

July 2024

FAQ: Laserfiche 12

1. What are the key new features in Laserfiche 12?

Laserfiche 12 is the biggest release with the most innovations and new product features in recent Laserfiche history. Laserfiche 12 will include powerful new tools and features, and an enhanced user experience. Feature-complete functionality will be available in November 2024 coupled with a brand-new deployment interface that will speed up your upgrade.

- Forms Test Mode to reduce time troubleshooting live forms or risking production data
- New, powerful administration tools that are centralized, saving you time when looking for key information
- Overall usability and performance enhancements and a refreshed UI/UX
- More intuitive metadata options and a new visual Metadata Designer

2. When is the new version released?

Laserfiche 12 will be available for download November 2024.

3. Why should administrators upgrade this fall?

As an administrator, key administration benefits will include:

Grow your deployment alongside your organization

- Manage accounts at scale with Enterprise Identity Management with your SAML provider of choice.
- SCIM group management support.
- Assign tasks before users log in, view repository security reports for SAML users, and more.

Reduce time collecting information to support your Laserfiche system

- A new Admin Hub to view your entire system in one place.
- Management, logging and metrics for your self-hosted system.

Flexible deployment options

- A new deployment manager to make deployments and upgrades faster and customized.
- Use one interface, to update your software, all in one place.

4. How can I upgrade to the new version?

Upgrading to Laserfiche 12 will be easier and more custom experience to meet your needs. If you are using an older version of Laserfiche prior to 10.4, you will not need to upgrade to 11 before Laserfiche 12. Additionally, depending on your environment, you will not need to fully upgrade to Laserfiche 12 all once -- you will have the ability to select and choose components to upgrade in phases of your choosing. Contact your solution provider for details. In July, additional guides to the upgrade process will be available so you can plan ahead.

5. Are there any system requirements changes for the new version?

In general, system requirements for Laserfiche 11 and Laserfiche 12 are much the same. If you are using an older version of Laserfiche, please visit our support site documentation to ensure your system meets the needed requirements using the [Supported OS List](#). Laserfiche may phase out support for Microsoft systems that are no longer supported by Microsoft.

6. What training resources are available for Laserfiche 12?

A full training course for Laserfiche 12 will be available on Aspire and timed with Laserfiche 12's launch this fall. Please [register for Aspire](#) today. You may also register for [upcoming webinars](#) for Laserfiche 12, subscribe to our [Answers forum](#) and [subscribe to our email list](#) for more updates.

7. Will my existing data and configurations be preserved during the upgrade?

In most cases, all your existing data and configurations will be preserved when you upgrade. If you are using a version of Laserfiche older than Laserfiche 11 or have custom coding, there may be some considerations. Please stay tuned for an upgrade guide that will cover more details. You may also visit our [Support site](#) for more details as they become available in the next few months.

8. Are there any changes to the user interface?

Enhancements to the user interface is a key component of the Laserfiche 12 release. You will notice things like:

- Streamlined colors, icons and interface
- Introduction of an app picker to easily move across your commonly used features
- Improved usability of Web client, with data density increased, drag-and-drop upload support, and many more improvements

9. How can I provide feedback or report issues with the new version?

You can contact your solution provider or use our [Contact Us](#) page.

10. Will there be any changes to licensing or pricing?

No, there are no changes to licensing or pricing with the latest upgrade to Laserfiche 12. Laserfiche 12 is compatible with all systems and licenses, not just our subscription model. If you are interested in learning more about the Laserfiche subscription-based model, please visit our pricing page with easy to understand [pricing tiers](#).

11. What are the steps to roll back to a previous version if needed?

A rollout/rollback guide will be available at launch this fall, please stay tuned into our [Laserfiche 12 page](#) for more details as technical documentation becomes available.