Kofax Front Office Server
4.1.0

Administrator's Guide for HP MFPs

KOFAX

Contents

Administrator's Guide for HP MFPs

Preface

This guide describes how to prepare the HP LaserJet multifunction printer (MFP) to work with Kofax Front Office Server. After preparing the HP LaserJet MFP, associate device profiles from Kofax Front Office Server Administration Console.

Before continuing, see the Kofax website www.kofax.com for information about supported HP LaserJet MFP models and software updates.

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 for details about the available training options and schedules.

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.

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.

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.

Features

The following Kofax Front Office Server features are available with the HP MFP.

- Management Through Kofax Front Office Server Administration Console

  MFPs are able to self-register with the Administration Console and automatically activate licenses. (This feature is optional.) You can also manually activate, deactivate, or remove MFPs whenever needed. 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.

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

- 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 device as a Kofax Front Office Server user. Logging on may provide additional options, such as personal shortcuts. To log off, press the Reset button on the MFP.

- 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.

- Language Support

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

- 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. or 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. or 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 *Inbox*, but the status for child records is changed to *Merged*.
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 *Retry* 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.

- 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 Scanning Options

To override the default resolution or other scanning options for a document, press the More Options or Options button. (The button label depends on the MFP model.) If your device uses OXPd 1.6, all scanning options available for your device can be configured.

▪ 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 deploying the Kofax Front Office Server front panel to the HP MFP, install Kofax Front Office Server on the server and install the Open eXtensibility Platform for Devices (OXPd) on

the HP MFP. OXPd, which is also known as Device eXtensibility Platform (DXP) or Simple Document Capture (SDC), is an HP product that is required for the Kofax Front Office Server client software.

To deploy the front panel successfully, the HP MFP must meet firmware, memory, and other requirements. See Verifying the MFP Requirements for more information about MFP requirements.

Prepare the MFP for Kofax Front Office Server

To prepare your MFP for use with Kofax Front Office Server, do the following:

▪ Install Kofax Front Office Server.
▪ For your MFP, create at least one user with administrator rights.
▪ Configure IIS (if applicable) and install and enable OXPd as shown in the following sections.

You should set up a DNS server on the device so that OXPd can resolve host names. For more information, see the HP documentation.

Configuring Internet Information Services (IIS)

If you use IIS 7, increase the maximum allowed HTTP request size to allow large documents to be transferred from the MFP. HP MFPs send an entire document in a single transfer. The IIS 7 default of 30 MB is insufficient to support larger documents. To change this value, increase the maxAllowedContentLength parameter as shown in the following procedure. Log on as a local administrator to set this value. For more information about setting parameters, see the IIS documentation.

1 Open the Command Prompt window.

2 Change to the `\System32\inetsrv` folder where Windows is installed.

3 Enter the following command:

```
appcmd set config -section:requestFiltering
-requestLimits.maxAllowedContentLength:<size>
```

Where <size> is the maximum request size in bytes up to 4294967295 bytes (1 byte under 4 GB).

For example, to set the maximum request size to 100 MB, enter the following command:

```
appcmd set config -section:requestFiltering
-requestLimits.maxAllowedContentLength:104857600
```

Configuring the Connection from the MFP to Kofax Front Office Server

You need to configure the connection between the MFP and Kofax Front Office Server. If you are deploying the client from the Administration Console or using OXPd 1.4, configure the connection in the Administration Console. If you plan to use the Device Client Registration, you may use it instead of the Administration Console to configure the connection. For information about deployment options, see Kofax Client Software Deployment to the Front Panel

1 In Administration Console on the Settings - Advanced tab, locate the mfp.hp.properties namespace.

2 Edit the server.protocol property by selecting a secure (HTTPS) or unsecure (HTTP) connection.

The port number is updated automatically, based on your selection. If you select HTTPS, the port number comes from the ProxyServerSecurePort property for the kfs.properties namespace. With HTTP, the port number comes from the ProxyServerPort property.

3 Save your changes.

4 For HTTPS, on the Web page for the HP MFP, define the DNS server for the MFP.

Installing OXPd

Before deploying the Kofax Front Office Server client software, OXPd must be installed or enabled on your MFP. Depending on your device, do the following:

▪ If the device supports OXPd 1.6, OXPd 1.6 must be installed and enabled, if it is not already. You also need to enable <u>Cross-Origins Resource Sharing (CORS)</u>. If you are using SSL, you must also <u>install the server certificate</u>.

▪ If the device does not support OXPd 1.6, install OXPd 1.4, which is provided with Kofax Front Office Server. Use HP Web Jetadmin to install the OXPd. For information about using HP Web Jetadmin, see the HP documentation.

OXPd 1.6 Procedures

If your device uses OXPd 1.6, it is usually installed and enabled. If it is not, install and enable it as shown in the device's documentation. Then follow the procedures in this section to configure OXPd 1.6 to work with Kofax Front Office Server.

Enabling Cross-Origins Resource Sharing

Cross-Origins Resource Sharing must be enabled before you register the MFP with Kofax Front Office Server. If this option is not enabled, you will be unable to scan. Follow these general steps.

1 In a Web browser, enter the IP address of the HP MFP. The HP MFP internal information website opens.

2 Log in as an administrator user.

3 For most devices, the Cross-Origins Resource Sharing option is located under Security. Follow these steps to set it.

    a Click the **Security** tab.

    b Click **Web Services Security**.

    c Select **Enable Cross-Origin Resource Sharing (CORS)** and click **Apply**.

      A message indicates when the change has been successfully applied.

If Cross-Origins Resource Sharing is located elsewhere, see the documentation for your device.

Installing the Server Certificate for OXPd 1.6

If you are using OXPd 1.6 with SSL, you must install a server certificate on the device. Make sure you have acquired a valid certificate.

> **Note** HP Oz devices (such as HP 3530) can be used with SSL and OXPd 1.6 if they have JetDirect Inside (JDI) firmware. This enables certificates to be validated against certificates in the trusted authority store. OXPd 1.6 has not been integrated with Enhanced Input/ Output (EIO) JetDirect products. To use SSL with those devices, you must either remove any EIO-based network interfaces from the device or use the OXPd 1.4 version of the client.

1   Import the certificate file into the MFP.

   a   In a Web browser, enter the IP address of the HP MFP.
       The HP MFP internal information website opens.

   b   Log in as an administrator.

   c   Use the security management feature to import the certificate file.
       See the HP documentation for instructions.

2   In Administration Console, enter the name of the certificate issuer as the proxy server as follows:

   a   Start Administration Console and log on as an administrator.

   b   Click **Settings**.

   c   Click the **Advanced** tab.

   d   For the ProxyServer property in the kfs.properties namespace, enter the certificate issuer exactly as it appears in the certificate.

   e   Save the changes.

OXPd 1.4 Procedures

If your device OXPd 1.4, install it as shown in this section.

Verifying the MFP Requirements

Before installing OXPd, make sure that your MFP meets the minimum requirements. Kofax Front Office Server includes the release notes provided by HP to indicate the supported firmware versions. See the Kofax Front Office Server Support pages on the Kofax website to identify the Group number of your model of HP MFP. HP models have similar numbers, so make sure that you identify the HP model and Group number correctly. If you need to upgrade your MFP, contact HP for assistance.

1   Locate the solution files by entering the following URL in a Web browser:

    ```
    http://<server>/Kofax/KFS/Legacy/HP/SolutionInstallerFiles
    ```

    Where <server> is IP address or host name of Kofax Front Office Server. The browser displays a list of the solution files.

2   Read hp-ext-XX-oxpdsolutioninstaller-ReleaseNotes-<version>.txt for requirements and other information about the HP Solution Installer.

3   Read the OXPd and ChaiDSE release notes for your HP model. The release notes provide information about which MFP models and firmware versions are supported. Do the following:

   a   Navigate to the ChaiDSE or OXPd folder, depending on the release notes you want to read.

   b   Go to the folder for the model of your MFP as shown in the following table.

Folders for Chai Digital Send Enablers and OXPd Workflow

HP MFP Model	Chai Digital Send Enablers Release Notes	OXPd Workflow Release Notes
Group 10	`hp-ext-10-ChaiSOE_DSE-ilc-<version>`	`hp-ext-10-oxpdworkflow-ilc-<version>`
Group 20	`hp-ext-20-ChaiSOE_DSE-ilc-<version>`	`hp-ext-20-oxpdworkflow-ilc-<version>`
Group 40	`hp-ext-30-ChaiSOE_DSE-ilc-<version>`	`hp-ext-40-oxpdworkflow-ilc-<version>`
Group 50	`hp-ext-40-ChaiSOE_DSE-ilc-<version>`	`hp-ext-50-oxpdworkflow-ilc-<version>`

Note the following:

- For ChaiDSE, the folders for Group 40 and 50 devices are correct as shown. HP intentionally labeled the files for Group 40 devices as Group 30 and the files for Group 50 as Group 40.
- These folders also contain files you need for Chai Digital Send Enablers and OXPd Workflow. The folder names match the name of the release notes for your MFP. Click the folder and download the manifest file for your MFP when instructed in the procedures in this section.

   c From the folder you selected, open the .txt file, which contains the release notes.

Uninstalling a Previous Version of HP Software

If you have another version of OXPd, Device eXtensibility Platform (DXP), or Simple Document Capture (SDC), remove it and install the OXPd files provided with Kofax Front Office Server.

1 In HP Web Jetadmin, select the MFPs you want to change:

   a In the Device Management panel, select the group containing the MFPs or All Devices.

   b Select the MFPs in the listing.

   c In the tabs below the listing, click **Solutions**.
   The selected MFPs appear in the tab.

   Note If the Remove, Edit, and Install buttons below the tabs are inactive, refresh the device selection.

2 On the Solutions tab, select the MFPs and click **Remove**.
The Uninstall Solution window appears.

3 Select **Specify Solution** and click **Next**.

4 Select the items you want to remove and click **Next**.
You can select more than one item.

5 When prompted to confirm the removal, click **Uninstall**.

6 When the software has been removed, click **Done**.

> **Note** The MFP may restart automatically while uninstalling packages.

Installing the OXPd Solution Installer

Use HP Web Jetadmin to install the OXPd Solution Installer on the MFPs.

1 Locate the OXPd Solution Installer file by entering the following URL in a Web browser:

`http://<server>/Kofax/KFS/Legacy/HP/SolutionInstallerFiles`

Where <server> is IP address or host name of Kofax Front Office Server. The browser displays a list of the solution files.

2 Locate hp_oxpdsolutioninstaller-ex-<version>.jar (where <version> is the version number of the OXPd Solution Installer) to a folder on your computer.
Note where you saved the file.

3 In the Device Management panel, expand Solutions and select **Repository**.

4 Import the OXPd Solution Installer file as follows:

   a Click **Import**.
   The Import Solutions window appears.

   b Click **Browse**.

   c In the File Upload window that appears, navigate to the folder where you downloaded the .jar file.

   d Select hp_oxpdsolutioninstaller-ex-1.0.1.0.jar and click **Open**. The file appears in the "Select files" list.

   e Click **Import**.

   f When the import finishes, click **Done**.
   The OXPd Solution Installer appears in the Repository as ILCStealthUpdater.

5 In the Repository, select ILCStealthUpdater and click **Install**.
The Install Solutions window appears.

6 Click **Next** to continue.

7 Select the MFPs where the OXPd Solution Installer will be installed. Click **Next**.

8 When prompted to confirm the installation, click **Install**.

9 When the installation finishes, click **Done**.

Preparing to Install Solutions

Use HP Web Jetadmin to install two solutions: Chai Digital Send Enablers and OXPd Workflow. Follow this procedure to prepare HP Web Jetadmin to import the manifest files into the Web Jetadmin solution repository, and then follow the instructions in the next sections to install Chai Digital Send Enablers and OXPd Workflow.

1 Locate the solution files by entering the following URL in a Web browser:

`http://<server>/Kofax/KFS/Legacy/HP/SolutionInstallerFiles`

Where <server> is IP address or host name of Kofax Front Office Server. The browser displays a list of the solution files.

2 Download the manifest files for the ChaiDSE and OXPd Workflow as follows:

   a Open the `ChaiDSE` folder.

   b Download manifest-dse-4.3.0.xml to your computer.

   c Click the link to go to the root of the SolutionInstallerFiles directory.

   d Open the `OXPd` folder.

   e Download manifest-wk-1.4.9.0.xml to your computer.

3 In HP Web Jetadmin, right-click **All Devices** and select **Discover devices**.

4 In the wizard that appears, select the options for discovering devices.

5 In the Device Management panel, select **Solutions** and then click **Repository**.

Installing Chai Digital Send Enablers

1 Import the Chai Digital Send Enablers manifest file as follows:

   a In the Repository panel, click **Import solution**.

   b In the Import Solutions window, click **Browse**.

   c In the Open Application window, go to the folder where you saved the manifest files. Select manifest-dse-4.3.0.xml and click **Open**.

      You will return to the Import Solutions window, which now lists the name and path of the manifest file you are importing.

   d Click **Import**. When the import finishes, click **Done**. Chai Digital Send Enablers - V 4.3.0 appears in the Repository panel.

2 Specify the URL for the Chai Digital Send Enablers .jar file as follows:

   a In the in the Repository panel, select Chai Digital Send Enablers - V 4.3.0 and click **Edit**.

   b Enter a description, such as Chai Digital Send Enablers.

   c Enter the application URL for the jar file in the following format:

```
http://<server>/Kofax/KFS/Legacy/HP/SolutionInstallerFiles/ByModel/
{ModelName}/hp-ext-ChaiSOE_DSE-ilc-4.3.0.jar
```

      Where <server> is the host name or IP address of the Kofax Front Office Server if it is on the same domain as the MFP. If not, use the IP address.

      Type {ModelName} in the URL exactly as it shown, include the opening and closing braces. This is a macro that the device uses to retrieve the appropriate .jar file.

> **Note** Make sure that the MFP can resolve the Kofax Front Office Server host name. Do not depend on a HP Web Jetadmin report of a successful connection. The MFP may still be unable to connect to Kofax Front Office Server and load the .jar file if the host name cannot be resolved.

   d If the network requires authentication, enter the user name and password in the application URL section. The other fields do not need to be changed in most cases.

   e When you finish, click **OK**.

3 Install Chai Digital Send Enablers as follows:

   a Select **Chai Digital Send Enablers - V 4.3.0** and click **Install**.

    b In the "Select options" window, click **Next**.

    c Select the MFPs where you want to install the Chai Digital Send Enablers and click **Next**.

        The Settings screen displays the application URL you entered in step 5.

    d Click **Next**.

    e At the Confirm screen, click **Install**.

    f When the software has been installed successfully, click **Done**.

Installing OXPd Workflow

1 Import the OXPd Workflow manifest file as follows:

    a In the Repository panel, click **Import solution**.

    b In the Import Solutions window, click **Browse**.

    c In the Open Application window, go to the folder where you saved the manifest files. Select manifest-wk-1.4.9.0.xml and click **Open**.

        You will return to the Import Solutions window, which now lists the name and path of the manifest file you are importing.

    d Click **Import**. When the import finishes, click **Done**. OXPd Workflow 1.4.9.0 appears in the Repository panel.

2 Specify the URL for the OXPd Workflow .jar file as follows:

    a In the in the Repository panel, select OXPd Workflow 1.4.9.0 and click **Edit**.

    b Enter a description, such as OXPd Workflow.

    c Enter the application URL for the jar file in the following format:

```
http://<server>/Kofax/KFS/Legacy/HP/SolutionInstallerFiles/ByModel/
{ModelName}/hp-ext-oxpdworkflow-ilc.1.4.9.0.jar
```

        Where <server> is the host name or IP address of the Kofax Front Office Server if it is on the same domain as the MFP. If not, use the IP address.

        Type {ModelName} in the URL exactly as it shown, include the opening and closing braces. This is a macro that the device uses to retrieve the appropriate .jar file.

> **Note** Make sure that the MFP can resolve the Kofax Front Office Server host name. Do not depend on a HP Web Jetadmin report of a successful connection. The MFP may still be unable to connect to Kofax Front Office Server and load the .jar file if the host name cannot be resolved.

    d If the network requires authentication, enter the user name and password in the application URL section. The other fields do not need to be changed in most cases.

    e When you finish, click **OK**.

3 Install OXPd Workflow as follows:

    a Select **OXPd Workflow 1.4.9.0** and click **Install**.

    b In the "Select options" window, click **Next**.

    c Select the MFPs where you want to install the OXPd Workflow and click **Next**.

        The Settings screen displays the application URL you entered in step 5.

d Click **Next**.

e At the Confirm screen, click **Install**.

f When the software has been installed successfully, click **Done**.

Kofax Client Software Deployment to the Front Panel

You have the following options for deploying the Kofax Client Software to the Front Panel, depending on which version of OXPd is on your device:

▪ For both OXPd 1.4 and 1.6, you can deploy through the Administration Console. The Administration Console installs the appropriate client for your version of OXPd.

▪ For OXPd 1.6 only, you can deploy through the Device Client Registration. This program also enables you to configure the connection and set options, which includes changing the icon for the Kofax Client Software button. You can also use Device Client Registration to deploy to multiple MFPs.

▪ For OXPd 1.4 only, you can deploy manually through the internal Web pages of the MFP.

Note To upgrade Kofax Front Office Server, follow the deployment instructions to point the MFP to the new files. You do not have to undeploy the old files from the MFP before deploying new ones.

Deploying the Client Software through the Administration Console (OXPd 1.4 and 1.6)

1 Start the Administration Console as described in the *Kofax Front Office Server Administrator's Guide* and log on as a user with administrator rights.

2 Provide administrator credentials for Kofax Front Office Server to log on to the MFP as follows:

a In the Administration Console on the Settings - Advanced tab, locate the mfp.hp.properties namespace.

b Edit these properties:
▪ mfp.username
▪ mfp.password

3 On the Devices screen, discover and add the MFP or add it manually.

4 Assign a device profile. If there is a default device profile, it will be assigned automatically. For instructions, see the Administration Console Help.

5 On the Devices screen, select the HP MFP and click **Deploy**.

6 Go to the MFP and press the Kofax button on the main menu. The MFP will connect to Kofax Front Office Server.

When the MFP connects to Kofax Front Office Server and retrieves the device profile, it is ready to use. Use the Administration Console to create and change the device profile associated with the MFP. See the Administration Console Help for information about the default device profile.

Deploying the Client Software from the Device Web Page (OXPd 1.4 Only)

1   To verify the URL to the workflow configuration file, go to the following URL:

    `http://<server>/Kofax/KFS/Legacy/HP/hp`

    Where <server> is the Kofax Front Office Server host name or IP address.

    The configuration XML file should open, which verifies the URL is correct. Copy the URL to the clipboard for later use.

2   In a Web browser, enter the IP address of the HP MFP. The HP MFP internal information website opens.

3   Log in as an administrator user, and select the **Digital Sending** tab.

4   In the left panel, select **OXPd:Workflow**.

5   In the URL Polling Service area, type or paste the URL you verified in step 1 into the URL #1 field.

6   Click **Apply URL Polling Service Settings** and when the settings are applied, click **OK**. You return to the OXPd:Workflow page.

7   On the bottom of the OXPd:Workflow page, click **Force Update Now**. When the update is performed, click **OK**.

    Note If you get an HTTP error and the page cannot be displayed, click **Refresh** to return to the OXPd:Workflow page.

8   To verify that the settings are updated, scroll to the bottom of the page. You should see the URL displayed as the currently loaded workflow configuration data file.

9   Go to the MFP and press the Kofax button on the main menu. The MFP connects to Kofax Front Office Server.

When the MFP connects to Kofax Front Office Server and retrieves the device profile, it is ready to use. Use the Administration Console to create and change the device profile associated with the MFP. If there is no device profile associated with the MFP, the default device profile is used. See the Administration Console Help for information about the default device profile.

Registering with Device Client Registration (OXPd 1.6 Only)

If you are using OXPd 1.6, use Device Client Registration to deploy the client and configure the connection. You can use this program to deploy and configure multiple devices. Run Device Client Registration from any Windows computer on or outside the network where the MFP is located.

1   From the folder when you downloaded the HP client software, run RegisterKFSClient_HP16.exe.
    The Device Client Registration window appears.

2   Provide information for the MFPs you are registering in the Device Connection section. To register multiple MFPs at one time, enter MFP host names or IP addresses separated by commas into the "MFP Host Names or IP Addresses (comma separated)" field.

> **Important** To register multiple MFPs, the administrator and OpenAPI credentials must
> be the same on every MFP. If the MFP has OpenAPI authentication enabled, type the
> login ID and password. If OpenAPI authentication is disabled, leave these fields blank.

3 Enter the password for the user specified in the Device Administrator ID field in the
Device Administrator Password field.

4 In the Kofax Registration section, configure the connection between the MFP and Kofax
Front Office Server.

    a Enter the Kofax Front Office Server host name or IP address in the KFS Server
Hostname field.

    b To verify that the host name or IP address is correct, click **Test**.
A window indicates whether the connection is successful or not. Click **OK** to close the
window.

    c In the KFS Server Protocol field, select http or https.
If you select https, make sure you have installed the server certificate as shown in
[Installing the Server Certificate for OXPd 1.6](#).

    d Enter the port used to communicate between the MFP and Kofax Front Office Server.

5 Optionally, customize the appearance of the Kofax button on the front panel.

    a In the Button Position field, enter the location of the Kofax button on the HP front
panel.

    b If you want to change the image for the Kofax button on the front panel, click **Image
File**. Select a .gif file in the Open window and click **Open**.

6 Click **Register**.
When the registration process is completed, the Registration Results window lists
successful deployments as well as any warnings and errors encountered. Right-click and
copy the selected items or all failed items to the clipboard.
To undeploy the Kofax Front Office Server client software, click **Unregister**.

Verifying Client Software Deployment

To verify that the client software was correctly deployed to the MFP, do the following:

1 In the Administration Console, go to the Devices screen.

2 Double-click the HP MFP to view the General tab.

3 Click **Connect**.
The HP MFP internal information website opens.

4 Log in as an administrator user, and select the Digital Sending tab.

5 In the left panel, select OXPd:Workflow.

6 On the OXPd:Workflow page displays the currently installed configuration file as
HP_Config.xml.

Configuring Kofax Front Office Server

This section provides additional configuration tasks to support different authentication modes and optimize scan quality. Note the following when configuring an HP MFP:

- All HP MFPs connected to the same Kofax Front Office Server must have the same user name and password.
- For the fastest performance, use low-resolution grayscale images.
- Resolutions greater than 200 dpi may adversely affect performance.
- You can override the color mode, background cleanup, darkness, sharpness, and resolution settings for a scan job at the front panel.
- Increase the retry count and shorten the interval to reduce the risk of losing scanned documents if Kofax Front Office Server becomes temporarily unavailable.
- Set the maximum number of items for selection to avoid limiting the displayed values for Kofax Capture batch and index fields on the front panel of the MFP.

Configuring the Authentication Mode

Configure Kofax Front Office Server to allow different authentication modes that utilize MFP user authentication (LDAP, SecureJet, SafeCom).

Make sure the MFP user authentication with LDAP, SecureJet, or SafeCom was configured before configuring Kofax Front Office Server.

1 In Administration Console on the Settings - Advanced tab, locate the mfp.hp.properties namespace.

2 For the server.authmode property, enter one of the following values:

- none

  After logging on to the MFP, when pressing Log In, users are prompted for their user name and password to use the personal shortcuts. If no authentication mode is specified, the mode "none" is used.

- semi

  After logging on to the MFP, when pressing Log In, users are prompted for their password to use the personal shortcuts. The User Name field is already populated.

- full

  At the MFP device, users need to authenticate only once to use both the MFP and Kofax Front Office Server features (single sign on). If you specify this mode, Kofax Front Office Server needs to obtain the user's Windows domain name from the MFP, to recognize the qualified user's name as follows: WindowsDomainName\Username.

  For LDAP authentication at the MFP, specify the MFP LDAP setting labeled "Retrieve the device user's email address using attribute of" as userPrincipalName. (The setting label varies based on MFP model.) Ensure that the LDAP attribute userPrincipalName uses the following format: username@domain (for example: admin@mydomain.com). This setup and format are required by Kofax Front Office Server to obtain the user's domain name.

  For SafeCom authentication at the MFP, ensure that the user's email address is set at the MFP when the user is authenticated and the domain extracted from the email address is consistent with the user's Windows domain name in Kofax Front Office Server.

For SecureJet authentication at the MFP, ensure that the appropriate domain is specified when you are configuring the LDAP login and password profile (in the Domain box, under LdapLogin, in SecureJet Admin Software). If you are using SecureJet 6.2, OXPd must be installed first, to avoid a compatibility issue between the two.

3 Click **Save**.

Optimizing the Scan Quality

Kofax Front Office Server supports the following scan settings for HP:

▪ colorMode
▪ resolution
▪ fileType
▪ imageAdjustBackgroundCleanup
▪ imageAdjustDarkness
▪ imageAdjustSharpness

These scan settings require OXPd 1.4.1.0 or later and are delivered with the corresponding default values.

Important The setting imageAdjustContrast is currently not supported for Group 10, 20, 40, and 50 devices. Do not enable this setting.

Specify scan settings for all HP MFPs as follows. You can also specify settings for individual MFPs or set scanning to black and white only.

1 In Kofax Front Office Server Administration Console on the Settings - Advanced tab, locate the mfp.hp.properties namespace.

2 Specify the scan settings, which start with mfp.scan (such as mfp.scan.color.mode or mfp.scan.resolution).

3 Click **Save**.

Optimizing the Scan Quality for Individual MFP Models

You can set the scan quality for individual HP MFP models by adding properties to the Settings - Advanced tab. These settings override the settings specified for the mfp.hp.properties namespace. Perform this procedure for each setting and model you want to define.

1 In Administration Console on the Settings - Advanced tab, locate the mfp.hp.properties namespace and make a note of the properties you want to set for a model.

2 Click **Create**.
The Create New Advanced Setting window appears.

3 In the Namespace field, enter mfp.hp.<model>.properties where <model> is the HP model number. For example, enter mfp.hp.M3035.properties for the HP LaserJet M3035 MFP, or mfp.hp.4345.properties for the hp LaserJet 4345 MFP.

Tip The HP model number is displayed on the front panel of the MFP or in the Devices section of the Administration Console if the original device name has not been changed.

4 In the Name field, enter the name of the property you want to set, such as mfp.scan.resolution.

The name must be the same as the property for the mfp.hp.properties namespace.

5 Enter a value as indicated in the Description column and the Administration Console Help.

> **Note** The Description field is optional.

6 Click **OK**.

The setting is added to the Advanced tab.

Scanning in Black and White Only

You can specify that you want documents to be scanned in black and white only. On the Settings - Advanced tab in Administration Console, locate the mfp.hp.properties namespace and change these properties to the following:

▪ fileType: TIFF
▪ optimizeTextPhoto: Text
▪ colorMode: Gray

To set black and white only for an individual MFP model, add properties to the Settings - Advanced tab as shown [Optimizing the Scan Quality for Individual MFP Models](#). Create fileType, optimizeTextPhoto, and colorMode properties and assign the values shown above.

Additional Information

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

Device Profiles Updates

When a device profile associated with an MFP changes, the main menu panel of the MFP reflects the changes when it connects to Kofax Front Office Server. Connection occurs when you press the Kofax application button. To ensure that the MFP contains 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.

Behavior of Custom Validation of Field Data

Field data validation that is based on custom validation scripting does not occur until all required fields contain values.

Field Data Limit Based on Kofax Capture

If you configure a Kofax Capture batch class that includes a field type with the data type set to Double with 15 numeric digits, and then create a Kofax Front Office Server shortcut based on that batch class, the MFP displays a message if you attempt to enter a value exceeding 15 digits for that field.

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.

Frequently Asked Questions

If the front panel buttons are not updated successfully, or if you have questions about how the software operates, read this section. For additional information and software updates, see the Kofax website http://www.kofax.com.

Why doesn't clicking Discover find the MFP?

If the Kofax Front Office Server computer cannot communicate with the MFP over the network, it cannot be discovered. Add it manually or have the MFP self-register and add itself. To do this, select the Enable MFP Self Registration option in the Administration Console when you deploy the Kofax Front Office Server front panel software.

Why am I unable to add MFPs?

There may not be enough available Kofax product licenses to support the MFPs you want to add. Deactivate or remove MFPs from the Added Devices tab or purchase and activate a license that supports additional devices.

Why is my MFP unable to retrieve the Kofax Front Office Server front panel?

Verify that you installed OXPd on the MFP. See Installing OXPd.

Why does the Kofax Front Office Server front panel have different buttons and labels on different models of HP MFPs?

The user interface differs depending on the Group to which the HP MFP belongs. Most options are available on all models, but they may have different button names and formats. See the Kofax Front Office Server Support pages on the Kofax website for a list of supported devices.

Where can I find log information for my scan jobs?

To retrieve the OXPd log, open a Web browser and enter the following URL:

```
http://<mfp>/hp/device/sdc?GetLog
```

Where <mfp> is the IP address or host name of the HP MFP.

Why do I get an "unknown user or domain" message at the MFP when I try to use Kofax Front Office Server?

Kofax Front Office Server is unable to determine the user's domain or recognize the domain or user name. Make sure you properly configured the authentication mode. For information, see Configuring the Authentication Mode.