



Captiva 7.5 FAQs

Utilize new features, technology, and power in your capture workflow



What's New?

What is the latest OpenText Captiva announcement?

OpenText Captiva 7.5 is the latest release of Captiva, announced for general availability on June 8, 2015. For more details regarding this release, please visit www.paperfreecorp.com/captiva.

Is Standard Import a new module?

The Standard Import module is a new module and a replacement for the Multi-Directory Watch (MDW) and Email Import modules.

Why was the Captiva Desktop rebranded to the Completion module?

Captiva Desktop was rebranded since Completion, its new module name, and the new Identification module will both now comprise the Captiva Desktop family of modules - with both modules having a similar look and feel with common functions.

Captiva 7.5 introduced a new interface for manual classification called Identification module. Identification is part of the new Desktop Family of Modules. As part of this effort, Captiva Desktop was rebranded to the Completion module. The Identification module allows customers to identify document types and assign templates and the Completion module allows users to complete the data entry form and validate any extraction results.

Captiva Web Client

Are software plugins required to run the new Captiva Web Client?

The new Captiva Web Client will be able to scan, index, and validate without the need for browser software plugins such as Active-X or Java.

What browsers are supported by the new Captiva Web Client?

The new Captiva Web Client includes support for Internet Explorer v10 or v11, Chrome v32, or Firefox v26.

Where to Begin?

Upgrading a mission-critical production Captiva platform may seem like a daunting task and one that is easy to delay. That's where PaperFree Corporation comes in. Our team has the experience, knowledge, and capability to guide you through every phase of your Captiva upgrade. Contact us today at 888-726-7730 or sales@paperfreecorp.com to get started.



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Do eInput licenses automatically transfer to Web Client licenses?

eInput licenses do not automatically transfer to web client licenses since the new Web Client is a new browser-based, web front-end for Captiva and is not a one for one replacement for eInput.

Sales Engineers should assess a customer's eInput deployment to determine the suitability of the Web Client to replace eInput. If it is a suitable replacement, Account Managers can work with Sales Operations to determine an acceptable discount model to replace eInput licenses with Web Client licenses.

What other components are needed for the Captiva Web Client to work?

If the customer would like to use the Web Client to validate extracted data at the same time, then Captiva Real-Time Advanced Recognition must also be added to the order.

The Captiva Web Client is a scan/index front-end to a Captiva Capture system. The Captiva Web Client also requires REST services on the Captiva Capture server. REST Services for batch submission are included in the Captiva Enterprise Servers at no charge. Customers with Captiva Standard Servers must upgrade to Enterprise level to be able to receive batches from the Captiva Web Client.

Is there 1:1 replacement for eInput (possibly without new expenses for existing eInput customers)?

The New Web Client is a totally new web client with a new and improved user interface, different features and capabilities and released as a different SKU.

For existing eInput customers, please work with your Account Managers and/or Captiva partners and work with Sales Operations to determine an acceptable discount model to replace eInput licenses with Web Client licenses.

Capture REST Services

Are REST services included with Captiva Enterprise Server?

Captiva Enterprise Server customers can add REST-based batch submission to their existing system at no cost.

To add REST-based batch creation to a Captiva Enterprise license, a customer needs to order SKU model 456-110-150 Captiva License Refresh.

For customers with Captiva Standard Servers, these customers must upgrade their servers to Enterprise level to be able to submit batches via REST services.

How do I order an upgrade to my customer's existing Captiva environment?

To add new products to a customer's existing Captiva environment, SKU model 456-110-150 Captiva License Refresh needs to be ordered.

The Captiva License Refresh model (Captiva License Refresh =MA) has been created to provide an easy way to bring a customer's license up to the latest and greatest capabilities. This model can be used to add REST batch submission to an existing Captiva Enterprise server license. At the same time, Licensing will ensure that the license includes all of the latest modules and features to which the customer is entitled to.

What do I need to order to enable mobile capture applications?

Captiva Enterprise Server customers wanting to implement mobile capture application would only need to purchase one Mobile SKD copy per mobile application.

With Captiva 7.5, REST services for batch submission is now included with the Captiva Enterprise Servers.

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What is require for Capture REST Services?

Customers do not need to purchase a separate Captiva Capture system to use Captiva Real-Time REST services.

Captiva Real-Time REST Services can be used in combination with a Captiva Capture Batch system or on its own. When used in tandem, Captiva Real-Time REST services can share parts of a Captiva Capture system configuration (e.g. DocTypes, Profiles, Validation Edits, etc.).

Captiva Real-Time Services technically require a Captiva Capture (batch) server to run Captiva Designer, for log-in-authentication and to fetch profiles. Captiva Real-Time customers that do not have a Captiva Server will receive a Captiva Capture Server license that will only work for a supporting Real-Time Services - no purchase of Captiva Capture system is required.

There is also no UI included with Captiva Real-time REST services, as these services are to be embedded in mobile capture or line-of-business applications.

For example, if a customer is using xCP and sends an image to Real-Time REST services for classification and data extraction, the customer would expect results to appear back in an xCP form.

Can my customer use or transfer some of their Captiva Capture/Advanced Recognition page count to Captiva Real-time services?

No, the licensing and page counters are completely separate and transfers are not available.

The customer value for the immediate responsiveness of the new Captiva Real-time services is significantly higher than the value proposition for documents sent as a batch through a Captiva Capture system. As such, the pricing for Captiva Real-time is significantly higher than our batch-based system.

Do the Capture REST services support administration capabilities?

The Capture REST Services are provided with some administration tools and utilities.

Can the customer run as many instances of a Captiva Module Service as they wish?

A customer can run as many instances of a Captiva Module Services as they wish.

Adding Captiva Modules Services is as easy as installing additional copies of the services and point them to the configuration file share.

How does one estimate how many Captiva Real Time Servers are needed?

The Real-Time Servers scale just like the module services and customer can buy one license and they can run as many servers as they need for that system.

We estimate most customers will want one production system, one test system, one development system, and one Disaster Recovery System. These would all be licensed separately. Customers may want to deploy multiple production systems, geographically dispersed (to cut down on latency). For this they will want a separate production license for every site they install.

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What capabilities are included with each Capture Real-time Services SKU?

SKU: 456-110-146 - Captiva Real-Time Server includes the following:

- DocType Enumeration
- Image Conversion
- Image Processing
- Barcode recognition
- Validation
- SKU: 456-110-147 Captiva Real-Time OCR/ PDF 100k PPY includes the following:
 - OCR & PDF Creation
- SKU: 456-110-148 Captiva Real-Time Adv Recog 100k PPY includes the following:
 - Document Classification
 - Data Extraction

If a customer buys only SCaptiva Real-Time Server and the Module Services that are included, does customer have unlimited volume?

The customer will have unlimited volumes that they can process if they buy only Real-time Server SKU.

Migration/Upgrades

My customer would like to upgrade to Captiva 7.5. Do they need a new license?

If your customer is upgrading from Captiva 6.x or 7.x, then no new license is required.

Their existing license will work. The Captiva Capture server will automatically modify and allow customers to use the new modules. All customers will have access to Standard Import and Identification modules after installing, and Advanced Recognition customers will have access to Advanced Zonal OCR/ICR.

If your customer is upgrading from 5.3 or an earlier version, then they will need to request an updated license. They can submit a migration request along with their Captiva Server ID to sales@paperfreecorp.com.

If we are migrating from 6.x can we migrate directly to 7.5? Are there any migration slides available detailing the migration process?

It is recommended that current 6.x users first migrate to 7.0/7.1.

This due to the fact that 7.0 had the most major changes made on the platform that will affect certain modules that were being deprecated with the introduction of Captiva Desktop. Also a number of capture flows and scripting would need to be migrated to support the Captiva Designer introduced in 7.0. Migration slides have been provided describing the best practices involved in moving from 6.x to 7.0/7.1. Once the end user is in 7.0/7.1 then there will be minimal migration effort to move to the 7.5 release.

Also additional information related to migrating to Captiva 7.5 is provided in the new Install Guide available via the PaperFree support site (support.paperfreecorp.com).

Deprecated Modules

Have IndexPlus, Validation, and the other modules deprecated in Captiva 7.0 been removed in Captiva 7.5?

IndexPlus, Validation, and Image Enhancement modules deprecated in Captiva 7.0 have been removed in Captiva 7.5.

In late 2012, we announced the deprecation of several modules including IndexPlus, Validation, and Image Enhancement. With the release of Captiva 7.5, these will no longer be supported. Please see the release notes for the complete list of these modules and replacement modules from the PaperFree Support site (support.paperfreecorp.com).

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Are we announcing any other modules that are deprecated in Captiva 7.5?

Multi-Directory-Watch (MDW) and Email Import modules are also being deprecated in Captiva 7.5.

Captiva 7.5 is releasing two new modules, Identification and Standard Import modules. The new Identification module replaces the old Classification Edit. Standard Import module replaces Multi-Directory Watch and Email Import modules. The new modules are intended to provide functional equivalence but may not necessarily provide a one-to-one mapping of features. To give customers time to migrate, we have included these modules in Captiva 7.5, and they will continue to be supported for this release.

Has the Process Developer been deprecated in Captiva 7.5?

The Process Developer has not been deprecated in Captiva 7.5 and is fully supported.

While we encourage customers to develop new processes using the CaptureFlow Designer, Process Developer has not been deprecated. Customers should be aware the CaptureFlows created by Process Developer are VB-based, and Microsoft has officially ended support for the VBA runtime. Customers are encouraged to migrate their processes to the new XPP format using Captiva Designer as soon as possible without disrupting their business.

Is Advanced Recognition OEM API included with Captiva 7.5?

The Advanced Recognition OEM API is not included with Captiva 7.5.

Advanced Recognition OEM API was last updated in Captiva 7.0 and is on an end-of-life path. We recommend that OEM customers consider migrating to the new Captiva Real-Time REST services.

Other Changes

Are there any reporting changes in Captiva 7.5?

There are reporting changes in Captiva 7.5 since we no longer support the Crystal Reports software.

The removal of Crystal Reports has been mandated across all ECD products by the end of 2015. Captiva Reports is otherwise unchanged - we continue to have reporting rules and report data storage into the MS SQL database. We also have included the standard reports from Captiva 7.1, the customer only needs to download the free Crystal Reports runtime from SAP's website. Alternatively, customers may create reports using the tool of their choice.

Can customers now change the OCR engine used in the new Advanced Recognition module?

Customers can now change the OCR engine used in the Advanced Recognition module.

The OCR engine has been decoupled from main extraction logic to easily add new OCR or other recognition engines and use them in conjunction with the Classification and Extraction modules. This new capability allows increased reliability with out-of-process executions and improved enterprise scalability.

Is the 64-bit technology performance enhancement only applicable for the IA Server or does it also apply to the client modules?

The 64-bit technology enhancement applies only to the Captiva Server.

All other client modules are 32 bit since most of the client modules have 32 bit components, so they themselves have to be 32 bit.

More Information

Where can I go if I need additional technical details related to the Captiva 7.5 release?

Additional technical information is available via the PaperFree Support site (support.paperfreecorp.com).

Who do I go to if I have more questions?

Please contact PaperFree Corporation if you have further questions.

Email: sales@paperfreecorp.com Phone: 1-888-726-7730

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