



CCH[®] ProSystem *fx*[®] Scan

Installation Guide

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Chapter 1

OVERVIEW AND INSTALLATION

The paperless workflow can be a reality for your firm with CCH ProSystem *fx* Scan. Scan generates bookmarked PDF files from scanned client documents. These files can then be stored in CCH® ProSystem *fx*® Document, CCH Access™ Document, CCH® ProSystem *fx*® Document (On-Premise) or any other Microsoft® Windows®-based document management system that includes the ability to access PDF files. All the information needed to prepare tax returns is available in a digital form and can be stored in your document management system.

If your firm uses CCH® ProSystem *fx*® Tax, CCH® Global *fx* Tax, or CCH Access™ Tax, Scan can also extract data from the PDF files and flow it into client tax returns, dramatically reducing the amount of manual data entry that is required.

This guide provides information about installing Scan components and performing initial configuration for Scan. Detailed information about administering and using Scan is provided in the *CCH ProSystem fx User Guide*.

Scan Components

Scan is a collection of services that work together to process your scanned documents. The services are accessible through two major components:

- **Scan Administrator** is the center of Scan processing. When scans are submitted for processing, Scan Administrator retrieves and optimizes them, then converts them into editable text with OCR. Finally, Scan generates the bookmarked PDF files and archives the original scanned file.

Scan Administrator is also where firm-level Scan options are configured. For this reason, only staff members with system administrator privileges have access to Scan Administrator.

- **Scan Workstation** is the component that most staff members will use on a daily basis. Some of the tasks that you can perform in Scan Workstation include:
 - Generating cover pages and target sheets for Scan jobs
 - Uploading files to be submitted to Wolters Kluwer for review
 - Submitting jobs for processing
 - Monitoring documents as they are processed by Scan
 - Checking to see if you have the latest Catalog update installed

- Validating the accuracy of extracted data
- Flowing extracted data into Tax

Scan is also packaged with CCH® ProSystem fx® PDFlyer, a utility that allows you to perform advanced manipulation of PDF files. Some tasks you can perform with PDFlyer include:

- Inserting target sheets for easier digital file management before processing the file with Scan
- Exporting PDF files to multi-page TIFF files
- Managing and manipulating bookmarks in the PDF file using multiple bookmark tools
- Using a basic calculator and a 10-key calculator that produce an electronic tape which can be placed on the PDF file
- Navigating through and marking up the PDF file with the use of connectors and tickmarks
- Creating user stamps using your own images

System Requirements for Scan Administrator

Scan Administrator is normally installed on a server, but it can be installed on a dedicated workstation that meets the system requirements. You can store the Import, Archive, and Export folders anywhere on your network or on a workstation that you select, as long as the folders are shared, with write access granted to all the computers where Scan Administrator and Scan Workstation are installed.

For a current list of the system requirements for Scan Administrator, see the Scan Support Web site at <https://support.cch.com/productsupport/productsupport.aspx?id=20>.

Suggestions for Achieving Optimal Performance with Scan Administrator

For best results, follow these guidelines for Scan Administrator:

- Do not install Scan Administrator on a computer that houses other critical applications, as it may cause degradation in performance to other applications.
- Install and run Scan Administrator on multi-core processor systems, if possible. This allows Scan Administrator and the Windows® operating system to distribute processes equally.
- The Import, Archive, and Export folders can be on a workstation, fileshare, or server that is separate from the Scan Administrator machine.

Recommendations for High-Volume Firms

If your firm processes a large number of Scan jobs, we recommend the following additional measures to optimize performance:

- Drives should be high RPM, high capacity, Ultra/Wide SCSI-3 units.
- Disk controllers should include hardware-level support for RAID 0+1, provide on-board disk caching of at least 32 MB, allow for Write-Back (write to RAM) caching, and provide battery-backup for the onboard cache.
- Network bandwidth should be multiplied by a factor of three or four or more (depending on your workflow) to accommodate the image data that will be transferred. Scan Administrator moves

images and data across network connections. Depending on the number of workstations and images you are processing, the network bandwidth required can be significant.

- Scan Administrator should be set up as a discrete sub-network isolated from other LAN application to accommodate system traffic.

System Requirements for Scan Workstation

Scan Workstation is installed on workstations where Scan jobs are assigned. Once installed, use Scan Workstation to monitor the workstation's documents as they are processed. Scan Workstation also allows you to do the following:

- Generate cover pages and target sheets prior to the initial scanning of Scan jobs
- Upload files to be submitted to Wolters Kluwer for review
- Check to see if you have the latest catalog update installed

For a current list of the system requirements for Scan Workstation, see the Scan Support Web site at <https://support.cch.com/productsupport/productsupport.aspx?id=20>.

Recommended Workflow for Installing Scan Components


For best results, we recommend using the following workflow to install the Scan components:

1. **Identify the server or dedicated workstation where Scan Administrator will be installed.** Decide whether the Import, Archive, and Export folders will be located on the same dedicated computer as Scan Administrator, or if they will be installed on another server or fileshare.
2. **Identify how many Import folders will be needed.** When you install Scan Administrator, a default Import folder is created for you. Your firm can have multiple Import folders as needed. See *Overview of Import, Archive, and Export Folders* on page 9 for more information.
3. **Identify the workstation or server where the Import folders will be located.** Import folders should be at a shared network location that Scan Administrator and all Scan Workstations can access. Decide whether the Import, Archive, and Export folders will be located on the same dedicated computer as Scan Administrator, or if they will be installed on another server or fileshare.
4. **Set aside time for installation.** Schedule installation for a time when you can make the transition without disrupting the office workflow. This reduces the risk of lost work time at the office when you install.
5. **Install Scan Administrator.** This component should be installed on a server or dedicated workstation. See *Installing Scan Administrator* on the next page for installation instructions.
6. **Configure Scan for your firm's use.** See *Configuring Scan* on page 9 for more information.
7. **Install Scan Workstation and PDFlyer to individual workstations.** These components should be installed on any workstation where any of the following tasks will be performed:
 - Document scanning
 - Submission of scanned files for Scan processing
 - Validation of extracted data
 - Sending extracted data to a tax return


Installing Scan Administrator

We recommend that you install Scan Administrator on a dedicated server or workstation. Scan Administrator cannot be installed on Citrix® or Terminal Services environments due to allocation of memory resources. If you install Scan Administrator on a multi-processor server or workstation, Scan distributes processes equally.

You must have administrator rights on the computer where you are installing Scan Administrator.

 **Note:** If you are updating from a previous version of Scan, the installation program automatically detects the earlier version of Scan and removes it.

To install Scan Administrator, do the following:

1. Log into the server or dedicated workstation where you plan to install Scan.
2. Download and launch the scan_us_12.x.x.x.exe file.
3. Click **Yes** to run Setup.exe.
4. Click **Install CCH ProSystem fx Scan**. The installation wizard displays.
5. Click **Yes** to continue with the installation process without disabling your antivirus. Click **No** to cancel the installation process.
6. Click **Next**.
7. Review the License Agreement and accept the terms of the agreement.
8. Click **Next**.
9. To change the destination folder where Scan is installed, click **Browse** and navigate to or enter a new location. The default Import, Archive, and Export folders are added to the Scan shared folder as part of the installation process.
10. Click **Next**.
11. Click **Install**. Wait for the installation to complete.
12. Select the permission key option for this installation. The options are as follows:
 - **Evaluation version**. This option allows you to use Scan for a limited evaluation period. If you have purchased a license for Scan, you should not select this option.
 - **Download permission key from the internet**. Select this option if you will access your permission key through the Support Web site. After clicking **Next**, you must log in to the Single Sign-On (SSO) Web page with your user ID (account number) and password.
 - **Use existing permission key**. If a permission key is detected on the server, this option is selected by default, and there is no need to select a different option. If a permission key is not detected, this option is disabled.
 - **Use permission key from drive path**. Select this option to browse to a permission key that is stored in a folder on the network or on a disk drive. Enter the location of the permission key, or click the **browse button** () to locate the file.
13. Click **Next**.

14. Select **Reboot now** to complete the installation process. You must restart your computer before you can configure Scan Administrator and install Scan Workstation.
15. Click **Finish**.

Once installation completes, you can configure Scan Administrator. See *Configuring Scan* on page 9 for more information.

Running Services on a Scaled Server


If your firm processes many tax returns, using the Scaled Server installation can improve the overall performance of Scan. With this installation, Scan Administrator is run on one dedicated server, while Scan's most processing-intensive services, optical character recognition (OCR) and image enhancement, can be run on one or more separate computers.

Scan Administrator must be installed on a dedicated server before Scan Scaled Server can be installed. Do not install Scan Scaled Server on the same server where Scan Administrator is installed. The operating system requirements for Scan Scaled Server are the same as for Scan Administrator.

Installing Scaled Server

If you are installing Scan Scaled Server for the first time, do the following:


1. Log into the computer that you will be using as the Scaled Server.
2. Browse to \\<computer name>\Scaled Server and launch the **Setup.exe** file.
3. Click **Install CCH ProSystem fx Scan Scaled Server**. The installation wizard displays.
4. Click **Yes** to continue the installation process without disabling your antivirus. Click **No** to cancel the installation process.
5. Click **Next**.
6. Review the License Agreement and accept the terms of the agreement.
7. Click **Next**.
8. To change the destination folder where Scan is installed, click **Browse** and navigate to or enter a new location.
9. Click **Next**.
10. Select the services to run on this scaled computer.
11. Click **Next**.
12. Enter the scan server, log on, and password where Scan Administrator is installed.
13. Click **Next**.
14. Click **Install**. Wait for the installation to complete.
15. Select **Reboot now** to complete the installation process. You must restart your computer before you can use the Scaled Server.
16. Click **Finish**.
17. Verify that the installed service or services will start.

 **Note:** Depending on the processing capacity of the Scaled Server, you may want to configure only one of the services on a single computer. If needed, you can add an additional Scaled Server to run one of the services as well.

Configuring Scaled Server


Use the procedure below to configure a Scaled Server to run the Image Enhancement and OCR services included with Scan. Depending on the processing power of the Scaled Server and the volume of scanning your firm does, you may only want to run one service on this Scaled Server, and to run the other service on another computer.

1. Select **Administrative Tools** from the Control Panel.
2. Select **Services** in the list.
3. Locate the service associated with the Scan components you installed on the Scaled Server.
4. Right-click on the service you want to run from this server, and select **Properties**. Choose either **Image Enhancement** or **OCR**.
5. Select the **Log On** tab.
6. Select **This account**, and enter the domain name and user name of an administrative user with rights to both the Scan Administrator computer and the computer where Scaled Server is installed. The information should be in this format: **Domain\User name**.
7. Enter and confirm the password of the administrative user.
8. If you installed additional services on this computer, repeat steps 1 through 7 to configure the other services.
9. Click **OK**.

 **Note:** When using Scaled Server to run Image Enhancement or OCR services, you may want to stop those same services from running on the Scan Administrator server so that more resources are available for running the remaining Scan services.

Installing Scan Workstation

If you are updating from a previous version of Scan Workstation, the installation program automatically detects and removes the older version of Scan Workstation.

 **Note:** Microsoft® .NET Framework 4.5.2 must be installed on each workstation running Scan Workstation. If you have not already installed .NET Framework 4.5.2, it will be installed for you during the installation.

To install Scan Workstation, do the following:

1. Browse to \\<computer name>\Workstation and launch ProSystem fx Scan Workstation.exe. The installation wizard displays.
2. Click **Next**.

3. Review the License Agreement and accept the terms of the agreement.
4. Click **Next**.
5. To change the destination folder where Scan Workstation is installed, click **Browse** and navigate to or enter a new location.
6. Click **Next**.
7. Click **Install**. Wait for the installation to complete.
8. Click **Finish**.

After configuring Scan Administrator and installing Scan Workstation on at least one workstation, you can use the 1040 or 1041 sample TIF file in the ProSystem fx Scan\Sample folder to verify that Scan is working properly. The 1040 file is named John Smith - 1040 Sample File.TIF. The 1041 file is named Rose Smith - 1041 Sample File.TIF.

After Scan Administrator is installed and configured, copy and paste the test file into an Import folder. Scan automatically detects and processes the import file, then generates a bookmarked PDF file in the Export folder.



Note: If you process a sample file multiple times, the first instance of the exported PDF file is named 2015 John & Elizabeth Smith.pdf, and each additional instance increments by one (for example, 2015 John & Elizabeth Smith-1.pdf). To prevent this, delete the sample file from the Export folder each time you process it.

Opening Scan Administrator

To open Scan Administrator, do the following:

1. Select **ProSystem fx Scan Administrator** from the Start menu.
2. Enter the user name and password for the computer where Scan Administrator is installed.



Note: When logging in to Scan Administrator, you can use the IP address of the Scan Administrator computer, or the Computer Name. If you expect the IP address to change, we recommend you log in using the Computer Name.

3. Click **Logon**.

Configuring Scan

After installing Scan, use Scan Administrator to perform the following configuration tasks:

- **Set up Import folders.** Import folders are the locations where Scan looks for scanned documents to process. Scan monitors the Import folders on a continuous basis, processing jobs according to priority levels that you assign. Import folders are created and configured on the Folder Settings tab in Scan Administrator. You must set up at least one Import folder. Depending on your firm's needs, you may need multiple Import folders to organize Scan jobs.
- **Establish general settings for Scan.** The general settings allow you to control how often Scan checks for jobs and how quickly it begins processing. If your firm processes a high volume of scans, you also may want to set the Limit Capture on the General Settings tab to control how many files are processed at once.

Overview of Import, Archive, and Export Folders

The Folder Settings tab in Scan Administrator is where you manage Scan folders. Scan stores source documents and PDF files in three types of folders:


- **Import folders** are the locations where Scan retrieves scanned documents for processing. You can use a single default Import folder, or you can create additional Import folders. The following

are examples of how you can categorize your firm's Import folders:

- By scanner
- By priority
- By task
- By staff member
- By type of client

If you have more than one Import folder, Scan jobs are processed first by the priority assigned to the Import folder, and then by the order that the Import folders are listed on the Folder Settings tab. The system administrator can move Import folders up and down in the Folder Settings list as needed.

Upon installation, Scan creates a Default 1040 folder and a Default 1041 folder.

 **Note:** Two different Import folders are created, but the Archive and Export folders are shared.

- **Archive folders** hold the scanned source documents after they are processed by Scan. An Archive folder must be assigned to each Import folder. A single Archive folder can be assigned to all your Import folders. If your firm processes a lot of scans, you may want to create multiple Archive folders.
- **Export folders** contain the bookmarked PDF files that are published by Scan. Like Archive folders, you must assign an Export folder for each Import folder. A single Export folder can be assigned to all your Import folders. If you want to keep the PDF files organized, you may want to create multiple Export folders.

Setting Up an Import Folder


Scan picks up files for processing from the Import folders. You must set up at least one Import folder when you configure Scan initially. You can add more Import folders at a later time in Scan Administrator.





When you set up the Import folder you also must identify the following:


- The Data Extraction Setting, Recognition Settings, OCR, and Catalog for source documents from this Import folder
- The Archive folder where the original scanned source documents from this Import folder will be stored after processing
- The Export folder where the PDF files generated from documents in this Import folder will be stored after processing

Scan processes jobs in order of the priority assigned to the Import folders, and then in the order that the folders display on the Folder Settings tab. You can move folders up or down in the list to set the processing order. To reposition an Import folder, select it, and then click **Up** or **Down** to move it in the list.

To add and configure an Import folder, do the following:

1. Open Scan Administrator on the server or workstation where Scan is installed.
2. Select the **Folder Settings** tab.
3. Click **Add New**.
4. Enter a unique name for the folder that clearly identifies its priority or purpose.
5. Select a priority level that will apply to files in this folder.
6. Select a folder to use as the Import folder. To set up an Import folder, do the following:
 - a. Click the **browse button** () beside the Import Folder field.
 - b. Navigate to and select the folder where Scan should pick up files for processing. Keep in mind the following:
 - Each Import folder must have a unique path.
 - Import folders must be a valid shared folder (UNC), with access granted to both the administrator and the workstation users who will need to use files in that Import folder.
 - c. Click **OK**.

 **Note:** An alert icon () displays if you chose an Import folder that is not a shared UNC folder. If this icon displays, you must go back and choose a valid folder.
7. Select a folder to use as the Archive folder for files after they are processed. To set up an Archive folder, do the following:
 - a. Click the **browse button** () beside the Archive Folder field.
 - b. Navigate to and select the folder that Scan should use for archiving source documents from this Import folder after they are processed. Keep in mind the following restrictions:
 - The Archive folder cannot be used as any other type of folder (Import or Export).
 - If needed, you can use the same Archive folder for all source documents, regardless of which Import folder the documents came from.
 - c. Click **OK**.
8. Select **Archive to Subfolders** to create a subdirectory for archive storage. If this option is selected, the source file is moved to a subdirectory in the Archive folder after processing.
9. Select a folder to use as the Export folder. This folder will hold the bookmarked PDF files that Scan generates. To set up an Export folder, do the following:
 - a. Click the **browse button** () beside the Export Folder field.
 - b. Navigate to and select the folder where Scan should store the bookmarked PDF files. Keep in mind the following restrictions:
 - The Export folder cannot be used as any other type of folder (Import or Archive).
 - If needed, you can use the same Export folder for all source documents, regardless of which Import folder the documents came from.
 - c. Click **OK**.

10. Select **Export to Subfolders** to create a subdirectory for export storage. If this option is selected, the bookmarked PDF file is moved to a subdirectory in the Export folder once a Scan job is completed.
11. Select options for each folder.
 - a. Select **Identify and Bookmark** if you want the PDF files created by Scan to be bookmarked automatically. This option must be enabled if you plan to import data.
 - b. Select **Border Removal** to remove the borders on the margins of the page, regardless of whether or not the border is printed on all four sides of the page.
 - c. Select **Enable Files To Be Emailed to Wolters Kluwer** to have the option of sending problematic files to the Scan Catalog team for possible inclusion in the Scan Catalog. If selected, newly extracted files can be emailed from the Scan Validation window.
 **Note:** Your imported file can also be emailed directly to the Scan Catalog team at scancatalog@wkglobal.com. This file can be located in your Archive folder at `C:\ProSystem fx Scan\ProSystem fx Scan Shared\Archive`.
 - d. Select **Submit AutoFlow Usage Statistics** to automatically provide Wolters Kluwer with nonsensitive information about how your firm uses Scan.
 - e. Choose an option in the **Remove Blank Pages** field to indicate which criteria to use when removing blank pages. Select one of the following:
 - **Disable**. Do not remove any blank pages.
 - **Dirty**. Remove blank pages that are dirty white with speckles or dots.
 - **Very Dirty**. Remove blank pages that are very dirty or have dark creases or staple marks.
 - **Single Line Pages**. Remove blank pages if they contain one visible line of text reading *This Page is intentionally left Blank*.
 - f. Select an **OCR** method. AFR OCR is the default and recommended method.
 - g. Select a **Catalog**. The Catalog controls whether the file is bookmarked as a 1040 or 1041 return.
 - h. Select a **Type**. The Type displays only for Catalog US 1040. This controls the bookmark structure of the PDF files generated from the Import folder. Choose one of the following:
 - **Original** conforms to the structure of the 1040 tax return.
 - **Organizer** conforms to the structure of the Tax Organizer.
 - i. Select the number **0** for **Auto Rotate** if you do not want the documents in your file to be rotated. The default is 30, which is the recommended Auto Rotate setting.
12. Select the extraction option to use for the Import folder.
 - **Do Not Extract Data**. No data will be extracted.
 - **Extract Data for AutoFlow**. If this option is selected, you can extract and validate data from jobs scanned into this Import folder. This option must be selected if you do not plan to use an extraction cover page or if you want to import extracted data into a tax return.

- **Extract Bookmark Names Only.** If this option is selected, you will only be able to extract the bookmarks from the PDF files.



Note: If you use a cover page, the cover page settings override the options selected here.

13. Click **Save**.



Note: If you have multiple Import folders and you limit the number of files that Scan processes on the General Settings tab, reserve the top Import folder for rush jobs. This folder should be assigned the High priority level. Jobs placed in this folder will be captured and processed first.

Setting Scan Defaults

Scan continually monitors the Import folders and starts a new Scan job when it detects a new scanned file. The General Settings tab in Scan Administrator allows you to control how often Scan checks for new files and how many files Scan captures at once. The selected settings apply to all Import folders.




Note: The Install Status section displays the license information for your installation of Scan. There are no settings to modify in this section.


To modify the Scan general settings, do the following:

1. Open Scan Administrator on the server or workstation where Scan was installed.
2. Select the **General Settings** tab.
3. In the General Settings section, change the settings as needed to meet your firm's needs.
 - **Check Every ___ Seconds for New Files to Capture.** This setting determines the time lapse before Scan checks for a new file in an Import folder. Enter a value between 20 seconds and 600 seconds (10 minutes).
 - **Update Jobs Every ___ Seconds.** This setting determines how often the job information displayed on the Queue tab and Scan Workstation is refreshed. Enter a value between 20 seconds and 600 seconds (10 minutes).
 - **Capture Wait Time ___ Seconds.** This setting determines the minimum amount of time that a file must be in the Import folder before Scan processes it. Set the wait time to ensure that a file has not changed in the time that elapses before Scan processes the file. If a file is modified during this wait period, Scan will try to import the file after the wait time has elapsed again.
 - **Limit Capture to ___ Currently Processing Files.** This setting determines the number of files Scan can process simultaneously. Set the capture limit high enough to process your normal workload.
 - If you set the number too low and have multiple Import folders, jobs in low priority folders or in folders at the end of the Folder Settings list might be stalled since higher priority jobs are captured first.
 - If you use this option, reserve the top spot on the Import folder list in Folder Settings for rush jobs, setting the priority level to High. This will ensure that jobs in this folder are processed first.


- **Auto Update At.** This option is selected by default and checks for a new version of Scan. If a new version of Scan is available, Scan Administrator will update at 2 a.m. You can change the time if you prefer to update Scan Administrator at a different time. If you prefer to manually check for updates, clear this box. Click **Check Now** whenever you want to check for Scan updates. If an update is available, Scan Administrator will automatically close, and the update will be installed.

 **Note:** This option only applies to Scan Administrator. If Scan Workstation needs to be updated, you will be prompted to update when you open Scan Workstation. An alert icon (🚨) also displays on Scan Workstation as a reminder that a Scan Workstation update is available.

- **G&L Excel Settings.** By default, All Statements on One Tab is selected. This selection imports all gain and loss statements to the Excel spreadsheet on one tab. If you want each gain and loss statement to import on separate tabs, select One Statement Per Tab.
- **Show Files Ready to Import.** Select this option if the files waiting to be captured should display in the Queue with a priority of Ready and a corresponding message of File Ready for Import. This option works correctly if Limit Capture is set above zero.
- **Enable Files To Be Uploaded To Wolters Kluwer.** Select this to have the option of uploading problematic files to the Scan Catalog team for possible inclusion in the Scan Catalog. Files can be uploaded from Scan Workstation or the Scan Validation window.
- **Overwrite Default Issuer Information in Tax.** This option is selected by default and will overwrite the default issuer/payer information in Tax. If you do not want the issuer/payer information to be overridden, clear this box.

 **Note:** This option is also available in the Review Tax Forms window. This gives you the flexibility to make a different selection per form.

- **Overwrite Default Recipient Information in Tax.** Select this option if you want to overwrite the default recipient information in Tax.

 **Note:** This option is also available in the Review Tax Forms window. This gives you the flexibility to make a different selection per form.

- **Import 0.00 Wash Sales.** This option is selected by default and will import wash sales when they are reported as "0.00" on brokerage statements. Clear this box if you do not want the "0.00" wash sales to import to Tax.
- **Export G&L Transactions to a PDF.** Select this option if you want Scan to generate a PDF file that contains the brokerage statement pages with gain and loss transactions. This option is useful for firms that attach the brokerage statement pages, which contain the gain and loss transactions, to the tax return instead of importing them individually to Tax. This PDF file will show as an attachment to the bookmarked PDF file.
- **Always skip Form 1099-G on AutoFlow.** This option is selected by default and will always move Form 1099-Gs to the Skipped section during the AutoFlow process. If you do not want Form 1099-Gs to always be skipped, clear this box.

- **Hide "Save annotations for items."** Select this option if you want to hide "Save annotations for items" during the AutoFlow process.
4. Click **Save**.

Managing Scan Services

Scan is a collection of services that work together to process your scanned documents. You can start or stop services on the Services tab in Scan Administrator. You can use this capability to troubleshoot problems or to temporarily suspend all Scan jobs, if needed.

The services included in Scan are as follows:

- **Folder Monitor** monitors Import folders for files to be processed. It also updates batch statistics per the Import Status folder.
- **Quality Assurance** detects rotation, skew, and noise in the image and other characteristics necessary for image enhancement prior to form classification.
- **Image Rotation** rotates the images to an upright position prior to form classification.
- **Image Enhancement** deskews, despeckles, and removes blank pages if detected.
- **Border Removal** removes borders on the margins of the page, regardless of whether or not the border is printed on all four sides of the page (if detected).
- **Multi** splits individual pages into distinct documents and jobs based on cover pages. It also splits single and multi-page documents based on target sheets and deletes blank pages and target sheets from the batch. It also deletes the entire batch when completed.
- **ScanSoft OCR** is an alternative OCR service that performs optical character recognition (OCR) on each form. It converts images to text and a single page PDF file for folders set to SS OCR.
- **AFR OCR** performs optical character recognition on each form. It converts images to text and a single page PDF file for folders set to AFR OCR.
- **Image Export** converts images to a single page PDF file and exports them to the Pending folder for processing. This service is used when neither Identify and Bookmark nor Create Searchable PDF are selected on the Folder Settings tab or in the event of an OCR error.
- **Classification** assigns each document to a predefined template for PDF bookmarking.
- **PDF Export** creates the bookmarked PDF file from single page PDF files and creates bookmarks based on the classification. It then exports the bookmarked PDF file to the designated export folder.

Configuring Scan Services

Scan Services can run as local system services or as system admin services. By default, all services are set to run as local system services.

- If the Import, Archive, and Export folders are on the same computer with Scan Administrator, the services should be run as local system services.
- If the Import, Archive, and Export folders are located on a computer other than the one where Scan Administrator is installed, then the Folder Monitor and PDF Export Scan services should be run from a system administrator account.

To change the user for the Folder Monitor and PDF Export services, do the following:

1. Right-click **My Computer**.
2. Select **Manage**.
3. Double-click **Services and Applications**.
4. Double-click **Services**.
5. Scroll down to the services listed for CCH ProSystem fx Scan, and then scroll to the right until you see a Log On As column.
6. Right-click **Folder Monitor**, and then select **Properties**.
7. Click the **Log On** tab.
8. Select **This account**.
9. Enter the user name and password for the administrative account that you want to use.
10. Click **OK**.
11. Repeat steps 6 through 10, this time selecting **PDF Export** instead of Folder Monitor.



Note: You must stop and restart a service after a change has been made.

Configuring Scan Workstation and PDFlyer

After Scan Workstation and PDFlyer are installed on the individual workstations, the staff members who will use these programs can configure the programs for their needs.

Some of the configuration options in Scan Workstation include:

- Setting Scan Workstation to be transparent or to always display on top of other windows
- Specifying how often Scan Workstation is updated with current job information
- Selecting the default printer that Scan uses to print cover pages and target sheets

Some of the configuration options in PDFlyer include:

- Selecting PDFlyer options that are available upon startup
- Customizing the way your calculator tapes, stamps, and sticky notes display
- Setting options that control when warning messages display

Full instructions for configuring Scan Workstation and PDFlyer are in the *CCH ProSystem fx Scan User Guide*.

Chapter 4

GETTING HELP WITH SCAN

In addition to this guide, you can get additional information about Scan from the following resources:

- **Online Help files.** You can access the Scan Help file within the program by selecting **Help > CCH ProSystem fx Scan Help Topics** or by pressing F1 on your keyboard.
- **Knowledge Base.** You can search for answers to specific questions in our Support Knowledge Base at <http://support.cch.com/answers>.
- **Online chat.** Our support representatives are available to take your questions via live online chat. To use online chat, go to <http://support.cch.com/chat/taxtechsupport>. After entering your name, email address, and account number into the online form, you will be connected to a support representative.
- **Telephone.** You can call our support representatives at 1-800-PFX-9998.



Note: Normal business hours for our support representatives are 8 a.m. to 7 p.m. CT Monday through Friday. Extended business hours, including some weekends, are available at select times of the year.