# FREQUENTLY ASKED QUESTIONS

Common questions about Infotech Document Management

## GENERAL

➢ ### What is Infotech Document Management?

Infotech Document Management provides capabilities to drag and drop documents, photos, videos, emails, and other files directly into Business Central as attachments to most pages. Once attached in Business Central, they travel throughout the relevant business process, so users do not have to search for those attachments, resulting in much greater efficiency and a drastic reduction in user frustration. In addition, many file types also have a preview capability to allow the user to see what is being attached.  Finally, the attachments are saved in the cloud storage location defined by the user organization, whether that is Internal Storage, Azure File Share or SharePoint.

➢ ### Who is Infotech?

Infotech Consulting Group INFOTECH Consulting Group was founded in 1993 as a provider of IT hardware and networking.  As time went on, it became very apparent that while hardware could be purchased from many places, the skills and capabilities of the consulting team were unique and critical to successful IT projects.

In 2000, INFOTECH refocused its efforts from hardware and networking to software services for implementation of ERP software from Navision Software A/S.  As Navision grew in international deployments, it merged with Damgaard A/S and became NavisionDamgard A/S.  Then, in 2001, the company changed its name to Navision A/S, was acquired by Microsoft in July of 2002, and became part of the newly formed Microsoft Business Solutions Division, alongside Microsoft CRM.

In 2008, INFOTECH expanded its capabilities into configurator software, and became the most experienced implementer of the e-Con Solutions configure, price, quote (CPQ) software in North America. In March of 2020, E-Con Solutions was acquired by Experlogix, a leader in CPQ, and a significant partner in the Microsoft ecosystem.

Microsoft invested heavily in Navision, as one of the Microsoft Dynamics ERP solutions.  Navision has now become Microsoft Dynamics D365 Business Central, a modern, role-based, comprehensive ERP solution suite.  INFOTECH has travelled this path with Navision, and now has over 30 years of successful ERP deployments, with extensive experience and expertise in NAV and D365 Business Central solutions.  There are very few D365 Business Central partners with this degree of longevity and experience.

Navision has stood the test of time.  Experlogix has stood the test of time.  INFOTECH has stood the test of time.

INFOTECH… Solutions you can depend on… from a partner you can count on.

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|---|---|
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➢ ### Where can I get Infotech Document Management?

Go to https://appsource.microsoft.com/en-us/ and search for Infotech Document Management.  The direct link is: _____

➢ **How much is it?**
There is no charge for the 30-Day Free Trial.  After the Free Trial, Infotech Document Management can be purchased on Microsoft AppSource at tiered pricing options.

➢ **What version of BC does this work with?**
Infotech Document Management is verified to work with each new version and wave, starting with Version 21.

➢ **How many users can use the free trial?**
The Free Trial is only limited by the number of Business Central users that the client has licensed.

➢ **How long is the free trial?**
The Free Trial is for 30 days.  When there are 10 days left, a message will display to alert the users of the time remaining for evaluation.

➢ **If I purchase, how many users can use the app?**
The number of users is only limited by the number of Business Central users the client has licensed.  Please refer to tiered pricing for number of users.

➢ **How long has this been available?**
This application is a new release; however, the functional capabilities were developed for prior NAVISION and Business Central versions.  Those capabilities were the basis for this app.

➢ **Is this a one-time purchase, or do I pay every month or year?**
This is an annual subscription, renewable each year.

➢ **Is there something similar for NAV or BC On Premise?**
Infotech has a Document Management module for NAV and BC on premise.  Contact sales@infotech-inc.com for information.

➢ **How can I get more information?**
Infotech prides themselves in great customer service.  No support queues.  You receive fast and personal responses.  https://www.infotech-inc.com/contact/

## TECHNICAL

➢ **Where do I obtain a demo or license key?**
Login to Business Central and search for "Infotech Document Management – Setup". Click Process, and then click either "Request Demo License Key", or "Enter New License Key" if you have already received your license key from Infotech Consulting Group.

➢ **What version of Dynamics 365 Business Central do I have to have?**
Business Central version 21 or later.

➢ **What files can I upload?**
The system supports any document, including, but not limited to…*.doc(x), *.xls(x), *.pdf, *.jpeg, *.jpg, *.bmp.

➢ **Is there a way to preview files that have been uploaded?**
Yes.  You can preview images, PDFs, and videos without downloading. For other file types, you will need to download and open on your device.

➢ **Is there a maximum file or storage capacity?**
It depends on your storage capacity.  There is no limit to the number of files you upload to a page unless you reach capacity.

➢ **Is there a maximum file size?**
The maximum size of files that can be uploaded or downloaded is 350 MB.

➢ **How do I modify document management preferences after install?**
Login to Business Central and search for "Infotech Document Management – Setup".

➢ **Where are files stored?**
Files are stored on Internal Storage, Azure File Share or SharePoint.  Reach out to Infotech Consulting Group for other storage provider integrations (such as Google Drive, Dropbox, etc.).  https://www.infotech-inc.com/contact/