

Ariel v4.1

FAQs

infotrieve[®]

ARIEL VERSION 4.1 FAQS

Question: What's the difference between Ariel 4.1.1 and Ariel 4.1?

Answer:

Ariel 4.1.1 includes a number of enhancements and bug fixes. These changes were primarily driven by user suggestions and feedback. The following is a brief summary of the Ariel 4.1.1 changes:

- a) Enhanced scanning functionality – a more universal scanner-specific dialog that makes Ariel compatible with more scanners.
- b) Allow Ariel to post to a non-standard FTP port.
- c) Automatically select Patron name when forwarding.
- d) When printing the header page, display Sender Name instead of "Ariel/Windows".
- e) Maintain DNS names in mail settings dialog, address book, and queues instead of storing the resolved IP address.
- f) Resolution of a number of upgrading issues, such as documents in the delivery queue that may not get migrated, or may get migrated with incorrect statuses etc, as well as items in the send queue losing their proper destination IP after upgrading.
- g) Resolution of the "Tools" menu causing Ariel to crash.
- h) Resolution of automatic patron delivery maintenance failing to run as scheduled.
- i) Standardize the CTRL file naming formats between Ariel 3.x and 4.x.
- j) Resolution of send to patron, editing and sending from patron list crashing Ariel bug.
- k) Resolution of SQL error message in log when trying to send out email.
- l) Resolution of Groupwise email clients seeing deformed email notifications.
- m) A number of other small issues that have been added/resolved.

Question: How much does Ariel 4.1.1 cost?

Answer:

Ariel 4.1.1 is free of additional charge to all Ariel 4.x purchasers. Ariel 3.x and 2.x customers may purchase Ariel 4.1.1 at our upgrade pricing. Click <http://www.infotrieve.com/?q=order-ariel> to see all Ariel pricing options. You may purchase Ariel 4.1.1 by contacting your authorized Ariel distributor or Infotrieve directly via our website <http://www.infotrieve.com/?q=order-ariel>, or by calling **1-800-422-4633** or emailing ariel@infotrieve.com

Question: Can I install Ariel 4.1.1 directly from Ariel 4.1?

Answer:

Yes. You may upgrade directly from Ariel 4.1 to Ariel 4.1.1.

Question: How can I get Ariel 4.1.1?

Answer:

Existing Ariel 4.x purchasers will be able to download the new Ariel 4.1.1 executable, save it to a hard drive, and install. Click <http://help.infotrieve.com/ariel> to go to the download page (Note: you will need a valid Ariel 4 key to register and use this software). You will use your existing 4.x product key to register your new 4.1.1 software. You do NOT need to install Ariel 4.0. In fact, we recommend that you

do NOT install Ariel 4.0. You may upgrade directly from 3.x to Ariel 4.1.1. If requested, we can also mail a 4.1.1 CD to you.

Question: Will all of the new features of Ariel 4.1 be compatible with Ariel 2.2 and Ariel 3.x?

Answer:

We have done much work to make Ariel 4.1 fully compatible with previous versions of Ariel. However, Ariel 4.x is fundamentally different (new database and new code base) from previous versions of Ariel. Hence, there are a few incompatibilities that will persist between Ariel 4.1 and previous versions.

-Ariel 4.1 can only be networked to other Ariel 4.1's. This feature includes the sharing of patron and address lists and load balancing between sending Ariel's.

-The new Store and Retrieve functionality will only work between Ariel 4.1 workstations.

-With Ariel 4.1, certain imported document types will not be able to be received by Ariel version 3.x. Our testing has shown that most black and white image file types including PDF's ARE able to be imported and sent to Ariel 3.x. Images which are scanned directly into 4.1 are backwards compatible with Ariel 3.x so traditional Ariel sending can continue as normal. But some imported documents in Ariel 4.1 use a compression format that is not compatible with Ariel 3.x.

Question: When should I migrate to Ariel 4.1?

Answer:

Because Ariel 4.1 is backwards compatible, there is no need for a coordinated migration date. Institutions may upgrade to Ariel 4.1 at their convenience. We do encourage institutions to upgrade to the latest version of Ariel especially if you are running Ariel 3.3 or earlier.

Question: Do you offer discounts for Ariel upgrades?

Answer:

Yes. We do offer discounts for owners of previous versions of Ariel. Please see our pricing web page at <http://www.infotrieve.com/?q=order-ariel> for the exact prices for upgrading your version of Ariel.

For 10 or more copies, the unit price is reduced. For volume discounts and alternate payment methods such as pro-forma invoices and purchase orders, please contact Infotrieve at ariel@infotrieve.com or 1-800-422-4633.

Question: I want to buy a new copy of Ariel 4.1. Where do I buy this?

Answer:

You can order Ariel online at <http://www.infotrieve.com/?q=order-ariel>.

If you are a member of a consortium, please contact them to see if they offer a discount. To view the list of Ariel distributors, go to <http://www.infotrieve.com/sites/default/files/ariel-distributors.pdf>.

Question: Does buying one Ariel license allow me to use Ariel on as many workstations as I want?

Answer:

No, an Ariel license must be purchased for each workstation that you want to run Ariel on.

Question: I have Ariel 2.2—can I upgrade straight to Ariel 4.1?

Answer:

Yes. Ariel users who want to upgrade can purchase their upgrade by going to <http://www.infotrieve.com/?q=order-ariel>.

Question: What are the new features in Ariel 4.1?

Answer:

Major New Feature of Ariel 4.1 include:

- Networking Capabilities – network all of your Ariel (4.x) workstation in your subnet (an Ariel license must be purchased for each workstation that you want to run Ariel on):
 1. Network all of your Ariel (4.x) workstations. It is not possible to network Ariel 2.2 or 3.x versions.
 2. Share patron and address lists for all networked Ariel machines (requirements: a) Ariel workstations must be networked, and b) Ariel workstations must be configured to share the database).
 3. Load balance between Ariel workstations (requirements: a) All server ARIELs have to be connected to the same database, b) Ariel workstations must be configured to share the database, and c) the queue folders have to be mapped on all server ARIELs using the same drive mapping).
- Advanced Image and Scanning Capabilities:
 1. Ability to batch import multiple documents/images types including TIFF, JPEG, PDF, GIF, or BMP into the archive queue
 2. Option to use either Ariel's scan dialog or user's scanner-specific dialog – giving you the ultimate in flexibility and feature richness.
- Improved Patron Functionality:
 1. Ability to forward received document to requesting patron without intervention
 2. "Send to Patron" directly after scanning
 3. Step-by-step tutorial to manage the patron delivery setup process
- Enhanced Security:
 1. Support for SMTP authentication
 2. Store and Retrieve Functionality. Using this technology and the New Infotrieve Store and Forward/Store and Retrieve server (arielsf.infotrieve.com or 216.33.62.30), you can send and receive documents without requiring any open inbound ports through your firewall.

Question: What is the Ariel Annual Subscription License offer all about?

Answer:

We developed another pricing model to help smaller institutions budget for Ariel. By offering a smaller annual fee, some institutions will be able to better budget for Ariel. The Ariel annual subscription license product includes all future releases and upgrades at no additional cost to the annual fee. A license is required for each Ariel workstation you want to deploy.

Question: When does the Ariel Annual Subscription Term begin?

Answer:

The Ariel Annual Subscription term begins 30 days after you purchase your Ariel Annual subscription license. You automatically receive a 30-day grace period to install the product. Your twelve month term begins at the end of the grace period. For example, you purchase an Ariel annual subscription license on January 1, 2006. Your 30-day grace period takes you to February 1, 2006. You would need to renew your subscription license by February 1, 2007 and every 12 month period thereafter. The Annual Subscription option is available for Ariel 4.1.

Question: How do I renew my Ariel Annual Subscription?

Answer:

You must renew your Ariel Annual Subscription from the organization you originally purchased the Annual Subscription. A list of our authorized dealers is located at:

<http://www.infotrieve.com/sites/default/files/ariel-distributors.pdf>

If you purchased your Ariel Annual Subscription from Infotrieve, you may renew your license at:

<http://www.infotrieve.com/?q=order-ariel>

Question: I still need help how do I contact technical support and what information should I provide?

Answer:

If you need assistance, please contact Infotrieve Customer Support by visiting

<http://www.infotrieve.com/?q=support>.

Please be prepared to provide the following:

- Your operating systems (e.g. Windows 2000 or XP)
- Version of Ariel (e.g. Ariel 4.1 Full)
- Which version you upgraded from or indicate New installation
- Description of issue
- Specific steps to recreate the issue
- Any error message or work stoppage / or your suggestion on how to improve the feature.
- Screen shots, log files, or any additional detail you can provide about the issue will help us provide a speedy and effective response.