Q

How can I manually release a batch in progress (incomplete batch)?

(This would be helpful when, for example, you have PaperStream Capture (PSC) installed on a computer that goes off in the process of releasing.)

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Use the recovery tool to complete release process. The tool can be found in the installation folder of PaperStream Capture.

Windows 10 Example;

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1) Open Windows search and type; **cmd** and then Enter.

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2) Cut and paste the following bolded text at the command prompt and then Enter;

cd\Program Files (x86)\fiScanner\PaperStream Capture

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3) Cut and paste the following bolded text at the command prompt and then Enter;

PFU.PaperStream.Capture.RecoveryTool.exe /l

Note: The order shown is; Batch ID, Batch Name, Status.

Note: If no batches are displayed in this step, then there are no stalled batches to recover.

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4) Cut and paste the following bolded text at the command prompt and then Enter;

PFU.PaperStream.Capture.RecoveryTool.exe /p:

Followed directly by the by the Batch ID which can be cut and pasted from the command windows.

Example;
PFU.PaperStream.Capture.RecoveryTool.exe /p:**6f70-ab82-5471-e96f20200204150246**
                                                                      Batch ID format example
Note: Two or more batches cannot be specified at the same time, repeat the process for each batch.

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5)   In PaperStream Capture Batch Manager, double click the Batch Name whose status has become "*Waiting*" to complete releasing process.