

**New Features for  
Administrators  
in Laserfiche 12**

Laserfiche®

**12**



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# Introduction

An administrator's job is complicated as it is. Installing multiple applications and applying settings across the enterprise, while addressing questions users might have can be a challenge.

With lots of comprehensive documentation, easy to manage upgrades, a robust dashboard in the Laserfiche Admin Hub, and simplified installation options, administrative tasks have never been easier.

# Admin Hub

The Admin Hub is the one-stop-shop for information about detailed system metrics, centralized logging, support details and more.

The screenshot displays the 'Administration Hub' interface for 'Servers'. The top navigation bar includes 'Laserfiche', 'Administration Hub', 'Servers', 'Logs', and 'Support'. Below the navigation, a summary bar shows 'Total 5', 'Running 2', and 'Unknown 3'. The main content area lists five servers with their status and installed components:

Status	Server Host Name	Components
Unknown	LISHUI.laserfiche.com	Laserfiche Forms, Laserfiche Workflow
Running	v-lf12-preview.laserfiche.com Edition: Windows Server 2022 Standard · Version: 21H2 · OS build: 20348.1726	Import Agent, Laserfiche Directory Server, Laserfiche Forms, Laserfiche Server 12, Laserfiche Workflow 12, Web Client
Unknown	v-sh-lffts-re03.laserfiche.com	Web Client
Running	v-sh-w10x64-17.laserfiche.com Edition: Windows 10 Enterprise · Version: 22H2 · OS build: 19045.4894	Laserfiche Forms 12, Laserfiche Server 12
Unknown	v-sh-w10x64-18.laserfiche.com	Web Client

*The Administration Hub interface.*

## The Admin Hub can help administrators in numerous ways, including:

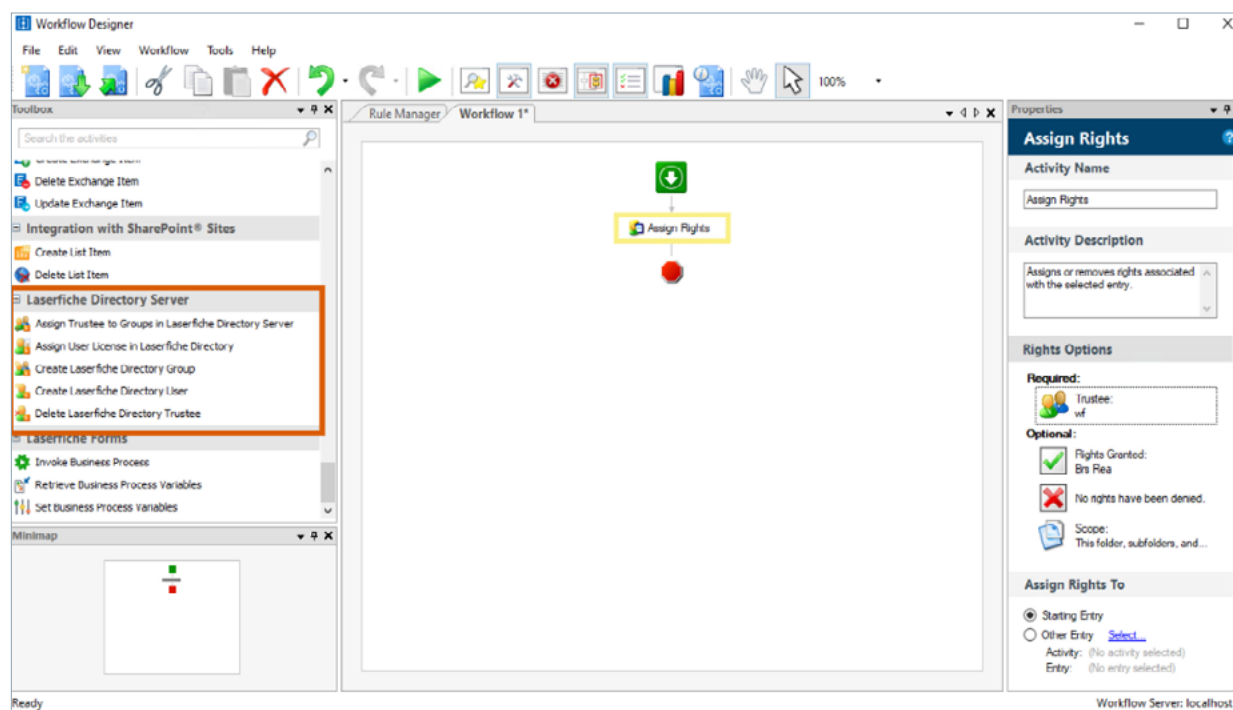
- Easily understand your full Laserfiche environment** by seeing a list of all your servers and installed and/or licensed Laserfiche applications in one place. This includes server-level information for all machines with Laserfiche applications including status, operating system version, processor information, total RAM and storage usage.
- Get detailed application information and centralized logging** for your Laserfiche applications across different servers in one place. This includes application-level information for Laserfiche 12 applications such as Forms, including status, application version information and database connection information.
- Reduce time collecting or locating information** to administer or support your Laserfiche system by having all of that information centrally available. Filter through recent event logs across your system by specific application, server, or error level, without having to visit each machine individually.
- Easily onboard new administrators** and help them quickly learn your system with a list of machine specific links to the various configuration pages.
- Always know who to contact for immediate support** and where to find helpful information on a customized Support page.

Laserfiche Administration Hub			
Servers		Logs	Support
Server:	v-lf12-preview.laserfiche.com	Source:	All Laserfiche applications
Date:	Last 24 hours	Last 7 days	Last 30 days
Type:	<input type="checkbox"/> Information		
Level	Date and Time	Source	Event ID
❗ Error	10/15/2024 11:49:22 AM	Server (Laserfiche-WebClient-Server)	3
❗ Error	10/15/2024 11:49:21 AM	Server (Laserfiche-WebClient-Server)	3
❗ Error	10/15/2024 11:23:15 AM	Laserfiche-Forms-App	60003
❗ Error	10/15/2024 11:23:15 AM	Laserfiche-Forms-App	10502
❗ Error	10/15/2024 11:23:15 AM	Server (Laserfiche-Directory Service-Server)	2
❌ Critical	10/15/2024 9:06:55 AM	WebAdmin	1
❗ Error	10/15/2024 9:06:55 AM	Server (Laserfiche-Directory Service-Server)	2

*The Administration Hub logs.*

# Interacting With SAML Users Through Forms and Workflow

Laserfiche 12 allows you to grow your self-hosted deployment alongside your organization with powerful Enterprise Identity Management tools and more efficient user management, without implementing custom code.



*New Laserfiche Directory Server activities in Laserfiche Workflow.*

- **Set security on all user types automatically using Workflow:** Previously, you could only set security on repository users, but now this option is available to all user types in the system. This can be really helpful in cases where each user needs their own folder in the repository or you have to grant a user temporary access to a requested document.
- **Automatically create users in Directory Server using Workflow:** This is helpful in specific use cases that require a temporary user to be created. Some examples of processes where this can be useful are a parent needing to fill out a form once in K-12 setting, a government constituent needing to log in to access a document for their public records request, or a vendor needing an account to log into Laserfiche to perform specific tasks.
- **Assign tasks to an incoming user:** You can easily assign Forms tasks to specific SAML users before their first login. This can be very helpful with employee onboarding as everything can be setup before the employee's first day.
- **Automatically start a Forms process on behalf of a user:** Set initial variables to reduce data entry and manual work by launching a Form on behalf of a user from a workflow.
- **Synchronize Directory Server users and groups in Forms quickly and automatically:** Changes to a user's information in LFDS, such as an email address, will be automatically pushed to Forms without having to wait for a regular sync. This allows employees to work uninterrupted.
- **See and use SAML group membership in Forms and the repository:** Previously, full SAML group membership was not visible to Laserfiche applications, and group-based security required additional manual configuration. Now, task assignment, security configuration, and reporting are easier to manage.



# Smother System Rollouts

Laserfiche 12 allows administrators to customize their Laserfiche installation using a new installer tool for smoother rollouts.

Previously, the self-hosted installation was a very manual and time-consuming process. Administrators had to download an entire installer from the Support Site and copy it to every relevant machine. From there, they'd have to run it and go through the tree for each relevant product, repeating for each product that they wanted to install.

In Laserfiche 12, running the Laserfiche 12 installer will show you all available updates and uninstalled applications, and initiate both download and install for any selected applications at the click of a button.





# Comprehensive Documentation

The Laserfiche 12 product documentation has been completely redesigned for an improved user experience.

- Concrete end-to-end examples and use cases that, in addition to the existing reference and how-to material, help users get started with Laserfiche 12 quickly.
- Improved search, streamlined navigation, and AI-powered “Ask Laserfiche” features enable users to find relevant content faster.
- A new mobile experience makes the documentation accessible from any device, at any time.

The screenshot shows a web page from the Laserfiche 12 documentation. The page title is "Best Practices for Improving Search Performance". The left sidebar contains a navigation menu with categories like "Laserfiche User Guide", "Using This Guide", "Signing In to Laserfiche", "Laserfiche 12 November 2024", "Introduction", "Document Management", "Security", "Metacata", "Search", "Best Practices for Performing Searches", "Search Filters", "Saved Searches and Custom Quick Search", "Search Options", "Searching within Processes", "WebLH Search Forms", "Search Syntax", "Customizing the Search Thesaurus", "Tasks and Inboxes", "Sharing and Collaboration", "Automating Laserfiche Processes", "Reporting and Auditing", "Records Management", "License Management", "Integrations", "Troubleshooting", and "Reference". The main content area includes sections for "Search Index: What to Include?", "Data Types", "New Documents", "Volumes", and "Search Settings". A right-hand sidebar titled "In this topic" lists related links such as "Search Index: What to Include?", "Search Settings", "Optimizing Search Syntax", "Columns Displayed", "User Privileges", and "Hardware".

A sample Laserfiche 12 documentation page



## Product Documentations:

- [Laserfiche 12 Installation Guide](#)
- [Laserfiche 12 Administration](#)



# About Laserfiche

Laserfiche is the leading SaaS provider of intelligent content management and business process automation. Through powerful workflows, electronic forms, document management and analytics, the Laserfiche® platform accelerates how business gets done, enabling leaders to focus on growth across the enterprise.

Laserfiche pioneered the paperless office with enterprise content management. Today, Laserfiche's cloud-first development approach incorporates innovations in machine learning and AI to enable organizations in more than 80 countries to transform into digital businesses. Customers in every industry — including government, education, financial services, healthcare and manufacturing — use Laserfiche to boost productivity, scale their business and deliver digital-first customer experiences.

Laserfiche employees in offices around the world are committed to the company's vision of empowering customers and inspiring people to reimagine how technology can transform lives.

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