

# FileNet Capture Frequently Asked Questions and Knowledge Base

---

- [Generic Questions](#)
    - [Doc Processing questions](#)
  - [Knowledge Base](#)
- 

## Generic Questions

### **Q: Where can I find information on FileNet Capture?**

A: Start with the Capture [Product Announcement](#) and then have a look at the [IBM FileNet Capture 5.2 Technical White Paper](#) and [product documentation](#).

### **Q: Do we have a list of versions and fix packs for Capture?**

A: See the [FileNet Capture History](#).

### **Q: Can you provide a document that lists the differences between the Professional version of Capture versus the Desktop version?**

A: You can find this information in the [Capture Product Announcement](#).

### **Q: Where can I get a high-level description of the various Capture products and add-ons? What should I propose for what case?**

A: Refer to the Capture Product Announcement for a high-level description of each flavor of Capture. For what to quote for which situation refer to the [Capture Licensing Frequently Asked Questions](#).

### **Q: What are the system requirements for FileNet Capture?**

A: Refer to [Capture 5.2 Hardware and Software Requirements Guide](#)

### **Q: Where do I find licensing information?**

A: Refer to the Licensing section of the Capture Product Announcement and [Capture Licensing Frequently Asked Questions](#).

### **Q: Where can I find whether my scanner is supported?**

A: Capture supports scanners through their Pixel Translation ISIS drivers, even when connecting via USB and TWAIN (through ISIS-to-TWAIN translation), to the extent of the operating systems supported by the driver. Details on [ISIS scanner drivers](#) are available on the EMC Captiva Website. You can also check with Kofax [here](#)

### **Q: What is this notion of Level-1, Level-2, Level-3 and Production scanners?**

[OBSOLETE// A: This is an arbitrary classification by Pixel Translation (now EMC) that is loosely based on scanning speed, and used to establish EMC's support fees. Refer to [EMC's Web site](#) for more.]

### **Q: How do we license scanners with FileNet Capture Professional?**

A: Check the pages per minute (PPM) rating against the following:

Selection of the appropriate Program to use with a given type or model of scanner device is based upon the manufacturer's rated scanner capacity volume and the following categories:

- Personal For scanners rated up to and including 25 pages per minute (PPM)
- Low: For scanners rated from 26 to 60 PPM
- Medium: For scanners rated from 61 to 100 PPM
- High Volume: For scanners rated above 101 PPM

Licensee may use the Program to access the Server Program that manages the Storage Device or other document repository solely for the purpose of committing documents to the Storage Device or repository.

### **Q: How do I find which Level my scanner belongs to?**

[OBSOLETE// A: Look it up in the [ISIS scanner list](#) on the EMC Captiva Website.]

### **Q: My scanner is listed as supported, so why is it that it does not appear in the scan settings list in Capture?**

A: Capture gets its list of scanners by asking the operating system for a list of all ISIS drivers that are installed. If the scanner is not appearing, then the ISIS driver is not installed.

### **Q: If my scanner is supported through both TWAIN and ISIS, which interface would you recommend?**

A: ISIS. Lower speed and more limited functionality for TWAIN (as in being the lowest common denominator across all scanners supported by the EMC/Pixel Translation TWAIN driver that Capture uses) are the main reasons. Also if the customer encounters a problem, IBM Support would require them to reproduce it using the ISIS driver before engaging Engineering. This is because ISIS drivers are required to go through certification before they can be deployed. This involves testing done by EMC which ensures that the driver works correctly. There is no such standard for TWAIN.

**Q: How do I get the product key appropriate for the ADR components I need?**

A: You'll find the key for the product you ordered as part of the eAssembly you download. For example, for the "IBM FileNet Capture ADR Fixed & Free Form V5.2 for Windows, Multilingual" eAssembly, you'll see the following (multiple) choices for download:

- IBM FileNet Capture Advanced Document Recognition License Key Fixed And Free Form 5.2.0 for Windows, English  
C19VEEN.zip (2 KB)
- IBM FileNet Capture Advanced Document Recognition 5.2.0 for Windows, English  
C19V9EN.zip (541 MB)
- IBM FileNet Capture Advanced Document Recognition 5.2.0 for Windows, German  
C19VADE.zip (1 MB)
- IBM FileNet Capture Advanced Document Recognition 5.2.0 for Windows, Spanish  
C19VBES.zip (1 MB)
- IBM FileNet Capture Advanced Document Recognition 5.2.0 for Windows, French  
C19VCFR.zip (1 MB)
- IBM FileNet Capture Advanced Document Recognition 5.2.0 for Windows, Portuguese  
C19VDPT.zip (1 MB)

The product key is the first choice in this case.

**Q: What languages are supported in the User Interface of base Capture Professional?**

A: The Capture Professional functionality and its user interface have been localized to support the following languages:

- German
- Spanish
- French
- Japanese
- Portuguese
- Thai
- Chinese Simplified
- English

**Q: Where can I find the Capture Toolkit and documentation?**

A: The Capture Toolkit can be found together with the Capture products on the [IBM Download Web site](#). The Capture Toolkit is essentially made up of documentation and sample code; it does not install the Capture objects themselves. Note that depending on the scope of the application you want to build, you'll need to make sure you install the version of Capture that provides at minimum the components needed for your application. For example, if you install Capture Desktop for a scope that roughly requires the functionality of Capture Professional, some components will be missing.

**Q: What kind/level of technical support can we expect to receive from IBM in the way of Capture API and custom application development?**

A: IBM provides Capture API and development support through SDK Developer Support Services. Please contact Dickson Fung (dfung@us.ibm.com) for more information.

**Q: Does Capture 5.2 support VRS 4.2?**

A: Yes, Capture 5.2 has been tested with and supports VRS 4.2.

**Q: What is FileNet's support policy for Capture Professional on Vista and how does it relate to Kofax VRS?**

A: Support of IBM FileNet Capture Professional on MS Vista is dependent on the support of Kofax's VRS and Pixel Translation's ISIS drivers on MS Vista. In more generic terms, IBM cannot support on MS Vista a Kofax software or hardware component it embeds or communicates with, or an ISIS driver it uses to interface with a scanner through a USB port, as long as the said component or driver is not itself supported by its respective vendor on MS Vista.

**Q: Is Capture 5.2 supported with Oracle on Linux or Unix?**

A: IBM supports Capture in remote connection to Oracle on Linux on a "best effort" basis. This means that IBM will attempt to reproduce and fix the problems reported by the customer to the extent they are isolated to the Capture software and its connectivity to the supported Oracle ODBC driver and Windows platform. No guidance can be provided on Oracle on Linux or Unix.

**Q: Can we collocate Capture Fax Inbound with the FileNet Fax (RighFax) server?**

A: Yes this is a supported configuration.

**Q: can we run Capture and Fax Inbound on the same machine.**

A: No. They will conflict.

**Q: Can we install them both on the same machine?**

A: You don't need to "install" both since Capture Pro comes as part of Fax Inbound; it is an application that is based on it.

**Q: Does Capture Professional support auto-indexing of multi-value fields?**

A: No, this is because in order to support multi-value fields, we need to have active communication with the server. Auto-indexing basically just fills in the index fields in one shot, but for multi-value fields, the information is not available until the previous field is filled out, so there would be some back and forth communication required to make it work. There is no short term fix for it. As a

consequence auto-indexing of multi-value fields using File Import index files is not supported either.

**Q: Can you clarify whether the OCR functionality is standard or optional for both Capture Desktop and Professional?**

A: Both Capture Desktop and Professional include zonal OCR as part of the base package, but full-text OCR is delivered in the add-on OCR-to-PDF module.

**Q: How is OCR used in FileNet Capture?**

A: The OCR functionality is embedded in various modules of FileNet Capture. It is part of Classification/Extraction and Classification/Separation of the ADR module, and of the Zonal OCR and OCR-to-PDF modules. The way it is implemented in each module supports the specific purpose of the module. In broad terms, the integration is designed in a way that allows the OCR functionality to run unattended once configured, and presents a user interface for correcting possible errors, in context, at the most elemental level (character, word, paragraph), only when recognition confidence falls under a configurable level. So the scope is typically the page level.

**Q: Documentation is lacking around the OCR-to-PDF options, and how they affect the PDF produced. Can you address this topic?**

A: When selecting "Image-Only" in the Full-text OCR component, compression of the input image is retained when converting to PDF, so the size of the PDF output equals the sum of the weights of all the individual images that make up the document. If "Image + Text" is selected, the OCR output is embedded in the PDF file making it bigger than the input image size. If "Normal mode" is selected, the PDF produced is much smaller than the sum of the source images, as the OCR result is output as formatted text, except for those areas of the image that falls below the confidence level and are output in PDF as raster. Note however that fidelity of the PDF output in this mode is highly dependent on the font types, size, language, document layout, and many other factors that typically affect the performance of the OCR engine.

**Q: My customer bought Capture Professional without the ADR modules. They want to index documents of various types through zonal OCR. Is it possible?**

A: To use Zonal OCR you need to define one Capture Settings Collection per type of document. To configure it, you actually scan a sample empty form and attach it to a given settings collection and define a set of zones that map precisely to the specific areas of the form you want to OCR. Then, when running the Capture path associated with that settings collection, the OCR engine will extract the data from the zones and, for each one, will write the data to the corresponding attribute of the image it came from. This data is typically used later on in the Capture path to auto-index the document into the repository.

So this will work for very structured documents, and since there is a one-to-one relationship between the settings collection, type of form (physical), and document class (metadata in the repository) you obviously need to make sure that the appropriate settings collection is used for the batch of documents you are scanning. If you do not use any automation, the batch is going to be using its default settings

collection and document class. In that case, you'll need to pre-sort all your documents by type before scanning, and make sure that all the documents going into a given batch are all of the same type. But you can automate the process of switching settings collections within a batch based on recognizing the form type (or ID). For that you need to use the DocProcessing and Event Activator components. With the DocProcessing component, Capture will be able to identify uniquely the sample form that you associated to the settings collection and write its ID in an attribute if the scanned page. Then, you can configure the Event Activator to automatically set the appropriate settings collection matching the form you are scanning.

So the Capture path will look like this:

- 1- Scan a stack of mixed forms
- 2- DocProcessing to detect the form ID and write it to the image attribute
- 3- Event Activator to switch to the settings collection matching the form ID
- 4- Zonal OCR to extract data from the form and write to image attributes
- 5- Assemble document
- 6- Auto-index
- 7- Index Verify
- 8- Commit

Note that both Form ID detection and Zonal OCR work best with very structured documents that have very little variations between them and the layout of the sample form that represents them (this includes pixel sizes and DPI's). To process semi-structured or free form documents, you would need to use ADR instead.

### **Q: What languages are supported by the OCR functionality in FileNet Capture?**

A: FileNet Capture uses OCR in its "Zonal OCR" and "OCR-to-PDF" components and both support the same set of languages and characters: some 120 languages ranging from Afrikaans to Zulu, including all European languages based on the Latin character set, plus Russian, Ukrainian, Serbian, and Greek, but excluding Hindi, Arabic and Hebrew.

ADR supports by default (trained for) the Latin character sets for OCR and ICR.

And to avoid any confusion with OCR capabilities, the Capture Professional User Interface supports the following languages: English, German, Spanish, French, Japanese, Portuguese, Thai, and Simplified Chinese.

Here is the full list:

Afrikaans	French	Latvian	Ruanda	Tun
Albanian	Frisian	Lithuanian	Rundi	Turkish
Aymara	Friulian	Luba	Russian	Ukrainian
Basque	Gaelic	Luganda	Sami	Visayan

Bemba	Gaelic Irish	Luxembourgian	Sami (Lule)	Welsh
Blackfoot	Gaelic Scottish	Macedonian	Sami (Northern)	Wend
Brazilian	Galician	Malagasy	Sami (Southern)	Wolof
Breton	Ganda	Malaysian	Samoan	Xhosa
Bugotu	German	Malinke	Sardinian	Zapotec
Bulgarian	Greek	Maltese	Serbian	Zulu
Byelorussian	Guarani	Maori	Serbian (Latin alphabet)	
Catalan	Hani	Mayan	Sesuto	
Chamorro	Hawaiian	Miao	Shona	
Chechen	Hungarian	Minankabaw	Sioux	
Chinese (Simplified)	Icelandic	Mohawk	Slovak	
Chinese (Traditional)	Ido	Moldavian	Slovenian	
Chuana	Indonesian	Nahuatl	Somali	
Corsican	Interlingua	Norwegian	Sorbian	
Croatian	Italian	Nyanja	Sotho	
Crow	Japanese	Occidental	Spanish	
Czech	Kabardian	Ojibway	Sundanese	
Danish	Kasub	Papiamento	Suto	
Dutch	Kawa	Pidgin English	Swahili	
English	Kikuyu	Polish	Swazi	
Eskimo	Kongo	Portuguese	Swedish	
Esperanto	Korean	Provencal	Tagalog	
Estonian	Kpelle	Quechua	Tahitian	
Faroese	Kurdish	Rhaetic	Tinpo	
Fijian	Lappish	Romanian	Tongan	
Finnish	Latin	Romany	Tswana	

And these are the languages that include a dictionary:

Brazil	Hungarian
--------	-----------

Catalan	Italian
Czech	Norwegian
Danish	Polish
Dutch	Portuguese
English	Russian
Finnish	Slovenian
French	Spanish
German	Swedish
Greek	Turkish

A dictionary improves OCR accuracy for characters that have been recognized with a low confidence level.

### **Q: What affects OCR accuracy?**

A: Many factors affect OCR accuracy, including:

- The number of DPI's: 300 is typically what OCR are tested against; 200, which is typical for fax images is not enough to yield consistent results in black and white. Use at least 200 DPI for 24-bit color or 8-bit for gray scale
- Color: OCR engines work best on bitonal (black and white) images which show crisp character boundaries
- Brightness and contrast (often set at the scanner driver level): characters can spill over each other if too dark, or can be broken or not clearly distinguishable from the background noise
- Background noise: specks and lines interfering with characters will confuse the OCR engine; again turning on filters for despecking, cleaning and line removal in DocProcessing will help
- Skewed images: OCR engines have a limited ability to work on skewed images; turning on deskewing should yield better results
- Jagged characters: irregularities in character shapes are not recognized against the character definitions that drive the OCR engine; turning character smoothing in DocProcessing will help
- Font type and size: "standard" (most-commonly found) fonts such as Helvetica, Arial, Times or Courier in 10 to 14 points yields best results; accuracy on small characters can be improved by increasing the DPI's
- Character emphasis marks: bold, italics, superscripts, etc
- Type of bitmap compression: OCR in Capture is supported on TIFF, JPEG and BMP images. Recognition is affected by high compression in JPEG.
- Language or character set: latin-based character sets work best
- Mix of languages and character sets
- Recognition speed: typically, the faster, the less accurate
- Page layout: columns, graphic areas, tables, line spacing, etc.

**Q: How is the confidence level determined?**

A: Each word recognized by the OCR engine is assigned a confidence level based on the probability it was recognized correctly. Then the confidence level is compared the OCR Confidence threshold that you set for the batch. If it is lower than the threshold, the word is marked for a possible error. The lower the OCR confidence threshold, the less the number of errors. The confidence level is determined using various techniques including disambiguation, lexicon/dictionary lookup, voting among multiple OCR engines, number of occurrences, etc.

**Q: What does Capture ADR do?**

A: FileNet Capture is designed to process "batches", essentially groups of scanned pages. A batch is the basic unit of work that FileNet Capture stations work on. Withing a batch, and prior to the document Assembly step, there is no notion of a document, just scanned pages in a batch. When the ADR Classification and Separation module processes a batch, it automatically determines document boundaries and classifies them within the batch, in a virtual manner, using various methods depending on the type of document (structured, semi-structured and unstructured). Then the Document Review module provides the capability to validate documents' structure, classification and separation and fix possible issues, including reclassifying documents, deleting pages and documents, moving pages between documents or separating documents within the batch.

**Q: Since VB is at end of lifecycle, many customers who have custom VB applications containing FileNet Capture controls want to migrate the applications to .NET. The question is: after migration can these FileNet controls be used or is it required to install a new version of Capture?**

A: The customer should upgrade to the latest release before working on their custom code. Yes, Capture 5.2 COM-based controls can be used. The Capture 5.2 Toolkit comes with sample VB .NET 2005 code that implements Capture COM objects and controls as unmanaged objects in .NET.

**Q: Which FileNet Capture controls need to be installed to provide .NET compatibility?**

A: None.

**Q: Are there any plans for a Java API for capture?**

A: No, there are currently no plans for Java API for Capture.

**Q: How does FileNet Capture compare to EMC Captiva or Kofax Ascent Capture?**

A: Refer to the [Comparison Table](#).

---

# Doc Processing Questions

## Q: What is Doc Processing?

A: Doc Processing is an add-on component of Capture that provides functionality to automate indexing and improve image quality after scanning or fax/file import. Typically it is not required when the scanner comes with equivalent hardware-based functionality or the scan station is equipped with a dedicated board. Features include image enhancement (deskewing, despeckling, border removal, etc.), bar code (1D and 2D) and patch code detection, and form ID recognition. It comes in two levels: Standard Doc Processing and Advanced Doc Processing.

Standard Doc Processing includes:

- Image enhancement:

Edge Enhancement	Image Enhancement	Removal
Character Smoothing	Despeckle	Black line
Thinning Filter	Deshade	Streak
Thicken Filter	Deskew	Black border
Smooth and Clean	Rotate	
Fill Line Breaks		
Smooth, Clean + Preserve h&v lines		
Fill Line Breaks + Preserve h&v lines		
Light Thicken Filter		
Outline		

- Form ID, Patch code and Standard Bar Code (SBC) detection on bitonal and standard resolution images (300 DPI and above)
- 1D Bar code detection:

Codabar	Interleaved 2 of 5
Code 128	Linear 2 of 5
Code 39 (3 of 9)	Postnet
Code 93	UPC-A
EAN	UPC-E

Advanced Document Processing includes all the above, plus:

- Patch code and Enhanced Bar Code (EBC) detection on JPEG and grayscale lower resolution images (100 DPI)

- 2D Bar code detection:

Aztec Code	Maxi Code
PDF 417	QR Code
DataMatrix	

For more information on barcodes see the Capture Administration documentation.

### **Q: Can you point me to the documentation on Doc Processing?**

A: There is no stand-alone documentation that covers the Doc Processing options. There is information to that effect interspersed in the [Capture Administration manual](#) and [help](#) under the topics covering Doc Processing functionality: image enhancement, bar code, patch code and form ID detection.

### **Q: Is there documentation for installing and configuring the Advanced Doc Processing option in Capture?**

A: The Doc Processing Enhanced Bar Code (EBC--Advanced Doc Processing) detection is part of the installation option in Capture. In terms of install, this is no different from the Standard Bar code detection option. The difference is that when you install EBC you now get the additional 2-D bar codes that you can choose from and bar code detection on gray scale and color images. In the standard Capture Administration documentation there is a section on bar code detection and the types of bar code supported including 2-D bar codes.

### **Q: Can Doc Processing be used to clean up multi-page TIFF documents imported with File Import?**

A: No, not directly. Doc Processing can only be performed on single page TIFF files. You can however break up multi-page TIFF files into single-page TIFF files using an option of File Import, which you can then feed to Doc Processing.

### **Q: How do I get the product key appropriate for the Doc Processing component I need?**

A: You do not need a key, and no longer need a dongle for Advanced Document Processing, in Capture 5.2. All you need to do is download the eAssembly appropriate for the product you ordered.

For the "IBM FileNet Capture Document Processing V5.2 for Windows, Multilingual" eAssembly, including Standard Bar Code (SBC) recognition, you'll have this choice:

- IBM FileNet Capture 5.2.0-Kofax Adrenaline 4.1 for Windows, English  
C19VKEN.zip (98 MB)

For the "IBM FileNet Capture Advanced Document Processing V5.2 for Windows, Multilingual"

eAssembly, including Enhanced Bar Code (EBC) recognition, you'll have this choice:

- IBM FileNet Capture 5.2.0-Kofax Adrenaline 4.1 for Windows, English C19VKEN.zip (98 MB)

Note: "Adrenaline <version>" is the name and version of the Kofax OEM product packaged as the Document Processing component in FileNet Capture.

### **Q: How do I get a Doc Processing dongle for my Capture 5.1 customer?**

A: If a customer with Capture 5.1 does not have a dongle, they will still be able to run Doc Processing, but they will not be able to do the extra functions supplied by EBC. ADP requires a dongle to use EBC under Capture 5.1, and there is no work-around to this issue. The only way to have a dongle shipped is for the Sales Executive to create an AIQT quote using part #44T6819. Once the quote is created they need to send it to their Sales Administrator for order processing. I am attaching an example [here](#).

---

## **Capture Knowledge Base**

This section covers hard-to-find information.

### **Q: What ports should we open in the firewalls to allow scanning to a shared SQL-based Capture repository and on to Content Engine?**

A: Capture to the shared SQL Capture repository uses port 1433; shared SQL repository to Content Engine 3.5 uses port 135 (DCOM). The port used between the shared SQL repository and Content Engine 4.x is application-server dependent: for WebSphere, this is 9080, and appears to be configurable. Please refer to [Capture Best Practices](#) for limitations on deploying capture over the network.

### **Q: What ports should we open in the firewalls to allow scanning to Image Services batch Entry Services (BES)?**

A: In connection with the BES, Capture uses the ISDK (WAL) port for RPC's: 32769.

### **Q: How can we provide Integrated Logon (NT Logon) for Capture 5.2 with CE 3.5.2 and CE 4.x?**

A: When talking to CE 3.5.x, the Capture workstation(s) need to be configured as part of the same domain as Content Engine. Once logged on to the domain, the object store is visible.

For CE 4.0.x, integrated logon is not currently possible, since we are using a Java API and there is no Windows domain. This would require substantial effort in a future release (to implement LDAP support).

**Q: Why is it not possible to configure multiple Content Engines to one Capture station?**

A: Because Capture communicates with CE using the CE COM Compatibility Layer (CCL) which relies on a registry key ("CompatiblityURL") to define the P8 domain to connect to--only one at the time: only one key and one URL.

Actually, technically speaking, although this issue is revealed in Capture, this is not a Capture issue; it affects any application that uses that same interface and needs to connect to multiple P8 domains. So, there is not much we can do in the short term, unfortunately, to help fix this situation. It has been suggested to modify Capture Admin to specify multiple CE domains and URL's there and have Capture make the change in the registry transparently, but this does not change the fundamental problem that the CCL can only connect to one domain at the time and that you'll still need to shutdown the Capture session, have a dialog to switch domains and restart, and still, you will not have Capture see object stores from two different CE domains in the Tree View or List View at the same time. This is not fundamentally different--if more elegant maybe--from the current work-around where you need to change the URL by hand or a little program in the registry. The long term solution for Capture is to use the .NET API to CE, but this requires heavy lifting for Capture, not planned at this time.

**Q: What are the accuracy, throughput and confidence in recognition in ADR?**

A: There is a published performance study (2003) on Capture. Since Capture ADR relies on FileNet Capture Professional for repository committal/ingestion, this study is germane to the question of ingestion performance (the commit architecture has not changed significantly since this study was published). Confidence and accuracy rates can be reported through the ADR reporting package. With ADR 5.2, and its addition of advanced classification and separation, there are additional logging and reporting functions specific to classification and separation confidence and accuracy that surface in Transformation Studio. Generally, confidence, accuracy and throughput depend on the types of documents processed (e.g., fixed or free form), configuration and server capacity. We work with Kofax to measure these as they relate to a customer's environment.

**Q: How is the Lexmark MFD integrated with Capture?**

A: Lexmark did their own custom code that took images from their MFD and inserted them directly into a Capture path. Other companies have used either File Import or Fax Entry to get documents into Capture.

**Q: Since we upgraded from P8 3.5 to 4.0 Capture now takes much longer to submit the first batch. Why is that so?**

A: Due to the changes in architecture between the 3.5.x and 4.x, Capture's RepServer component has to establish a handshake with the CE server to get doc class information and other constructs needed by Capture when it commits the initial batch, which makes it much slower than the sub-subsequent ones. It is suggested to leave the connection to the CE server active so that RepServer doesn't have to go through all the handshakes again.

**Q: Why can Capture FaxEntry process 20 batches only at a time, with a 1-minute time-out?**

A: This is due to a limitation of the RightFax Server. Also Capture FaxEntry requires a one minute time-out between the time it finishes all 20 batches and before starting again, but Dev. is indicating that the limitation is required by the RightFax server to give it some time to resynchronize. If we reduce the limitation below 1 minute, RightFax may not recover properly.

**Q: Is it a good idea to use Capture as an engine to import and convert to PDF large amounts of TIFF documents?**

A: Refer to this article: [Capture as an Engine to Import and Convert TIFF to PDF](#).

**Q: I want to import in Image Services 100,000 PDF documents a day, what are the pros and cons of using Capture Professional versus MRII?**

A: Refer to this article: [Pros and cons of using Capture Professional versus MRII](#)

**Q: I want to use blank pages to separate documents in a batch. How do I do that (documentation does not say)?**

A: Refer to this article: [How to set up Blank Page Detection to separate batches](#)

**Q: We would like to make Capture Professional Inbound Link (Fax Entry) highly available (24x7) how can we go about this?**

A: That's a tough one. Capture is basically a client app architecturally and cannot run as a service, which means it does not lend itself to high availability configurations. So, we do not support high availability with Capture. You can basically make everything else highly available though: RightFax, file server, CE or IS Shared Repository, CE or IS.

**Q: If we install Inbound Link on multiple workstations, can we use them as a pool of resources (farming) and solve the high availability problem? If not, what's our best option then?**

A: To my understanding, no. If you have multiple Capture Inbound workstations pull the faxes from a single, shared, highly available directory, they will very likely collide with each other in trying to process the same faxes.

As for your best option, since we make no claim of supporting HA with Capture, it can only be a wild guess. It looks like trying to collocate Capture with the shared repository on MSCS with scripts to monitor the database and the Capture process would maybe a more promising approach.