

InfoRouter FAQs



DocuFlow, 20 St Christopher's Way, Pride Park, Derby, DE24 8JY

DocuFlow, St Charles Building 5, Carrwood Park, Selby Road, Leeds LS15 4LG



0333 577 6850



info@docuflow.co.uk



www.docuflow.co.uk

InfoRouter FAQs



How is infoRouter licenced?

The core infoRouter server and 10 users can be purchased outright on a perpetual licence, rented or provided as a Cloud service.



Is there a software maintenance charge?

Yes, there is an annual charge for software maintenance, which includes help desk support, technical fixes and free version upgrades.



How many users will I need?

To gain access to infoRouter you need a user logon. However, anonymous libraries are public areas which don't require a user license and are useful for read only information.



Can extra infoRouter users be added easily?

Yes, extra users can be added in minimum blocks of 5.



Is there a limit to the number of infoRouter users?

Theoretically there is no limit as you can just keep adding infoRouter servers to cope with your requirements. The largest infoRouter user has over 15,000 users with many terabytes of data online.



Is infoRouter difficult to configure and manage?

For users with IT skills and appropriate training (e.g. sysadmin training is half a day), it's really simple to use. However, for companies without any IT resource we can complete all the setup, support and maintenance for you.



To install infoRouter on my own server, what do I need?

Just a modern Windows Server, physical or virtual (e.g. Server 2008 R2 or 2012 R2) running Microsoft Web Server / ISS 7 or above.



Do I need a database license to run infoRouter?

infoRouter can be configured to use MySQL, MS SQL or Oracle databases. MySQL is license free but the later two require a valid license.



Are all the infoRouter modules included with the server?

Yes, the Office Plug-in, the Import/Export tool, the Email Scanner and the Hot Folders service are included foc.



Is the infoRouter web services API included in the base install?

Yes, this is included foc – Docuflow can also arrange training or API development skills for custom integration projects.



Can you provide custom apps and plug-ins for infoRouter?

Yes, Docuflow developers often provide custom applications for infoRouter users – these are priced on a case by case basis.



Can I evaluate infoRouter?

Yes, we can provide access to our demo server, or you can install it free for 30 days on your own server.



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