events can be configured to override the retention plan's settings. If the most recent event was configured to override the retention plan, then the following messages may be displayed in the **Folder Disposition Status** dialog box:

- Event overrides retention plan's instruction for current status.
- Event overrides retention plan final disposition.

The folder's disposition status reflects the override only while the folder is in the status set by the overriding event. Once the folder transitions to the next status, the override instruction is replaced with the retention plan's instruction.

This behavior may confuse users in some situations. For example, suppose the retention plan is configured to destroy the folder 7 days after cutoff, but the folder is transitioned to **Cutoff** by an event with an override that instructs OnBase to destroy the folder after 3 days. In this case, the instruction for the **Cutoff** status will display the override instruction (Destroy after 3 days) while the folder is in the **Cutoff** status set by the event. After the folder transitions to **Awaiting Approval** or its final disposition, the **Cutoff** instruction reverts back to the instruction configured for the retention plan (Destroy after 7 days).

Tip: To determine the life cycle of a managed folder, view the folder's Records Management history.

Viewing the Disposition Status of a Document

You can also check the disposition status of a document residing in a managed folder. To check the disposition status of a document, right-click on a document within the Document Search Results list or in the open document viewer and select **Display Disposition Status**. If the document belongs to a managed folder, the **Disposition Status** dialog box is displayed. If the document does not belong to a managed folder, OnBase displays a message indicating that the document is not in any managed folders.

Placing Holds on Folders

If you have sufficient privileges, you can place a hold on a managed folder to pause activity on the folder. When a folder is on hold:

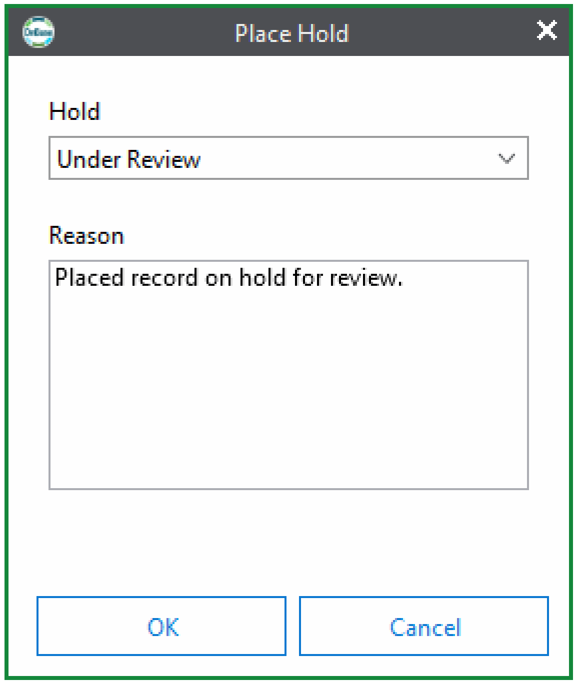
- You cannot add or remove documents from it.
- You cannot add, modify, or delete folder notes from it.
- Events that take effect while the folder is on hold are not processed until the hold is removed.
- The retention plan cannot be run on the folder.
- Keyword-based retention plan updates are not processed until the hold is removed.

Note: Placing a hold does not stop a folder from going through its retention period. Holds do not stop the time from accumulating. Once a hold is removed, if the time has expired for the retention period, the folder immediately transitions to its final disposition.

To place a hold on a folder:

1. Select the appropriate managed folder from the folder tree or the **Records Management Administration** layout.
2. Do one of the following:
   - Right-click on the folder and select **Place Hold**.
   - On the **Folder** tab, click **Place Hold**.

3. The **Place Hold** dialog box is displayed.



4. Select the appropriate **Hold** reason from the drop-down.
5. Enter a **Reason** for the hold in the text box provided. This field is mandatory.
6. Click **OK**. The folder is placed on hold, and it displays the following icon:

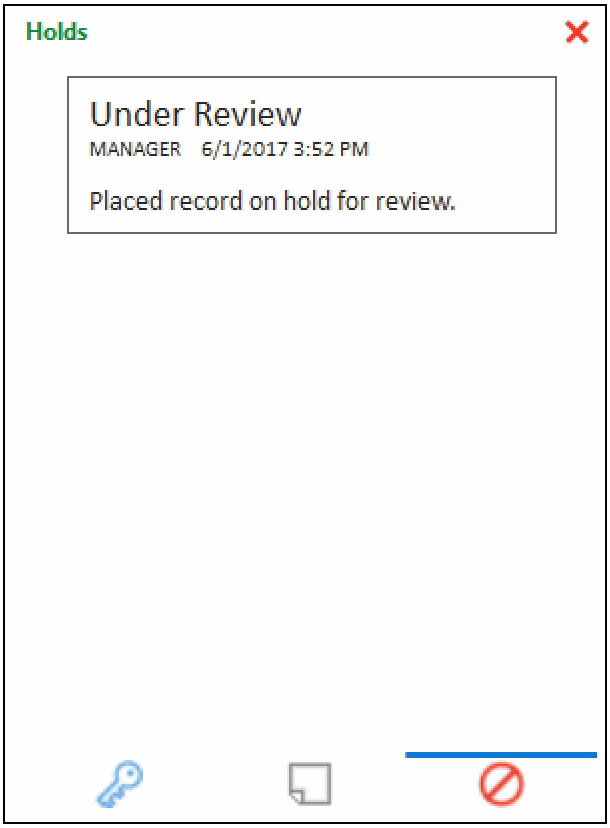
Note: You cannot place more than one hold of the same type on a folder, but you can place different types of holds on a folder. Different users can place a second hold of the same type on a folder.

Viewing and Removing Holds on Folders

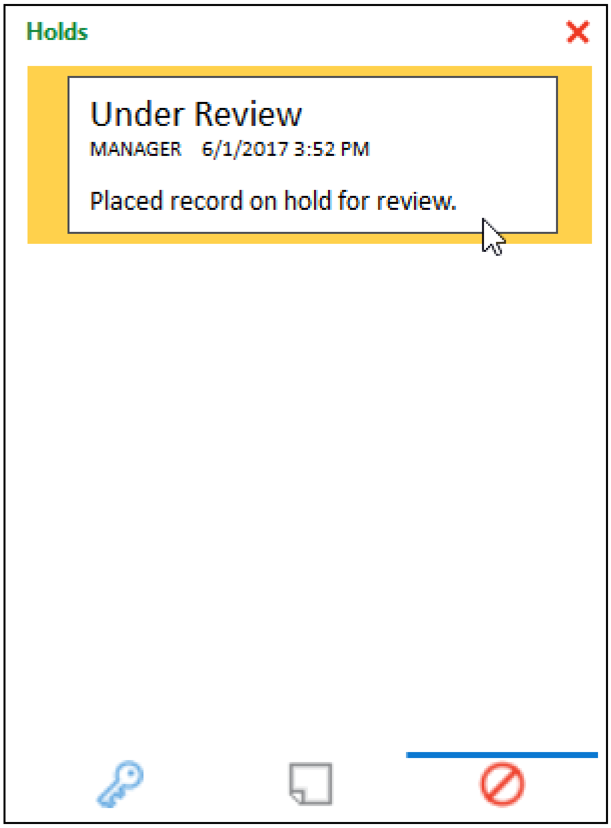
Follow these steps to view and remove holds, provided that you have sufficient privileges.

1. Select the appropriate managed folder from the folder tree or the **Records Management Administration** layout.
2. Do one of the following:
   - Right-click on the folder and select **View Holds**.
   - On the **Folder** tab, click **View Holds**.

3. The **Holds** pane displays any existing holds.



4. To remove a hold, select it from the **Holds** pane.



5. Do one of the following:
   - Right-click the hold and select **Remove Hold**.
   - On the **Folder** tab, click **Remove Hold**.

6. The Unity Client displays the prompt **Are you sure you want to remove this Hold?** Click **Yes** to remove the hold. The hold is removed.
7. Click **Close** to close the **Holds** pane.

Approving Folders for Destruction or Purging

If you have sufficient privileges, you can approve folders that are awaiting approval for destruction or purging.

1. Select the appropriate managed folder(s) from the folder tree or the **Records Management Administration** layout. Folders awaiting approval display the following icon:

Tip: To select and approve multiple folders at once, display them in the **Child Folders** pane by selecting their parent folder. Expand the **Child Folders** pane, if necessary.

Folders on hold cannot be transitioned until the hold is removed.

2. Right-click and select **Transition to Final Disposition**.
3. Confirm the destruction or purge by clicking **Yes**. A confirmation is displayed.

Records Management Administration

Users can perform Records Management administration tasks from the **Records Management Administration** layout, which displays information for each managed folder. To access the **Records Management Administration** layout, click the **File** menu button and select **Administration | Records Management Administration**.

The following table describes the **Records Management Administration** layout.

Element	Description
Status drop-down	Select a status to display folders in a specific disposition. Use this filter to manage all folders belonging to a particular status at one time. The following Status options are available: • Open • Closed • Cutoff • Awaiting Approval • Destroyed • Permanent • On Hold
Folder Type drop-down	Select a Folder Type to display only folders of that Folder Type. **Note:** Either a Status or a Folder Type must be selected for folders to be listed in **Records Management Administration**.
Folder	Displays the name of the folder.
Status	Displays the folder's status and whether it is on hold.
Type	Displays the folder's Folder Type.
Transitioned	Displays the date that the folder entered its current status. For folders that have had only a status of **Open**, this is the creation date.
Effective Date	Displays the date that the folder is scheduled to transition to the next status. If the next status is determined by an event, no date is displayed.
Previous Event	Displays the event that transitioned the folder to its current status, if applicable.
Previous Status	Displays the folder's last status, if applicable.
Retention Plan	Displays the name of the retention plan that the folder is following.

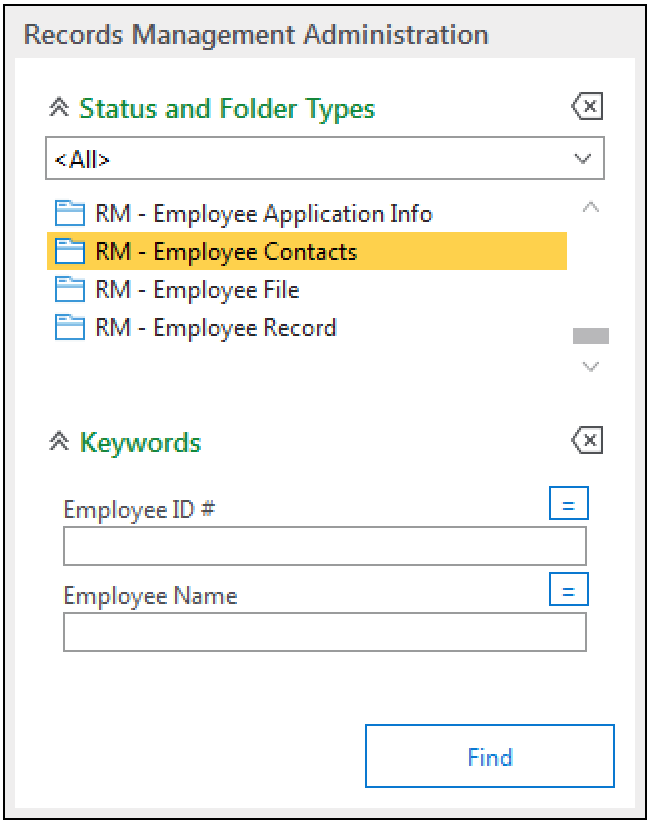
Retrieving Folders in Records Management Administration

To work with managed folders in the Records Management Administration, you must first retrieve them. Retrieving managed folders from the **Records Management Administration** layout is similar to retrieving documents from the **Document Retrieval** layout.

To retrieve managed folders, from the **Records Management Administration** layout:

1. From the drop-down list in the **Records Management Administration** pane, select the status of the folder(s) you want to retrieve, or select **<All>** if you plan to retrieve folders from more than one status. You can also select a status by typing the name of the status.
2. From the **Folder Types** list, select the Folder Type(s) to be included in your search:

Note: You must select one or more Folder Types if searching **<All>** statuses.



To select multiple Folder Types, press **Shift** or **Ctrl** as you click.

3. Each Folder Type may be associated with one or more Keyword Types. All folders assigned to a Folder Type have the same Keyword Types, and unique Keyword Values. If multiple Folder Types are selected, the only applicable Keyword Types are those that are common to all the selected Folder Types.

4. Enter Keyword Values or select Keyword Values from the drop-down list(s). You can use the **Tab** key to move to the next Keyword Value field.

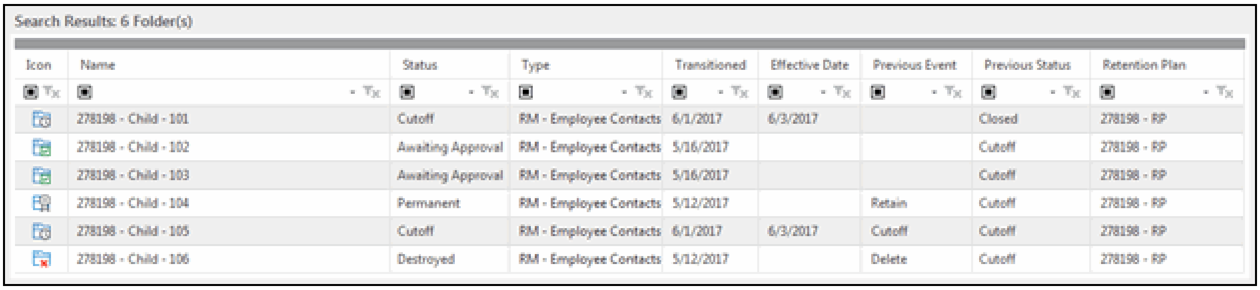
   When the cursor is in the Keyword Type’s field, you can press **F5** to open the drop-down list, if one exists. You can use the up and down arrow keys to select from the Keyword Values displayed in the drop-down list. When you have selected the appropriate Keyword Value, press **Enter**.

   If you type a partial value before pressing **F5** or opening the drop-down list, the drop-down list will begin with those values that match the partial value.

   If two or more consecutive Keyword Types contain drop-down lists and are ordered in such a way as to show a hierarchical parent/child relationship, the Keyword Types may be part of a Cascading Data Set. Selecting a Keyword Value from the parent drop-down list filters the available Keyword Values from the subsequent child drop-down list.

Note: You are only able to view the first 100 entries in a drop-down list. To reduce the values displayed in a drop-down list, type several characters into the field before expanding the drop-down list.

5. When you have entered all search criteria, press the **Enter** key, or click **Find**.
6. All folders that match the search criteria are displayed in a **Search Results** list.


Search Results: 6 Folder(s)

Icon	Name	Status	Type	Transitioned	Effective Date	Previous Event	Previous Status	Retention Plan
	278198 - Child - 101	Cutoff	RM - Employee Contacts	6/1/2017	6/3/2017		Closed	278198 - RP
	278198 - Child - 102	Awaiting Approval	RM - Employee Contacts	5/16/2017			Cutoff	278198 - RP
	278198 - Child - 103	Awaiting Approval	RM - Employee Contacts	5/16/2017			Cutoff	278198 - RP
	278198 - Child - 104	Permanent	RM - Employee Contacts	5/12/2017		Retain	Cutoff	278198 - RP
	278198 - Child - 105	Cutoff	RM - Employee Contacts	6/1/2017	6/3/2017	Cutoff	Cutoff	278198 - RP
	278198 - Child - 106	Destroyed	RM - Employee Contacts	5/12/2017		Delete	Cutoff	278198 - RP

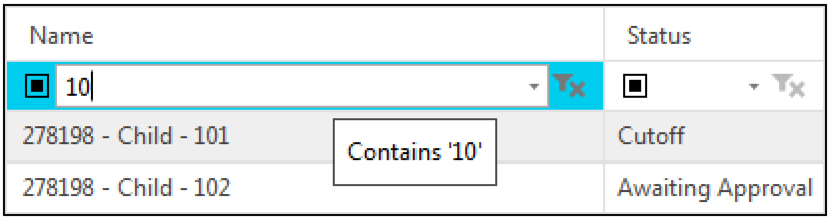
Note: A maximum of 2,000 results can be returned in a Records Management Administration query. If a query results in more than that, an error message is displayed. Narrow your search to return fewer results.

When retrieving folders by Keyword Value, the following keyboard shortcuts are available:

Keyboard Shortcut	Description
F3	Change the operator for the selected Keyword Type.
F4	Change the connector for the selected Keyword Type.
F5	Show the drop-down list for the selected Keyword Type.
F6	Add another value for a Keyword Type.
Ctrl + O	Collapse or expand any Multi-Instance Keyword Type Group.

Note: For more information on retrieval, including information on operators, connectors, and wildcards, see the Unity Client documentation.

If necessary, the **Records Management Administration** layout data list can be grouped, sorted, and filtered like other Unity Client data lists. For example, you can type a partial folder name in the Name column to retrieve a list of matching folders:



Note: For more information on grouping, sorting, and filtering data lists, see the Unity Client documentation.

Performing Actions in Records Management Administration

From within the **Records Management Administration** layout, you can perform tasks on a managed folder by right-clicking the folder and selecting one of the following actions, depending on your system's configuration:

Action	Description
Display Disposition Status	Displays the selected folder in the **Folder Disposition Status** window. The disposition shows the entire retention plan, the stage the folder is currently in, whether the folder is currently on hold, and whether there are any retention plan overrides.
Post Event	Allows the user to post an event on a managed folder.
Place Hold	Allows the user to place a hold on a managed folder.

Action	Description
View Holds	Displays all holds currently on a managed folder in the **Holds** pane. From here, the user can remove holds.
Transition to Final Disposition	Allows the user to approve a managed folder awaiting approval for destruction or purging.
Delete	Allows the user to delete an unwanted, open managed folder. Documents in the deleted folder are not affected.
Keywords	Displays keywords on a managed folder.
Open File Cabinets	Displays the selected folder in the **File Cabinets** layout.
History	Displays the **Folder History** window, where the user can view Records Management activity on a managed folder.
Properties	Displays folder properties.

To modify the **Records Management Administration** layout, right-click anywhere in the layout and select one of the following options:

Option	Description
Refresh	Refreshes the display list.
Clear Customizations	Select to remove any grouping, sorting, ordering, and filtering settings and return to the default display.
Toggle Column Filters	Select to show or hide filtering options in the given layout. When you hide filtering options, any applied filters are also removed.
Clear All Column Filters	Select to clear all applied filters.

Note: For more information on grouping, sorting, and filtering data lists, see the Unity Client documentation.

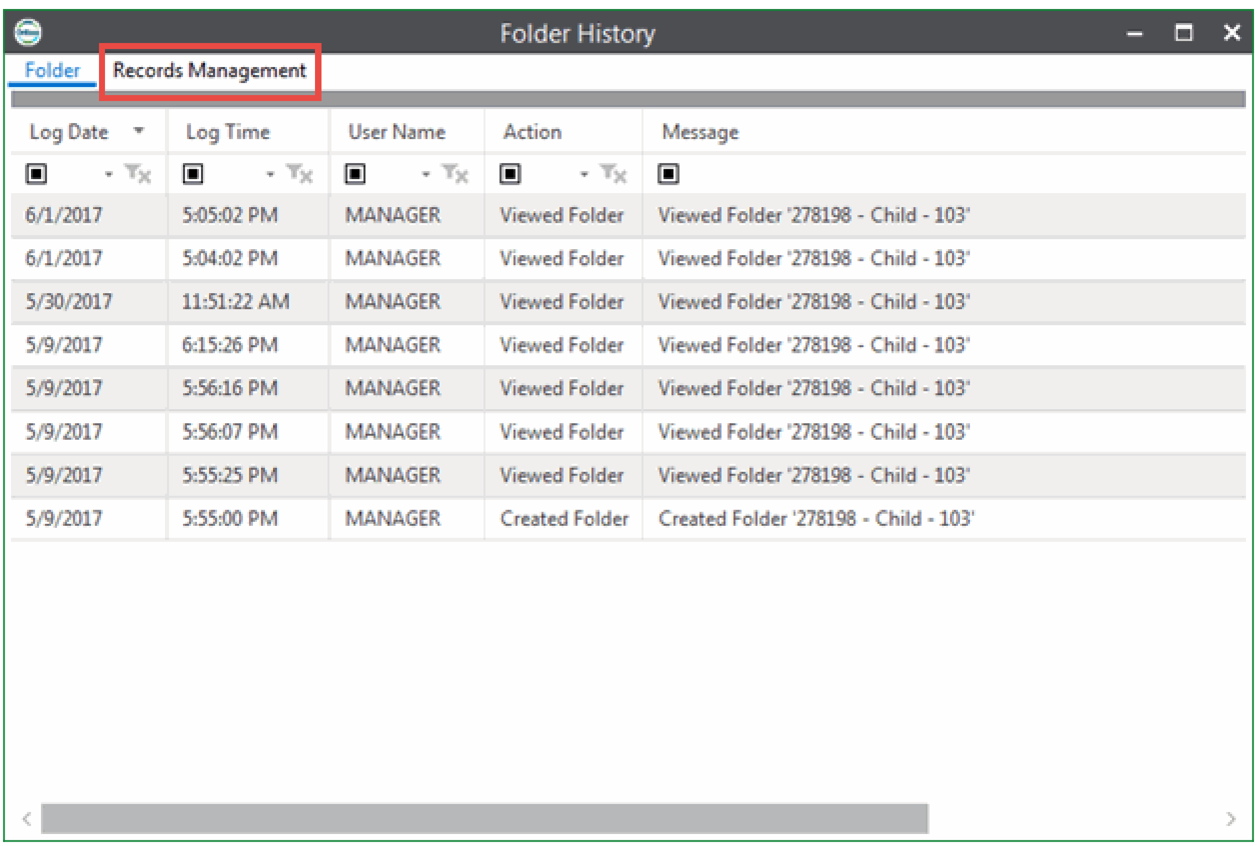
Viewing Records Management History

If you have sufficient administrative privileges, you can view all Records Management activity for a managed folder from the **Folder History** window. The following procedure describes how to view a history of Records Management activity for a managed folder. For general information about the **Folder History** window, see the Configuration module Help files or the Folders user manual.

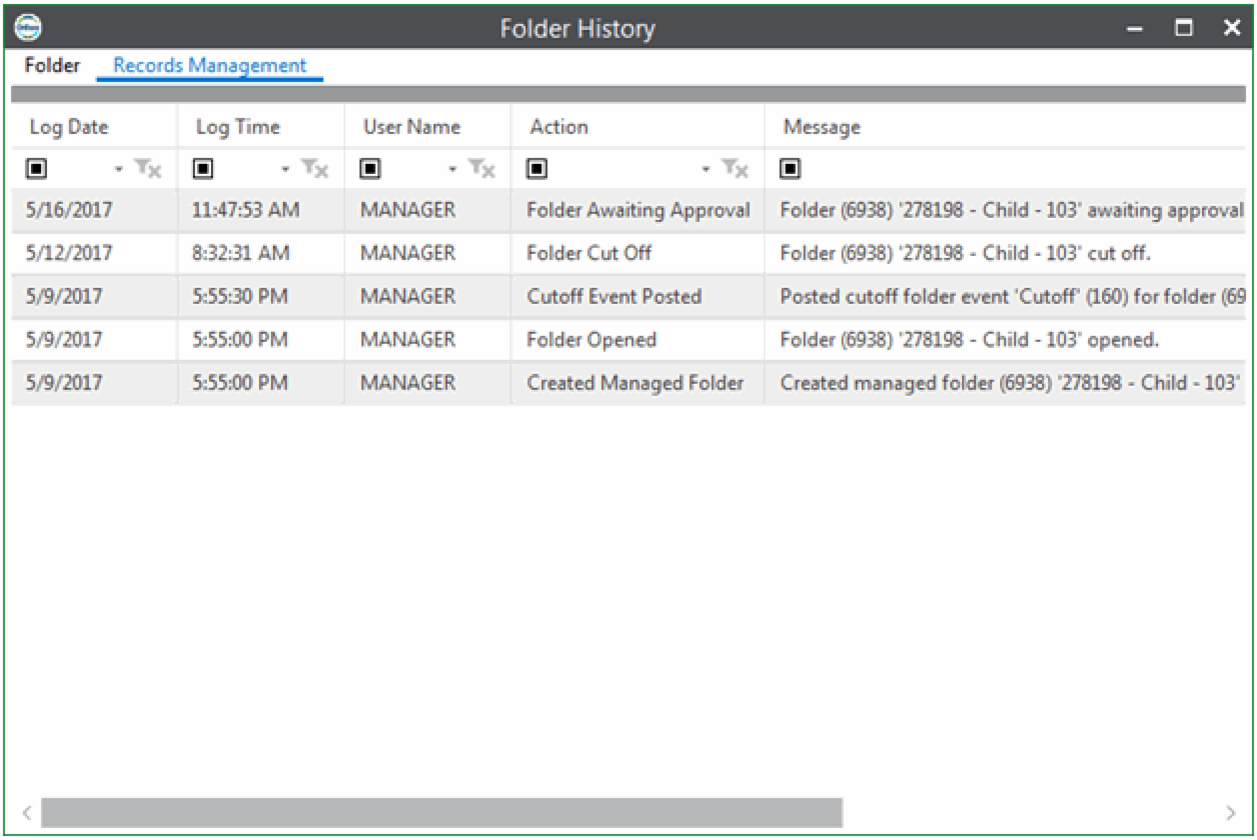
Note: If you are using OnBase Workflow in your Records Management solution, Workflow actions performed on managed folders are logged, but the Records Management history does not indicate that these actions were executed through Workflow. OnBase Workflow requires a separate license and is unavailable if the system is not licensed for it.

To view a folder's Records Management history:

1. In the Unity Client, select the managed folder from the folder tree or the **Records Management Administration** layout.
2. Right-click and select **History**. The **Folder History** window is displayed.
3. Click the **Records Management** tab. This tab is available for managed folders only.



4. Review the folder's **Records Management** history.



Log Date	Log Time	User Name	Action	Message
5/16/2017	11:47:53 AM	MANAGER	Folder Awaiting Approval	Folder (6938) '278198 - Child - 103' awaiting approval
5/12/2017	8:32:31 AM	MANAGER	Folder Cut Off	Folder (6938) '278198 - Child - 103' cut off.
5/9/2017	5:55:30 PM	MANAGER	Cutoff Event Posted	Posted cutoff folder event 'Cutoff' (160) for folder (69
5/9/2017	5:55:00 PM	MANAGER	Folder Opened	Folder (6938) '278198 - Child - 103' opened.
5/9/2017	5:55:00 PM	MANAGER	Created Managed Folder	Created managed folder (6938) '278198 - Child - 103'

The Records Management tab displays all Records Management activity for the folder, including the following:

- Posting of events
- Placement and removal of holds
- Keyword-based retention plan updates
- Administrative actions, such as changing the retention plan and approving final disposition.
- Transitions to different folder statuses, such as from open to cutoff, or cutoff to closed.
- The addition or removal of Keyword Types assigned either to managed folders that are not open or to documents residing in managed folders that are not open.
- The addition or removal of documents in folders that are not open.