

OnBase Upgrade to Version 17 FAQs

Web client:

Where is workflow, where is new form, where is folders?	There is a new “hamburger” menu, looks like 3 horizontal bars. Click that to go to workflow, new form, folders....
I used Autologin, but it still asks me to log in.	Run: X:\OnBase\OnBase Settings\OnBaseSettings.reg . If you don't have X drive, call HelpDesk, 5555.
New Virtual Print Driver, if needed	X:\OnBase\Install Files Virtual Print Driver\vpd64\setup.exe
I don't have X drive.	Call Helpdesk, 5555
How do I logoff?	Logoff has moved to the top right corner near your name.

Unity client:

My Unity Client icon does not work.	OnBase was migrated to new servers, so your old icon will not work. Please go first to Control Panel, Programs and Features, and uninstall “Hyland OnBase Unity Client [PROD]”. Then find the link at the bottom of www.emporia.edu/onbase and click to install the Unity Client.
Unity Client won't install.	Cancel Unity installation and install the dotNet 4.6.2 first (link at bottom of www.emporia.edu/onbase).
Virtual Print Driver should be included with Unity Client install. If not, use link.	X:\OnBase\Install Files Virtual Print Driver\vpd64\setup.exe
I don't have X drive.	Call Helpdesk, 5555
Notifications – new Unity link	A few emails for Dept Office Managers will contain a new Unity Form Pop link that opens in the Unity client instead of the web client. If you click that link, you must have the Unity Client installed. You will get a popup message “Microsoft Office has identified a potential security concern”. Click Yes to continue.

Thick client (batch scanners only):

Skylar Headrick or Patty Delmott will need to install.	email
--	-----------------------