

# Kofax Unified Client for Canon

## Release Notes

Version: 1.1

Date: 2020-08-10

The KOFAX logo is displayed in a bold, blue, sans-serif font. The letters are thick and closely spaced, with a consistent blue color throughout.

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## Chapter 1

# About this release

This document summarizes and communicates requirements and known issues for Kofax Unified Client for Canon client version 1.1.

It is intended for staff and partners who support and service the Kofax Unified Client for Canon with AutoStore and Equitrac.

## Version information

The build number for Unified Client for Canon 1.1 is 1617.

To verify the build number on the device after client installation, select About from the menu.

### Document version history

Document Version	Released	Affected	Description of Change
1.0	May 29, 2020	All	Certification release.
1.1	Aug 10, 2020	All	Public release

## System requirements

Component	Requirement
AutoStore	Version 8.0.0.1608 or later
Equitrac	Version 6.1 or later
Device Registration Service	Version 8.1.4 or later

## Third-party application dependencies

Component	Requirement
Common Access Card (CAC)	Version 1.8.0.0005
Card Service	Version 4.4.0.0004
Canon platform version	Version 3.08 or later

For the latest list of supported Canon models, consult your local Canon representative or refer to the [Kofax Supported Devices web page](#).

## Supported languages

The Unified Client for Canon interface includes support for the languages listed below. The language is selected automatically based on the MFP language. If the MFP language is not available, English is used by default.

- English (default)
- French
- German
- Italian
- Spanish
- Portuguese (Brazil)
- Norwegian

**Note** The embedded application allows the user to switch from one supported language to another language while in the same session. For the new language to fully take effect, the device must be restarted. If the device is configured with a non-supported language, the displayed language is English.

## New features

### Product Introduction

Feature	Description	Benefit
<p><b>Updated Unified Client for Canon with ControlSuite</b></p>	<p>Updated Unified Client that provides ControlSuite authentication, document and data capture capability and print release direct on the panel of supported Canon devices.</p> <p>Two Canon MEAP applications are provided within the Unified Client, one login application for device authentication and one MEAP application for print release and capture. Both of these embedded applications utilize the Canon A1 (royalty free) MEAP license).</p> <p>This Unified Client is supported with:</p> <ul style="list-style-type: none"> <li>• ControlSuite version 1.1 with Fix Pack 3 (or higher).</li> </ul> <p>Or, individual server components:</p> <ul style="list-style-type: none"> <li>• Equitrac version 6.1 with Fix Pack 3 (or higher).</li> <li>• AutoStore version 8.1 with Fix Pack 3 (or higher).</li> </ul>	<p>Provides an enterprise print and data capture solution that orchestrates the secure release of print jobs and delivery of paper, electronic documents and data into business applications directly on the panel of supported Canon MEAP-enabled devices.</p>

Feature	Description	Benefit
<b>Seamless integration between Kofax print and capture solutions as part of ControlSuite</b>	The Unified Client will allow the user to seamlessly and simply login and access print & capture workflows provided by ControlSuite within a single embedded application on the device. Print transactions that are recorded through the print component and Scan transactions that are carried out through the capture component on the device are recorded within the reporting database (depending on configuration). This also extends to native device copy and scan transactions should the device allow.	Provides a single print and capture workflow user experience that increases productivity and reduces the time to access document workflows in a single user session at the device. The ability to track print and scan activity in a single session reduces production costs and provides a concise performance view of the business process which allows administrators to make adjustments where necessary.
<b>Built for Canon MEAP-enabled Multi-Functional Products (MFP)</b>	The Unified Client is built with the latest Canon MEAP platform for Canon 'gen-3' devices that ensures that latest device features and functions can be supported with this embedded client.	Provides partners and customers with an embedded client on the latest device platform that ensures that device-specific functionality can be made available within the application.
<b>Supported Languages for Unified Client</b>	The embedded client has been localized and supports the following languages: <ul style="list-style-type: none"> <li>• English</li> <li>• French</li> <li>• Italian</li> <li>• German</li> <li>• Spanish</li> <li>• Portuguese</li> <li>• Norwegian</li> </ul>	Partners and customers can deploy the embedded client into local deployments with localized language support for countries listed in the description of the feature.

## User Experience

Feature	Description	Benefit
<b>Welcome Screen</b>	When using the ControlSuite authentication module, the Unified Client will display a Welcome Screen that provides a quick and easy logon experience using a card swipe, if user authentication is required via Username and Password or PIN1/ PIN2 then the user can access a Logon Screen. The welcome screen also has navigation shortcuts to pre-set workflows that can be accessed after logon.	Increased user satisfaction with a simplified welcome screen to inform the user to swipe their ID card or swipe to access a logon screen.

Feature	Description	Benefit
<b>Logon Screen</b>	When using the ControlSuite authentication module, the Unified Client can be configured to display a Logon Screen that provides a quick and easy logon experience by inputting a Username and Password or PIN1/PIN2 or by swiping an ID card. The Logon Screen also has navigation shortcuts to pre-set workflows that can be accessed after logon.	Increased level of device security, where only authenticated users with valid credentials are able to access functionality of the device.
<b>Card Registration Screen</b>	When using the ControlSuite authentication module, the Unified Client can display a Card Registration Screen that allows the user to register their ID card against their user account in ControlSuite. After this card is registered, this card can be used to allow the user to logon.	Increased user satisfaction and productivity, as well as a reduction in support calls, as users can register their card details directly in the interface on the device without additional support.
<b>Billing Code Selection Screen</b>	When using the ControlSuite authentication module, the Unified Client can display a Billing Code selection screen immediately after logon where the user is able to search for a billing code for tracking purposes. The user can also select if jobs carried out within this session are billable or non-billable.	Increased user satisfaction and productivity as users can bill their print, copy, and scan usage to billing accounts directly on the interface of the device.
<b>Print Release Screen</b>	The Unified Client provides a fully refreshed secure print release screen with a minimalist approach with only major user interactions buttons present to keep screen concise and relevant to user interaction.	Increased user satisfaction and productivity as users can access their securely held print jobs delivered via ControlSuite directly on the interface of the device.
<b>Print Job Details Screen</b>	The Unified Client allows the user to select a Print Job Details screen that shows detailed information for selected print jobs. The user can navigate the arrow buttons at the bottom of the screen to see additional details for multiple print jobs that have been selected.	Increased user satisfaction as users can review detailed information of a print jobs before they release it.

Feature	Description	Benefit
<b>(Server) Status Screen</b>	The Unified Client can display the current connection status to the connected ControlSuite servers, this includes three states – Online, Offline, or Connecting. The connected server address or hostname is also shown. This screen can be opened via the settings menu at the top of the screen and the screen will automatically show in the event of a network outage.	Increased user satisfaction as the client can provide immediate notification to the user of a network outage condition. In addition, this status screen provides valuable information to the service/support teams in isolating error conditions on-site.

### User Authentication and Usage Tracking

Feature	Description	Benefit
<b>Username and Password</b>	The Unified Client can accept input of a user name and password to start a secure user session within the client, these user credentials match the user's network logon that is integrated into directory services. The security of the password is maintained via character masking.	Increased level of device security where only authenticated users with valid credentials can access secure print and capture workflows delivered via ControlSuite.
<b>PIN1 and PIN2</b>	When using the ControlSuite authentication module, the Unified Client accepts input of all supported types of numeric PINs. The numeric PINs uniquely identify the logged-on user who is accessing the device through the client. The security of PIN2 is maintained via character masking.	Increased level of device security where only authenticated users with valid PIN credentials are able to access secure print and capture workflows delivered via ControlSuite.
<b>Card Swipe</b>	When using the ControlSuite authentication module, the Unified Client accepts card swipe input to identify the user against their server-side credentials, the card swipe action can be combined with entry or additional data via PIN2 for added security if required.	Increased level of device security where only authenticated users are able to access secure print and capture workflows delivered via ControlSuite.
<b>Card Self Registration</b>	When using the ControlSuite authentication module, the Unified Client will allow an unregistered card to be swiped and the user is then prompted to manually login using their network credentials to register their card's PIN number.	Increased user satisfaction and productivity as well as reduction in support calls as users can register their card details directly in the interface on the device without additional support.



Feature	Description	Benefit
<b>Mobile Authentication via Kofax Business Connect</b>	<p>When using the ControlSuite authentication module, the Unified Client can accept user authentication via the use of mobile devices with the Kofax Business Connect application.</p> <p><b>Important</b> This functionality is only provided when Kofax Micro Card Reader is used.</p>	Increased level of device security, where only authenticated users are able to access secure print and capture workflows delivered via ControlSuite.
<b>Allow anonymous user to bypass logon prompts</b>	When using the ControlSuite authentication module, the Unified Client can be configured to allow for guest users to bypass the standard login prompts and have their subsequent print, copy and scan usage charged to a pre-determined account within ControlSuite.	Provides a simple and user-friendly experience for guest users that is configurable to the needs of the organization.
<b>Swipe to log-off</b>	When using the ControlSuite authentication module, the Unified Client will allow a user to log-off from their active session by swiping their ID card again.	Increase level of device security and user satisfaction as the user can simply close their active session on the device.
<b>Campus Card Authentication</b>	When using the ControlSuite authentication module, the Unified Client can be configured to allow for uses to select accounts from a campus card system for chargeback purposes.	Provides a method for education customers to charge print, copy, scan usage on the device to campus cards systems.
<b>Transaction Reporting</b>	When using the ControlSuite reporting module, the user sessions on the Unified Client will record print, copy and scan activity at the device. This activity can be recorded against the user, the dept that the user resides in or a billing code that the user has chosen for this transaction. The recorded transactional data is sent to the centralized database for reporting purposes.	Provides transparency into device costs for document transactions, helps reduce the financial burden of spiraling print and copy costs, allows constraints to be applied where necessary and provides awareness of document production costs to the customer and partners.

Feature	Description	Benefit
<b>Account Limits for Print &amp; Copy</b>	When using the ControlSuite authentication module, the Unified Client can allow ControlSuite account limits and usage enforcement on copy and print jobs. Escrow for print jobs is also supported, where the print job is priced from the job data beforehand and funds from the users account are set in escrow until the job is completed. Once the job is complete, the funds are released from escrow and the appropriate value is debited from the users account. If there are insufficient funds, the print job is denied and the funds are not escrowed.	Provides organizations more control to manage pay for printing and provides awareness of document production costs to the customer and partners.
<b>Billing Codes</b>	When using the ControlSuite authentication module, the Unified Client can be configured to pop-up a billing code screen for print and copy transactions and this billing code is applied to the transaction for billing purposes.	Increases user satisfaction and productivity by allowing users to set billing codes against selected jobs within the print release or copy workflow.
<b>Common Access Card (CAC) support</b>	For US Government accounts the Unified Client can use CAC for authentication so that user ID from CAC can be used within ControlSuite. In this instance the ControlSuite authentication model would not be used.	Increased security and compliance by allowing US federal government customers with the ability to use their existing CAC ID cards with the Unified Client.

**Card Readers**

Feature	Description	Benefit
<b>Kofax Card Readers</b>	When using the ControlSuite authentication module, the Unified Client supports Kofax USB Card Readers.	Increased user satisfaction with using card readers that are developed alongside the embedded application. Allows partners to order card readers from same price list as the core ControlSuite software.

Feature	Description	Benefit
<b>Usage of Third-Party Card Readers</b>	<p>When using the ControlSuite authentication module, the Unified Client allows for the usage of third-party card readers. An associated third-party card reader license will be required.</p> <p>A list of third-party card readers that have had basic testing are as follows:</p> <ul style="list-style-type: none"> <li>• Elatec TWN3</li> <li>• Elatec TWN4</li> <li>• RFIDeas pcProx RDR-7L81AKU</li> <li>• RFIDeas pcProx RDR-80581AKU</li> </ul>	Increased user adoption as partners and resellers can use their own supplied card readers for user authentication onto the Unified Client.

### Print Workflows

Feature	Description	Benefit
<b>Print Release</b>	<p>With ControlSuite print, the Unified Client can display a print release screen that the logged-on user can use to release their pending jobs. The print release screen contains additional print workflow settings allowing the following:</p> <ul style="list-style-type: none"> <li>• print jobs to printed and saved</li> <li>• increase the print volume of the job</li> <li>• force a color job to monochrome</li> <li>• view print job summary</li> <li>• select or deselect all jobs</li> <li>• refresh the pending print jobs</li> <li>• delete print jobs</li> </ul>	Increase in user productivity and satisfaction by providing the user's print jobs that are awaiting release in a single screen, in addition providing an increase in document security as only the document owner is able to access and release their securely held print jobs through the embedded application on the device.
<b>Release All</b>	<p>With ControlSuite print, the Unified Client allows the user to simply release all pending print jobs when the user selects the "Release All" prompt.</p>	Increase in user productivity and satisfaction, whilst saving time and reducing button presses to release pending securely held print jobs in a single transaction after logging-on.
<b>Output Manager sourced jobs released via release queue</b>	<p>With ControlSuite print, the Unified Client can allow print jobs that originated from Output Manager print queues to be released.</p>	Allows partners and resellers to offer and utilize advanced output management capabilities and have print jobs released through the standard ControlSuite print release screen.

## Device Features

Feature	Description	Benefit
<b>Device Timeout</b>	The logged-on user is automatically logged out of the active session when the device timeout occurs and all transactions (copy, print and scan) are routed and reported correctly.	Increased level of device security, where the user is logged out of their active user session when then device timeout occurs.
<b>Device Soft Keyboard</b>	The Unified Client will use the device's soft keyboard for user data entry.	Increase in user productivity and satisfaction as the soft keyboard displayed on device will be familiar to the user as used for other device-based activities.
<b>Device Home Button</b>	When the Unified Client is configured as the authentication agent, when the user selects home on the device the user is taken back to the specified home screen on the device.	Increased user adoption and satisfaction as the user can simply return to the specified home screen by pressing the device home button.
<b>Rename Embedded App on device home screen</b>	The system admin can rename the application on the device home screen. This rename process will override any dynamic localization on the end point through device language localization. This configuration is handled via DRS.	Increased user adoption and satisfaction as the application name on the interface of the device can be tailored towards the customer needs.

## Installation and Management Features

Feature	Description	Benefit
<b>Device Registration Service (DRS)</b>	<p>The configuration of the Unified Client for Canon MEAP-enabled devices will be handled via the Kofax Device Registration Service (DRS). The version of DRS that supports this new Unified Client for Canon is DRS version 8.1.2 (or higher).</p> <p><b>Note</b> Deployment of the Canon JAR files to the device will be handled via Canon sourced tools.</p>	Provides reseller partners and customers with a centralized tool to configure the Unified Client.
<b>TLS Secure Communication</b>	The Unified Client will use TLS 1.2 to secure the connection to the Kofax application server(s).	Provides a secure method to communicate between the device and the backend Kofax

Feature	Description	Benefit
<b>DCE Failover Capability</b>	<p>The Unified Client on the device when configured with ControlSuite print (Equitrac) will allow the embedded application to switch over to another Equitrac DCE service in the event of the original DCE going into an offline state, this allows devices to remain live and facilitate logons, copy access and print release should a network outage occur that results in one of the multiple DCE services being unreachable.</p> <p><b>Important</b> For High Availability and Failover usage on the device, consult the Kofax ControlSuite licensing policy.</p>	<p>Maximize device uptime with failover capability to ensure that the device can connect to another ControlSuite DCE server in the event of a network outage.</p>
<b>High Availability via Load Balancers</b>	<p>The connected ControlSuite servers and services that the Unified Client utilizes can be configured to use external load balancers for maximum uptime.</p> <p><b>Important</b> For High Availability and Failover usage on the device, consult the Kofax ControlSuite licensing policy.</p>	<p>Maximize device uptime with failover capability via external load balancers to ensure that ControlSuite servers and services remain available in the event of a network outage.</p>
<b>FIPS 140-2 Compatibility</b>	<p>The Unified Client supports the FIPS Advanced Encryption Standard encryption that is used on the ControlSuite capture (AutoStore) server.</p>	<p>Increased security and compliance by allowing US federal government customers to use the client for ControlSuite capture (AutoStore) within a FIPS 140-2 environment.</p>
<b>Unified Client Set-Up Guides and Release Notes</b>	<p>The Unified Client and associated services such as DRS are provided with a supporting set of product documentation that comprises of online Install Guides and Release Notes.</p>	<p>Allows partners to quickly locate technical information on the products to support their pre-sale, deployment, and on-going support activities via the Kofax online learning platform.</p>

## Supported Devices

Feature	Description	Benefit
<b>Supported Devices</b>	The list of compatible Canon MEAP-enabled devices will be available on the online Kofax supported device matrix. The matrix can be accessed at the following URL: <a href="https://knowledge.kofax.com/MFD_Productivity/00_Supported_Devices">https://knowledge.kofax.com/MFD_Productivity/00_Supported_Devices</a> Search for corresponding products.	Allows partners to quickly locate supported device information to support their pre-sale and deployment activities.

## Notes

- If a user selects an unsupported scan setting, the device will revert to the platform default. The user will get an info message that the scan setting has been adjusted due to device constraints.  
Example:
  - If the user changes multiple settings, and there is a setting which is not supported by the device, only the unsupported setting is reverted to the device default.
  - If the user did not change settings at runtime, but there is an unsupported setting (for example it was set on the server), the client adjusts these settings as well.
- If the application name is changed, the application must be restarted to reflect the change.  
To do this, follow one of these options:
  - Open the Service Management Service page on the device, press **Stop** beside Kofax Unified Client, then **Start**.
  - Restart the device to apply the changes.
- For Restricted Access to work as expected, ensure the domain in the Authentication tab is properly defined as described in the help.

## Product documentation

The Kofax Unified Client for Canon Deployment Guide is part of the [Control Suite 1.1 online help](#). This guide includes detailed installation steps.

## Chapter 2

# Known issues

This chapter describes issues that you may encounter while using Kofax Unified Client for Canon 1.1 and provides workarounds, as applicable.

- [AutoStore issues](#)
- [Device issues](#)
- [Equitrac issues](#)
- [Business Connect Issues](#)

## AutoStore issues

This section describes issues that you may encounter while using Kofax Unified Client for Canon 1.1 with AutoStore, and provides workarounds, as applicable.

### AutoStore SharePoint library folder does not appear

**Bug 1374197:** When running an AutoStore SharePoint workflow, the Folder field under Document Library does not appear after the Document Library field is cleared and selected again.

**Workaround:** Go back to the Launcher and start the same workflow.

### Approximate paper size tracked for scans

**Bug 1326633:** Scans that are A4 and smaller (such as A4, A5, Letter) are all shown in the scan tracking report as A4 size. Larger scans (A3, Ledger) are all listed as A3 in the scan tracking report.

### Sending to SharePoint is blocked

**D-16298, D-15987:** Send to SharePoint: File cannot be sent to the destination if the folder name includes special characters.

**Workaround:** Do not use special characters in folder names, such as:

~!@#%&^&()\_+{ }

### User can enter invalid values in numeric fields

**D-16121, D-16203:** Numeric field (on the server side): When the user applies an invalid value, it is dropped and appears to be blank.

**Workaround:** If the default value contains decimals, then the separator must match the locale of the device that displays that default. For this, use a script to set default value with decimals.

**Note** The script is required in the situation when the server and client are running under different locales and the script used to modify any numeric field with a default value (the text value of the number is set to match the decimal separator of the client).

To create a script to match localization of the decimal separator between the server and the client code running on the MFP, use AutoStore to go to **APD UI > Form Settings > General > Dynamic Form > Edit Script Code** .

## Selecting unsupported scan feature reverts scan settings to default

**D-15191:** If the user selects unsupported scan settings, the device reverts to the platform default settings. A message appears to notify the user that the settings have been adjusted.

This is a configuration issue (as designed).

## AutoStore Windows authentication SSO does not work

**D-14826:** AutoStore Windows authentication SSO does not work when the CAC server and the AutoStore server run on different domains.

**Workaround:** The CAC and AutoStore servers should be run in the same domain.

## Tree field corrupted when adding multiple nodes

**D-14308:** In the Tree field, the configuration is corrupted if the user adds multiple nodes with the same name to a single node and the following error message occurs: "Cannot add node to tree: An item in the tree already have the same label."

**Workaround:** As it is not possible to reopen the Tree field properties again, the administrator has to start a new configuration with different node names.

## Device issues

This section describes issues that you may encounter while using Kofax Unified Client for Canon 1.1 at the Canon device, and provides workarounds, as applicable.

### Canon device DRS configuration fails

**1477712:** If there is no self-signed certificate installed on a device, or the certificate is corrupt, the DRS configuration will report a failure.



**Solution:** Create new certificates both for the device and the network:

1. On the device, go to **Settings/Registration > Management Settings > Device Management > Key and Certificate Settings > Generate Key > Device Signature** and generate a new self-signed certificate.
2. Generate a new network certificate. **Solution:** Refer to the "Install and configure the TLS certificates" topic in the Kofax Unified Client for Canon Deployment Guide.

## Device administrator cannot log in and cannot reach [Settings\Registration]

**1460868:** The Admin user cannot log in at the device, and cannot reach the [Settings\Registration] section on the device web page.

- On the device web page, the Administrator user has no access to the device [Settings\Registration] section, the Restricted from displaying this page error message appears.
- At the device, the device administrator cannot log in. No error message appears, and the device switches to the Welcome screen after awhile.

**Note** This issue may occur only if the Unified Client for Canon login application is installed and used for Equitrac authentication.

**Solution:** Refer to the "Device administrator cannot log in and cannot reach [Settings\Registration]" topic in the Kofax Unified Client for Canon Deployment Guide.

## Using unsecured cookies on the remote login page

**Bug 1408155:** The Canon device configuration page uses unsecured cookies, which is not recommended from a security perspective.

**Workaround:** During the setup phase, visit the device Portal page and set it up for using an HTTPS connection instead of the default HTTP. For detailed steps, refer to the "Enable SSL for remote UI" section in the Kofax Unified Client for Canon Deployment Guide.

## Client unresponsive after device date/time settings are changed

**Bug 1324674:** If you change the settings at the device or on the device web page after the client application is installed, then the client may stop responding.

**Workaround:** Restart the device. (Restarting the application is not sufficient.)

## Scanning screen pages become unresponsive

**D-16343:** Scanning screen pages may appear busy and become unresponsive if you put a document into the ADF during a duplex scan on the glass.

The system may become stalled trying to perform a scan that never finishes. The ADF will not feed the paper, the system will not be in an error state and the User Interface will look like it is trying to scan.

**Workaround:** Follow the steps below in order:

1. Press the Stop button to cancel the scan and return to the scan workflow screen.
2. You can then try to scan again.

## After Reset, user interface unresponsive

**D-16262:** If you press the Reset button during a paper jam error, the User Interface becomes unresponsive.

**Workaround:** Press **Home** > **Kofax Unified Client** to continue working with the user interface as before.

## Timers disabled on devices in an error state

**D-15373:** When a paper jam or other system messages appear, device timers are disabled and the following may occur:

- If the Auto Reset Timer is configured, it will not be triggered during this error state and the user will find that the paper jam message will stay in view.
- If a different user walks up to the device and clears the paper jam, the user will see the scan workflow of the previous user and can continue working.

**Workaround:** It is recommended that users:

- Never walk away from a device in an error state.
- Clear the error state.
- Close the error dialog and ensure they have logged out of the system.
- Close the workflow they were in when the device went in to the error state.

## Equitrac issues

This section describes issues that you may encounter while using Kofax Unified Client for Canon 1.1 with Equitrac, and provides workarounds, as applicable.

### Configuration option is not supported

**Bug 1467144:** The Canon Unified Client does not support the "Only release job while user is logged into device" option at **System Configuration** > **Global Configuration Settings** > **DRE/DRC and Follow-You Printing** in Equitrac. The Canon Unified Client application cannot purge the print queue on logout, so it cannot stop or deny jobs out of session on the device.

### Documents sent via TCP/IP not tracked by the Equitrac server

**Bug 1441092:** Any document that is sent via TCP/IP to the printer using the Canon driver is not tracked on the detailed activity report.

**Workaround:** Administrators should block direct access to the printers to support consistent print tracking and reporting work for Equitrac.

## Content shrinks into the corner of the printed page

**Bug 1412843:** The page content shrinks into the top left corner if any of the Canon Generic Plus PCL6, Generic Plus PS3, or Generic Plus UFR II drivers are in use and watermark is set. The problem occurs if the driver uses CPCA (Common Peripheral Controlling Architecture).

**Workaround:** Configure the driver to run in Basic Configuration mode by updating the configuration profile:

1. Go to Printer Properties, and click Preferences. The Canon Generic PCL6 V4 Properties dialog box appears.
2. On the Device Settings tab, locate **Config. Profile > Select Manually** and set Basic Configuration (Compatible).
3. Click OK.

**Important** Compatible mode enables drivers to send PDL (Printer Job Language) print jobs instead of using CPCA. Though PDL improves compatibility, it is device independent and offers very limited functionality.

## Business Connect Issues

This section describes issues that you may encounter while using Kofax Unified Client for Canon 1.1 and provides workarounds, as applicable.

### Card registration request appears with every mobile swipe

**Bug 1458210:** If the "Equitrac PINs" authentication method is selected in Equitrac, the card registration request is displayed every time the user swipes the mobile at the device, despite that the mobile was already registered.

**Workaround:** Use external (Windows) ID and password for authentication.

### Documents sent from Kofax Business Connect do not print with some drivers

**Bug 1457051:** Any job sent from Kofax Business Connect appears in the Follow You-Printing job list on the device. However, the printing does not occur and the job disappears when released, but appears again after a refresh.

**Workaround:** To avoid the issue:

1. Install and use the following driver version [Generic PCL6 V4 Printer Driver v2.1](#) (GPCL6\_V4\_PrinterDriver\_V21\_00).
2. Go to the Printer Properties, and click Preferences. The Canon Generic PCL6 V4 Properties dialog box appears.
3. On the Device Settings tab, locate Department ID Management and set the state to Off.

4. Click OK.

## Login screen appears unexpectedly

**Bug 1457036:** A Login screen appears if you use the Tap Card Reader mobile function to swipe a phone at the Canon device to access the print queue. The Business Connect Application displays the Print Queue but the Canon device shows the Login screen instead. If you tap Login on the Canon device, the following message appears: "Problem connecting to server. Please try again later."

**Workaround:** Tap Cancel or wait until the timeout period elapses, and then the Canon device returns to the Welcome screen.