

Imagine System Administration

TABLE OF CONTENTS

- User Management
 - How do I add a user?
- Capture and Connection Profiles
 - How do I copy Capture Profiles?
 - How do I create a connection profile to QA in the Client?
 - Job aid - Connecting to ImageNow QA.pdf
 - How do I create a connection profile to Prod?
 - How do I create a connection profile to Dev?
- Perceptive Content Toolbar logs

User Management

How do I add a user?

Imagine Functional leaders (Admins) can add and remove users themselves via CalGroups.

Please see KB article [KB0012060](#) for how to manage their users and group assignments through CalGroups.

Capture and Connection Profiles

How do I copy Capture Profiles?

Capture Profiles can be created only under a specific user's login to Windows. Usually, capture profiles have to be replicated exactly to other users who will be scanning.

To do this, a local admin has to copy the files *indevice.xml* and *inscan.xml* from the user's profile used to create the Capture Profiles and paste them on the target's user's profile. For example, if the capture profiles were created while "pjuarez" was logged into Windows the source path would be:

[C:\Documents and Settings\pjuarez\Application Data\ImageNow](#)

The two files (*indevice.xml* and *inscan.xml*) should be copied into the target's user's profile:

[C:\Documents and Settings\target user\Application Data\ImageNow](#)

Note 1: If the mentioned files already exist in the target's user profile, please rename them and then copy the new files.

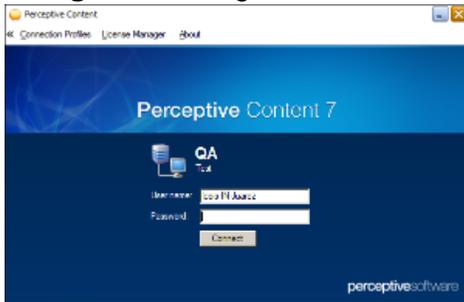
Note 2: With Windows 7 the path might be slightly different: [C:\Users\target user\AppData\Roaming\ImageNow](#)

The local IT administrator knows the correct path.

How do I create a connection profile to QA in the Client?

Imagine users are usually connected to Production, in some cases, however, they also have to connect to Dev or QA. This is how additional connection profiles, in this case to the QA server, can be created.

1. Click on the **ImageNow** icon
2. On the **ImageNow** dialog box, click on the **Connection Profiles** menu



- 1.
3. Click on **Edit Connection Profiles**
4. Click on **Create**
5. On the new **Connection Profile** enter the following info:
 1. Name: QA
 2. Server ID: img-qa01.ist.berkeley.edu
 3. Server Type: Test
 4. Port Number: 6000
 5. Click OK
6. Ask user to login to QA to verify access

Job aid - [Connecting to ImageNow QA.pdf](#)

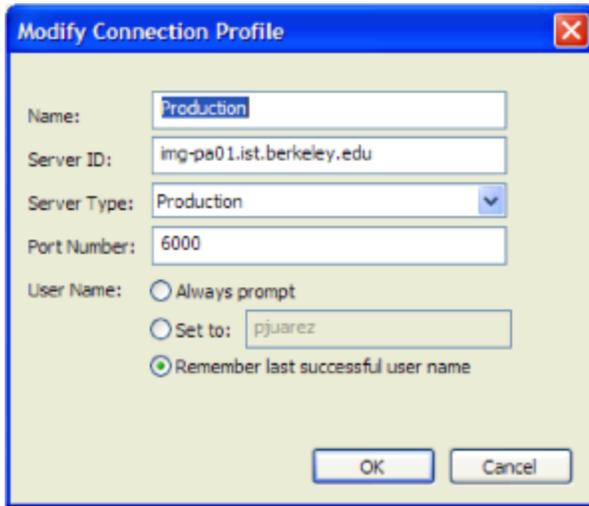
How do I create a connection profile to Prod?

Imagine users are usually connected to Production, in some cases however; the connection profile has not been properly created or created at all. This is how a connection profile to the Prod server is created.

1. Click on the **ImageNow** icon.
2. On the **ImageNow** dialog box, click on the **Connection Profiles** menu.



- 1.
3. Click on **Edit Connection Profiles**.
4. Click on **Create**.
5. On the new **Connection Profile** enter the following info:
 1. Name: Production
 2. Server ID: img-pa01.ist.berkeley.edu
 3. Server Type: Production
 4. Port Number: 6000
6. Click **OK**.

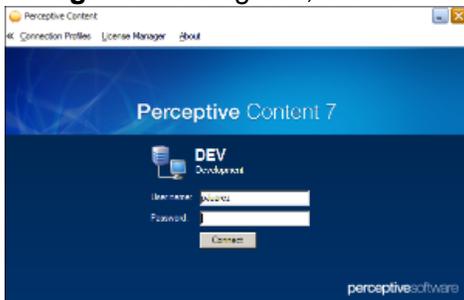


1.

How do I create a connection profile to Dev?

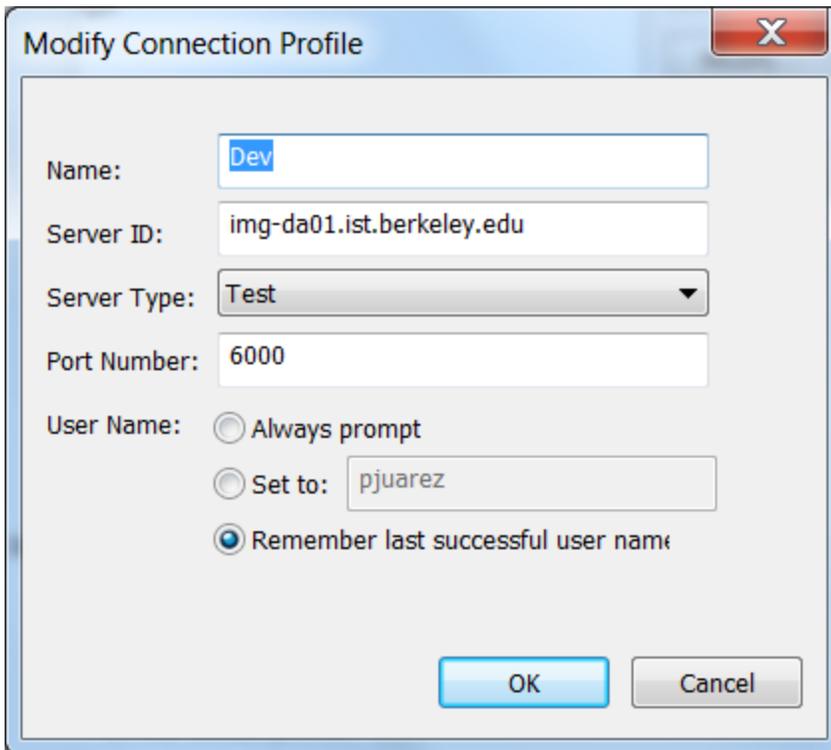
Imagine users are usually connected to Production, in some cases, however, they also have to connect to Dev or QA. This is how additional connection profiles, in this case to the Dev server, can be created.

1. Click on the **ImageNow** icon.
2. On the **ImageNow** dialog box, click on the **Connection Profiles** menu.



1.

3. Click on **Edit Connection Profiles**.
4. Click on **Create**.
5. On the new **Connection Profile** enter the following info:
 1. Name: Dev
 2. Server ID: img-da01.ist.berkeley.edu
 3. Server Type: Test
 4. Port Number: 6000
6. Click **OK**.



1.

Perceptive Content Toolbar logs

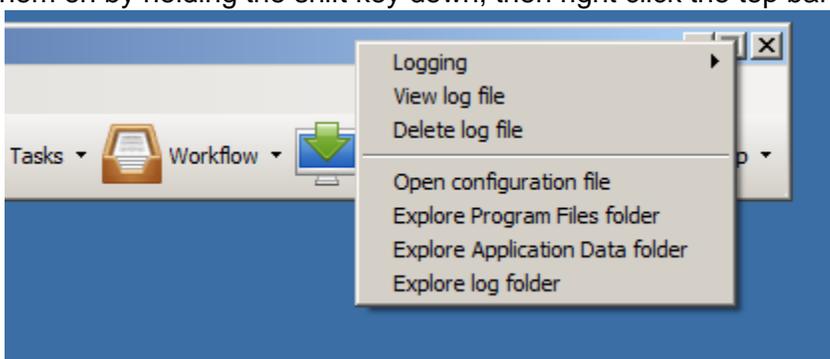
Background

Sometimes it is necessary to obtain the toolbar log files which include information such as when the user logged in, error messages, etc. Reviewing these log files allow the Imagine team to troubleshoot technical issues with the Perceptive Content, formerly known as ImageNow, toolbar.

Resolution

By default, the Toolbar logs are off so in order to use them:

1. Turn them on by holding the shift key down, then right click the top bar.



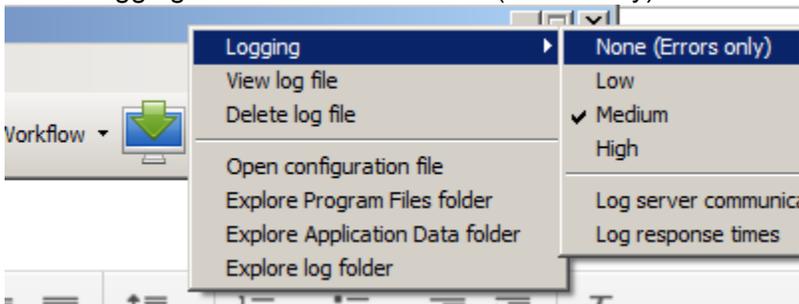
1.

2. Go to Logging and choose 'Medium'

3. After time period agreed upon with the Imagine team go to View Log file after having done step 1 above. Note that the time period could be as little as a few minutes or as long as a few days.
2. To retrieve the log file hold the shift key down, then right click the top bar
 1. Choose Explore log folder; in the Windows explorer look for the most current imagenow_yyyymmdd.log file:

Name	Date modified	Type
imagenow_20170817.log	8/17/2017 4:21 PM	Text Doc
inmc_20170817.log	8/17/2017 4:20 PM	Text Doc
imagenow_20170816.log	8/16/2017 4:49 PM	Text Doc
inmc_20170816.log	8/16/2017 4:22 PM	Text Doc

- 2.
3. Copy the respective file and send it to the Imagine team through the ticket where the issue was reported or through a new ticket to imaginehelp@lists.berkeley.edu. The Imagine team will analyze the log.
3. To turn off the logs:
 1. Hold the shift key down, then right click the top bar
 2. Go to Logging and then choose None (Errors only)



3.