Kofax Copitrak Edge

Troubleshooting Guide

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KOFAX

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Introduction

Pull (TWAIN) scanning is a standard that includes many capabilities. Not every capability is available with every device/driver, and some implementations do not consistently follow the standards for others. For the Copitrak Edge terminal, this makes custom configuration necessary for various device/driver combinations to scan correctly. Some trial and error may be necessary to correctly configure Copitrak Edge.

This guide includes some common issues and their possible solutions.

Hints

By default, the Edge terminal's scanning engine uses a series of default values. Sometimes these defaults need to be overridden to successfully configure and scan from a device. You can override default values using hints. During the setup process, the wizard may determine that some hints are necessary and pre-set them. At other times, you may need to manually edit the hints. Hints are configured on the last page of the scanner setup wizard. Before you click **Finish**, click **Review Hints** to enter the hint editor and review the hints.

If you have already run through the scanner tests, you can re-enter the wizard to edit the hints. When doing so, select and test your scanner but when given the opportunity, clear the **Perform Test** option. This will allow you to navigate directly to the last page of the wizard and enter the hint editor.

Once you edit a hint, try to scan again. If you are still experiencing a scanning issue, try re-running the complete scan setup and testing process with the hints set as that may lead to more optimal results. If the scanning issues persist, you might want to start again by removing all hints and running the complete set of scan tests again.

Enabling pull scan debugging

When all else fails, you must collect the detailed logs produced by the scanning engine to be analyzed by the Development team. You can collect detailed logs in the SCANNER.INI file. Once you edit the required settings, restart the Edge terminal to enable the logging. By default, this file will be found here:

%APPDATA%\Nuance\CopitrakEdge\Data\SCANNER.INI

Removing the leading underscore of the LogLevel in the three sections (RSD, TWAIN, WIZARD) will enable detailed logging.

Notes:

- You can change the log folder by changing the LogFileU value. All logs are created in the folder pointed to by the RSD log file setting.
- Performance, including application startup, is affected when pull scan logging is enabled.
- Once logging is enabled, small dialog boxes pop up at various times during scan engine initialization and scanning. This is normal. When logging is disabled, these dialog boxes will no longer appear.

```
[RSD]
LogFileU=C:\Users\Copitrak\AppData\Roaming\Kofax\CopitrakEdge\Deb
ug\R nRSDu.LOG
LogLevel=127

[Wizard] LogLevel=127

[TWAIN]
LogLevel=127
```

Common issues

Issue: Unable to scan from native UI dialog during Scanner Setup wizard

Description: The Scanner Setup wizard begins its test by using the scanner driver's native UI. Since the Edge Kiosk mode has a limited resolution, it is possible that the driver's UI requires a higher resolution and some of the dialog is cropped due to insufficient screen real estate.

For example, the Konica Minolta UI is displayed in such a way as the **Scan** button is inaccessible, making doing the tests impossible.

Solution: Log in as the admin user, perform the tests, and copy the configuration. Follow these steps:

1. Log in as the admin user and run CopitrakEdge.exe manually.
2. Complete the Scanner Setup wizard.
3. Copy the SCANNER.INI file from the admin user's AppData folder to the Edge user's AppData folder, from C:**Users**\\User\\AppData\\Roaming\\Kofax\\CopitrakEdge\\Data to C:\\Users**Edge**\\AppData\\Roaming\\Kofax\\CopitrakEdge\\Data.
4. Log back in as the Edge user.
5. Run the Scanner Setup wizard:
   - Choose **Select and test scanner or digital camera**.
   - Verify that the correct scanner is selected.
   - Clear the **Perform tests** and **Start from settings of normal mode** check boxes.
6. Navigate the end of the wizard and click **Finish**.

Issue: Pull scan not available

Description: If you do not see the **Scan** button or the scan options, it is likely that the driver's native UI cannot be bypassed, which is a requirement. Some drivers may simply not provide this capability, while others may require a custom configuration.

You can determine if quick scan is available from the scan screen on the Edge UI. It is enabled if the **Scan** button and quick scan and touchup submenus are displayed once you log in to a scan route and complete the accounting prompts. If these items are missing, the scan engine has determined that quick (pull) scan is not available.

Solution:

1. Ensure that pull scan is enabled in the terminal group setting EdgePullScan
2. Run the scanner setup wizard again and select and test the scanner in custom mode. Make sure to complete all tests (including all ADF tests).

Note: If this does not resolve the problem, it is likely that your device/driver does not support the "Native UI Bypass feature". Please enable twain logging (see [Enabling Pull Scan debugging](#)) and send those logs to the dev team for analysis.

Issue: Scanner setup wizard gets stuck downloading scans during scan tests

Description: Some drivers/devices don't fully support the latest TWAIN protocol.

Solution: Specify the specific TWAIN version for the scanning engine to use.

Hint: TWAINVERSION

Value: 1.9

Issue: The only paper source option is "Auto ADF"

Description: By default, "Auto ADF" is the only option available. This is done to simplify the user experience. If you want the user to have the choice to explicitly select the paper source use this solution. Note that by changing this hint, Auto ADF will no longer be an option.

Solution: Disable Auto ADF. Auto ADF will no longer be a choice and ADF and Flatbed (glass) will be available for the user to select explicitly

Hint: AUTOADF

Value: NO

Issue: A standard paper size is being report as not supported

Description: Paper size capabilities are one items the scanner setup wizard tries to determine during the configuration process. If you are using a standard paper size and the Edge is reporting that it is not supported, you may need to re-run the wizard after specifying the dimensions of the scanner. Please note that the wizard gives you the opportunity to review and add/remove paper sizes during the testing phase. There are two sets of values that can be set: The glass size and the ADF size. If the ADF size is not specified, the glass size values are used for both.

Solution: Specify the maximum width and height supported by the scanner. This information should be available in the scanner's documentation.

Hints for the glass: MAXHEIGHT and MAXWIDTH

Hints for the ADF: MAXADFHEIGHT and MAXADFWIDTH Values: The size as a number in 1/1200ths of an inch.

Issue: Device won't scan

Description: There are two mechanism that can be used to transfer scanned images from the device/driver to our application. If scanning is failing, you can try to explicitly specify which mechanism to use.

Solution: Experiment with the image transfer. Mechanism hint: XFERMECH

Possible values:

1. MEMORY

Image transfer is performed through memory buffers. This is the fastest way to get the image.

2. NATIVE

Image transfer is accomplished through a BMP file. This transfer mode is slower but safer than memory mode.

Issue: Scan orientation is not respected

Description: With TWAIN we have two methods of setting the scan orientation. The first is to specify an orientation property. Not all drivers implement this property. In such a case we try to specify the scan dimension as x and y coordinates. This feature is also not always available. In the case that both are not available, the resulting scans may be in the incorrect orientation.

Solution: When both capabilities are not present, there are three options:

1. Enable the Auto Rotate touchup feature and set **Auto Rotate: Yes**.
2. Instruct the user to physically change the paper orientation as placed in the scanner.
3. Use the Edge preview UI to change the orientation (rotate individual pages, selected pages, or all pages).

Issue: Scanner configuration for Ricoh TWAIN driver cannot be completed in Kiosk mode

This issue occurs due to the nature of the TWAIN driver for Ricoh. Ricoh's TWAIN driver needs to have the IP address input so it can search for the scanner. Without the IP address, you receive a "Scanner not found" error.

This issue is encountered in Kiosk Mode for both Edge terminal and tablet.

1. Start Task Manager and then start FileExplorer.exe.
2. Open the **Twain V4 Network Connection Tool** from Ricoh.
3. If an IP for Ricoh is not set, type the IP address of the scanner, search, and apply to confirm connection.

Now you can perform scanner configuration successfully.

Issue: Unable to verify LcWin Host connection during CopitrakEdge Config Utility

Description: The CopitrakEdge Config Utility is using the new GetTerminalConfig method that does not claim a license. This was added in a recent version of LcWin (LcWin 2014.702.33.3887 or later). Since the command doesn't exist in the older LcWin, the request is ignored.

You receive an "Unable to verify LcWin Host connection" message when the CSS server has an older version of LcWin (for example: 2014.702.30.8117).

Root cause: Please note that there is now a new updater service, which updates to the latest version of Copitrak Edge automatically. To configure the Updater service to download the latest version of Copitrak Edge, a new Config Utility tool is provided. Use this Config Utility for configuring the Edge Updater service. This will require a new version of LCWIN (2014.702.33.3887 or later) to function correctly. Otherwise, you get the above stated error.

The CopitrakEdge host settings are still set with the Basic Settings part of the Edge Admin Menu as it has always been done. If the Edge must be redirected to a different LCWIN host, it still needs to be done in the Basic Settings part in addition to the Config Utility rool as the Config utility will configure the Updater service and the Basic Settings will configure the Copitrak Edge terminal.

Solution: Update LcWin to latest version (LcWin 2014.702.33.3887 or later) in CSS server, then update LcWinHost information for UpdaterService with config utility and update CopitrakEdge host settings with basic configuration on Edge terminal.

It is recommended to use the following steps to update LcWinHost information and CopitrakEdge host settings on Edge terminal:

1. Update the Terminal ID and LcWinHost information from the CopitrakEdge Config Utility.
   Note: The "Unable to verify LcWin Host connection" message should not appear now.
2. Reboot the Edge terminal to log in to kiosk mode.
3. Type **Clr+Clr+Space+Clr** to access **Basic Configuration** from the **Admin** menu and update the Host IP from basic configuration.
4. Log in and start scan testing.