

# Webinar: Tips & Tricks for DocuWare Administrators- 2016-12

## Q & A

### **Is the communication between the DocuWare services encrypted?**

*By default, the communication is encrypted with NTLM. You can change this in the administration to e.g. SSL. Please check the FAQ for more information on that topic.*

### **Is it somehow possible to kill active sessions using the admin tool in order to release licenses?**

*This is not possible, and is not currently planned. It's possible on database side only. We do not have any supported way of doing that via any DocuWare tool.*

### **How long is the license locked if the user does NOT log out?**

*Typically the IIS takes 1-2 minutes to detect a session is dead. After that the license is blocked another 2 minutes by DocuWare.*

### **What does "connections" mean when first selecting the license radio button? I have seen a user have 20 connections but not using any license.**

*Connections are the threads that are created to communicate with DocuWare. Printer for example does not use a license, but printing to DW Printer will create connections.*

### **How can we see the IP address that uses a license?**

*You would have to check the Network ID column in the connection overview for that. This is not visible for Web Client licenses however.*

### **Are the override files for the Desktop needed on the server or on the client computer?**

*The override files are needed on the machine the DocuWare Desktop is running on. So if the Import Job is running on the client, then the override files are needed on this client.*

### **Is it possible to speed up the document upload when using the DW online version?**

*Please see FAQ [#3107](#) for performance tweaks you can make on your workstation to improve the processing time.*

### **When import is used on a server then how do I monitor the server to be sure that everything is okay?**

*When you open Desktop Apps in the system tray, you will see a history button on the right side. From here you can see success/fail status of all documents.*

### **Is it possible to monitor a share with DocuWare Import if the share is local?**

*Yes, that is possible. Indeed, this is the recommended way. Monitor local folders which are filled over the network not the other way round.*

### **Since which version does the DW Log viewer exist?**

*It's included since 6.10, but you can take it from a 6.10 system and read logs from any version.*

### **Where do we download the log collector for the desktop?**

*The Log collector is included in the DocuWare installation, you do not have to separately download it.*

### **Does a server have to be removed to recreate the dwmachine.config file?**

*Not typically, but in some cases that is necessary, if uncommon. Do it if the dwmachine.config file does not get created by running the setup without reinstalling anything.*