

# **Kofax Front Office Server**

4.1.0

Administrator's Guide for  
Fujitsu MFPs



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# Administrator's Guide for Fujitsu MFPs

## Preface

This guide describes how to prepare the Fujitsu network scanner to work with Kofax Front Office Server. After performing this procedure, you can create device profiles with shortcuts from Kofax Front Office Server Administration Console.

Before continuing, see the Kofax website at [www.kofax.com](http://www.kofax.com) for information about supported models and application versions.

## Training

Kofax offers both classroom and computer-based training to help you make the most of your Kofax Front Office Server solution. Visit the Kofax website at [www.kofax.com](http://www.kofax.com) for details about the available training options and schedules.

## Related Documentation

In addition to this guide, Kofax Front Office Server includes the following documentation:

### *Kofax Front Office Server Installation Guide*

The *Kofax Front Office Server Installation Guide* provides installation instructions and other information that helps you successfully set up Kofax Front Office Server.

### *Kofax Front Office Server Administrator's Guide*

The *Kofax Front Office Server Administrator's Guide* shows you how to change the configuration by modifying properties files and performing other administration tasks to keep Kofax Front Office Server working properly.

### *Help for Kofax Front Office Server Applications*

Help for Kofax Front Office Server Thin Client (also referred to as the Thin Client) and Kofax Front Office Server Administration Console (also referred to as the Administration Console) describes how to use the application. To view the Help from the interface, click the **Help** icon. The Help appears in a separate browser window.

### *Release Notes*

Release notes provides late-breaking product information that may not be included in other Kofax Front Office Server documentation. The release notes are available for viewing or downloading from the Kofax website.

For instructions on using Kofax Capture, see the Kofax Capture guides and Help.

## Getting Help for Kofax Products

Kofax regularly updates the Kofax Support site with the latest information about Kofax products.

To access some resources, you must have a valid Support Agreement with an authorized Kofax Reseller/Partner or with Kofax directly.

Use the tools that Kofax provides for researching and identifying issues. For example, use the Kofax Support site to search for answers about messages, keywords, and product issues. To access the Kofax Support page, go to [www.kofax.com/support](http://www.kofax.com/support).

The Kofax Support page provides:

- Product information and release news  
Click a product family, select a product, and select a version number.
- Downloadable product documentation  
Click a product family, select a product, and click **Documentation**.
- Access to product knowledge bases  
Click **Knowledge Base**.
- Access to the Kofax Customer Portal (for eligible customers)  
Click **Account Management** and log in.

To optimize your use of the portal, go to the Kofax Customer Portal login page and click the link to open the *Guide to the Kofax Support Portal*. This guide describes how to access the support site, what to do before contacting the support team, how to open a new case or view an open case, and what information to collect before opening a case.

- Access to support tools  
Click **Tools** and select the tool to use.
- Information about the support commitment for Kofax products  
Click **Support Details** and select **Kofax Support Commitment**.

Use these tools to find answers to questions that you have, to learn about new functionality, and to research possible solutions to current issues.

## Features

The Kofax Front Office Server front panel software for the Fujitsu network scanner provides the following features.

- Management Through Kofax Front Office Server Administration Console (Optional)  
MFPs can self-register with the Administration Console and automatically activate licenses, or you can also manually activate, deactivate, or remove MFPs from Kofax Front Office Server. In the Administration Console, you can open the Web page for the MFP if Kofax Front Office Server can communicate over the network with the MFP. See the Administration Console Help for more information.

The number of MFPs you can use with Kofax Front Office Server depends on your Kofax product license.

**Note** Automatic discovery of Fujitsu network scanners on the network is not available.

- Kofax Front Office Server Front Panel  
When the Kofax Front Office Server client is installed, a Kofax button is added to the front panel of the MFP to provide access to Kofax Front Office Server features. The appearance of the front panel depends on the MFP model.
- Log On

This feature enables you to log on to the MFP as a Kofax Front Office Server user. Logging on may provide additional options, such as personal shortcuts.

- Shortcuts

This feature facilitates the sending of documents. Use the Administration Console to create shortcuts and assign the shortcuts to device profiles. When the MFP connects to Kofax Front Office Server, the shortcuts display on the MFP front panel. Users can also create their own personal shortcuts with the Thin Client. When users log on at the MFP, any personal shortcuts appear along with group shortcuts associated with the user.

- Scan History

At the MFP, you can press the Scan History button on the main menu to view the scan history. If you are logged on, the history shows transactions you sent to Kofax Front Office Server from any connected device. If you are not logged on, the history shows transactions sent from all anonymous users on the device, as well as any transactions that are waiting to be sent to the server from the device.

**Note** Some MFP models do not include a Scan History button.

| Status     | Description   |
|------------|---|
| Pending    | Submitted on local client but not uploaded to server yet.<br>or<br>Ready to start scanning.   |
| Uploading  | Uploading to server.  |
| Queued     | Submitted and in the server processing queue.   |
| Processing | Submitting to destination.  |
| Inbox      | Successfully sent to an inbox destination, but not yet sent to final destination.<br>or<br>Created in the thin client, but not yet submitted.                                   |
| Merged     | Multiple documents are merged into a single document. The parent history record status remains as <i>Inbox</i> , but the status for child records is changed to <i>Merged</i> . |
| Completed  | Successfully sent to destination.   |
| Retry      | Error occurred and job will be retried later.   |
| Error      | Failed to send to destination after three attempts. Status is <i>Retry</i> while a retry is scheduled.  |
| Deleted    | User deleted transaction from the inbox, or the administrator removed it during transaction review.   |

- Display Confirmation Messages

You can enable confirmation messages to be sent from Kofax Front Office Server to this MFP so that users can see status information about their transactions. Messages appear on the MFP front panel when each scanned transaction reaches the server, or if a problem occurs. See the Administration Console Help for instructions on setting up confirmation messages.

- Language Support

At the MFP, you can specify the language for the front panel. If the language specified is not supported by Kofax Front Office Server, the default language English is used.

**Note** Switching the language on the MFP initiates a restart and sets the MFP back to factory conditions. You must reinstall Kofax Front Office Server after switching to another language.

- **Dynamic Browsing for SharePoint and Folder Destinations**  
For folder destinations, users can dynamically browse the directory structure. For SharePoint and CMIS destinations, the user can dynamically select where the document will be stored.
- **Batch and/or Index Fields**  
You can enter values for batch and/or index fields at the MFP. When you define shortcuts in the Administration Console, you can enter default values into fields for these shortcuts. The data is also validated for an appropriate type and length. You can also customize the validation and field lookup options. For information, see the *Kofax Front Office Server Administrator's Guide*.
- **Coversheet Destination**  
This destination enables you to add a coversheet generated by Kofax Front Office Server to documents you want to send.  
You can include more than one coversheet in a scan job. Put the coversheet in front of the documents that you want to send to a destination. If you scan at an MFP, the separated documents are sent to the destinations encoded on the coversheet.  
Coversheets can also be used when scanning directly into the Thin Client. Coversheets separate the pages into individual documents. You can then send the documents to their destination with the data encoded in the coversheet.
- **Enhanced Lookup**  
Depending on the configuration, you can look up fax numbers and email addresses at the MFP. Kofax Front Office Server retrieves fax number and email address lists from Active Directory, personal address books, and the database table customemailfaxlookup. For information about the various data sources and necessary configuration steps, see the *Kofax Front Office Server Administrator's Guide*.  
At the front panel of the MFP, press the fax number or email address field to open the onscreen keyboard and type the search entry. Then, press **Search** to obtain the list of matching entries.
- **Customized Validation and Lookup Options**  
You can customize validation and a variety of field lookup options, as well as form validation. For information about the necessary configuration steps, see the *Kofax Front Office Server Administrator's Guide*.
- **Device Logging**  
Log messages from the device are stored on the server. Each file is named according to its device ID, and they are stored in the following folders where Kofax Front Office Server is installed:
  - Log\Service: Contains logs related to asynchronous activities, such as exporting jobs to destinations.
  - Log\WebApp: Contains logs related to activities from Administration Console, Thin Client, MFPs, and Web Services.
- **Additional Scan Settings**  
Users can override the default resolution or other scanning options for a document by pressing the Settings button.



**Important** Scanning different sized pages when the Multifeed Detection option is set to Length or Both generates an error.

- **Help**  
Help is available at the MFP touch screen. Users can press the question mark or Help button on the touch screen to view information about the screen.

## System Requirements

Before setting up a network scanner with Kofax Front Office Server, verify that the computer where you will install the front panel software of the scanner has .NET Framework 2.0 installed.

## Preparing for Installation on the Network Scanner

Before installing the Kofax Front Office Server application on the network scanner, do the following:

- Install Kofax Front Office Server.
- Obtain the administrator user name and password for the network scanner.
- If you are upgrading Kofax Front Office Server, uninstall the previous version before installing the new version. See [Uninstalling the Kofax Front Office Server Application](#).

## Downloading and Installing the fi Network Scanner Admin Tool

- 1 In a browser window on your computer, enter the IP address for the network scanner (example: <http://111.1.1.1>).
- 2 When prompted, enter the administrator user name and password for the network scanner and click **Login**.
- 3 Next to the “fi Network Scanner Admin Tool” click **Next**.
- 4 In the download window, click **Download**.
- 5 In the File Download window, click **Run**.

The Setup Wizard guides you through the installation, which adds a fi-scanner menu item is added to the Programs menu.

## Installing the Kofax Application

- 1 On your computer, on the Programs menu, select “fi-scanner” and then **fi Network Scanner Admin Tool**.
- 2 In the “Connect to” window, enter the IP address or name of the network scanner. Then, click **Connect**.
- 3 When prompted, enter the administrator user name and password for the network scanner and click **Login**.
- 4 On the top menu, select **Maintenance**.
- 5 On the left-hand menu, select **Add-in Manager**.

- 6 Locate the correct add-in module file in the Kofax Front Office Server application data path in the Kofax Capture share in \KFS<version>\MFPClients\fujitsu.
  - For Fujitsu fi-6000NS: KofaxFujitsuClient.fi6000NS
  - For Fujitsu fi-6010N: KofaxFujitsuClient.fi6010N
  - For Fujitsu N1800: KofaxFujitsuClient.N1800
- 7 Click **Install**.
- 8 When prompted, click **OK** to install the front panel software and restart the network scanner.

**Note** To verify that the file was successfully deployed on your network scanner, open the fi Network Scanner Admin Tool and check the system operation log records.

The Kofax button appears on the network scanner main menu.

#### Kofax Front Office Server Application Button



- 9 Press the Kofax button.  
The Launch Kofax Front Office Server options appear.
- 10 Press **Launch** to start the application or **Change Server Host** to change host connection information.  
Depending on the Administration Console settings, the MFP will self-register and license itself, and connect to the default device profile, if one is defined. See the Administration Console Help for details on self-registration and device profiles.

## Starting the Kofax Front Office Server Software

The first time you start Kofax Front Office Server software on the touch panel of the network scanner, you need to specify the server on which Kofax Front Office Server is located. To do so, have the server name or IP address ready.

Kofax Front Office Server has a single sign on feature that can be used with Fujitsu network scanners. Users who log on to the network scanner as a domain user are authenticated when they start the Kofax Front Office Server front panel software, and their personal destinations automatically appear. To use the single sign on feature, connect the Fujitsu network scanner to a domain controller and use Active Directory Network protocol as described in the documentation for the device. Then, set up domain user accounts as shown in the *Kofax Front Office Server Administrator's Guide*.

**Note** Fujitsu fi-6000NS does not support Active Directory Network protocol. Instead, use LDAP protocol as described in the device's documentation.

- 1 On the network scanner touch panel, enter the user name and password to log onto the network scanner as a user.
- 2 On the network scanner Main Menu, press the Kofax button.  
The Server Host Setting window appears.

- 3 In the Server Host Setting window, do the following:
  - a Enter the name or IP address for Kofax Front Office Server.
  - b If Kofax Front Office Server uses a virtual directory, enter the name of the directory in the Path field.
  - c Select the protocol for the connection from the network scanner to Kofax Front Office Server. The default protocol is HTTP.
  - d Enter the port for the connection.

**Note** If you do not specify a port for HTTP, port 80 is used. For HTTPS, enter port 443.

- e Press **OK**.  
The network scanner main menu appears.
- 4 Press the Kofax button to display the main menu for the Kofax application.  
You have successfully started the Kofax Front Office Server front panel software.

## Changing the Server Host Settings

Use this procedure to update the server host settings after starting the Kofax Front Office Server front panel software.

- 1 On the Main Menu, press **Settings**.
- 2 Press **Server**.  
The Server Host Setting window appears.
- 3 Update the settings and press **OK**.

## Device Profiles Updates

When a device profile associated with an MFP changes, the changes are reflected on the main menu panel of the MFP when it polls Kofax Front Office Server. This poll occurs when the Kofax Front Office Server application button is pressed. To ensure the MFP contains the most current device profile information, do the following:

- Make changes to device profiles when there is low user activity, such as at night.
- Set the MFP inactivity timeout to a short period, such as one to three minutes, so that the next user who presses the Kofax button retrieves the latest profile.

## Uninstalling the Kofax Front Office Server Application

The network scanner is restarted automatically when you remove the software. Uninstall before upgrading to a newer version of Kofax Front Office Server.

- 1 On your computer, on the Programs menu, select “fi-scanner” and then “fi Network Scanner Admin Tool”.
- 2 In the “Connect to” window, enter the IP address or name of the network scanner. Then, click **Connect**.

- 3 When prompted, enter the administrator user name and password for the network scanner. Then, click **Login**.
- 4 On the top menu, select **Maintenance**.
- 5 On the left-hand menu, select **Add-in Manager**.
- 6 Click **Uninstall**.
- 7 When prompted, click **OK** to uninstall the Kofax Front Office Server application and restart the network scanner.
- 8 To upgrade, follow the instructions in [Installing the Kofax Application](#).

## Additional Information

The following is additional information which may be of interest to you when working with Kofax Front Office Server and the MFP.

### Handling of Unsupported Paper Sizes

If a paper size defined in Administration Console is not supported by the MFP, the scanned image will be the largest paper size in the feeder. If the original image is smaller than the largest paper size, the image is kept at the original size with white space surrounding it.