



tigereye DocUnlocker

Tiger Eye DocUnlocker for iManage

Empowering users to unlock checked-out documents in iManage to reduce time waste and maintain productivity in collaborative workflows

Tiger Eye DocUnlocker is a document access extension for iManage Work Web which empowers nominated users to unlock, open and edit documents which are marked as 'checked-out' in the document management system. With a simple right-click action, designated users can select 'Force Unlock' to gain access to iManage documents that have not been checked back into the system (which would otherwise be inaccessible). With this, DocUnlocker reduces time waste throughout collaborative workflows, by ensuring that documents are always available to those who need them.

Document unlocking permissions are easily granted, controlled, and updated by system administrators via the iManage Control Center (IMCC). As DocUnlocker's capabilities can be granted on an ad hoc basis, the tool can support teams to maintain productivity if staff become unavailable or leave the firm. Through this, DocUnlocker is also able to reduce pressure on internal IT teams, minimising document access requests by enabling staff to self-serve.

This powerful extension also enables users to bulk unlock multiple documents at once. All forced unlock actions for each document are listed within the document history log, to ensure that a full audit trail is maintained.

Product Features

DocUnlocker enables:

- System administrators to grant document unlocking rights to specific users on an ad hoc basis.
- System administrators to grant document unlocking rights to users in specific groups, e.g., those in business support teams.
- Designated users to 'Force Unlock' one or more checked-out documents through iManage Work Web, removing locks on all specified documents.
- All document history to be updated and maintained for each document, detailing the 'Force Unlock' task and the user who carried out the action.

Technical Requirements and Pre-Requisites

DocUnlocker is compatible with iManage Cloud, on-premises and Cloud iManage systems. Technical support is included as standard.

The following technical requirements are needed to run the solution:

- iManage backend v10.2.2 or later.
- .NET Desktop Runtime 6.0 or higher.
- iManage Control Center (IMCC) administration permissions
- A server for application hosting (IIS)
- An SSL certificate
- A virtual account with NRTADMIN group and role assignments for designated libraries

DocUnlocker is part of our range of Tiger Eye Tools for iManage. Our unique selection of in-house developed solutions and integrations are already helping firms around the world to improve efficiency, productivity and work securely. Visit our website to learn more.

About Tiger Eye

Tiger Eye provide solutions for every step of the document and email journey, helping firms to work securely, work smarter and collaborate effectively. With in-house teams for consultancy, technical support, application development and customer success, Tiger Eye are uniquely positioned to enable firms to maximise their investment in iManage.



Scan to
visit our
website