

# **Kofax Front Office Server**

4.1.0

Administrator's Guide for Ricoh  
MFPs



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# Administrator's Guide for Ricoh MFPs

## Preface

This guide describes how to install the Kofax Front Office Server front panel software, which is client software that resides on the MFP. After performing this procedure, you can create and update device profiles with shortcuts from Administration Console whenever needed. When the MFP contacts Kofax Front Office Server, the updated device profiles are retrieved and display on the MFP.

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

## 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.

## 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.

## 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 following Kofax Front Office Server features are available with the Ricoh MFP. See the Help for the Administration Console and the Thin Client for more information.

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

- **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.
- **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.
- **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**

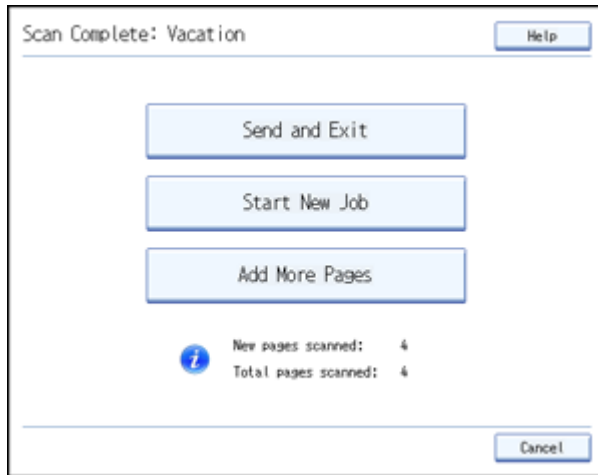
Log messages from the device are stored on the server. Each file is named according to its device ID, and they are stored in the following folders where Kofax Front Office Server is installed:

  - `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.
- **Scanned Page Count**

This feature displays the number of pages that have been scanned. When you add pages to a document, the front panel displays the number of newly scanned pages and the total number of pages in the document.



## Scanned Page Count



- 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 installing the Kofax Front Office Server front panel software for the Ricoh MFP:

- Install Kofax Front Office Server.
- Make sure you have sufficient licenses to use your MFPs.
- Make sure that you use a supported Ricoh MFP. See the Kofax Front Office Server Support pages on the Kofax website for supported MFPs.
- Increase the default heap memory size for applications when both Card Authentication Package (CAP) and Kofax Front Office Server operate simultaneously on the same device. Ricoh supports Card Authentication Package (CAP) on versions 4, 5, and 6 of the Ricoh JDK. However, Kofax only supports CAP with Kofax Front Office Server on versions 5 and 6, not 4.
- When using device authentication with Kofax, make sure that the timeout setting is set to enable the device to prepare the largest likely scanned documents for sending to Kofax. If the device logs out before finishing, the scan job is lost.
- If you are using a 10.x or later device, you can use IPv4 and IPv6 addresses. For devices using earlier versions of Ricoh software, only IPv4 addresses can be used.

## Cards for Ricoh MFPs

You may need to install cards in the MFP to support Kofax Front Office Server features.

### Embedded Software Architecture Card

To install the Kofax Front Office Server front panel software, you must install an Embedded Software Architecture card. Kofax Front Office Server supports Embedded Software Architecture versions 2 and 4. See the Kofax website for a list of supported Ricoh MFPs and the cards required for each. Install the card as shown in the Ricoh MFP documentation.

To purchase an Embedded Software Architecture card, contact your Ricoh dealer or Kofax.

## PostScript Card for Discovery Support

To use the automatic discovery feature in Administration Console to detect the MFP, install a PostScript card, which includes software needed for the feature. If the MFP cannot be discovered automatically, or if it is outside a firewall, add it manually in the Administration Console. The PostScript card and the automatic discovery feature are not required to use a Ricoh MFP with Kofax Front Office Server.

To purchase a PostScript card, contact your Ricoh dealer or partner.

## Network and Server Troubleshooting

If the MFP is disconnected from the network, or if Kofax Front Office Server is down, scanned documents are saved on the MFP hard drive until the connection to Kofax Front Office Server is restored. This feature enables you to keep scanning documents, but with the following limitations:

- New users cannot log on at the MFP.
- Device profiles cannot be retrieved from Kofax Front Office Server.
- Documents are not delivered until the connection to Kofax Front Office Server is restored.
- If the hard drive on the MFP is full, no more documents can be scanned.

When the connection to Kofax Front Office Server is restored, the documents on the MFP hard drive are sent to the specified destinations.

## Installing the Kofax Front Panel Software

How you install the front panel software depends on whether Kofax Front Office Server can discover the MFP. For an MFP to be discovered, the Kofax Front Office Server computer must be able to communicate with the MFP over the network traffic. Use Ping to test the connection.

If the MFP can be discovered, deploy the software from the Administration Console. If the MFP cannot be discovered, install the software using the internal Web pages of the MFP.

**Note** Although you can use the internal Web pages even if the MFP can be discovered, deploying from the Administration Console requires fewer steps.

Before installing the front panel software on the MFP:

- Install Kofax Front Office Server.
- Make sure that Embedded Software Architecture is installed on the Ricoh MFP.
- Make sure port 80 or 443 is open for communication between Kofax Front Office Server and the MFP.

After you check whether the MFP can be discovered, follow the appropriate installation instructions in this section.

**Important** If the MFP already has the Kofax front panel software, uninstall it before installing new front panel software. See [Uninstalling the Kofax Front Panel Software](#).

## If the MFP Can Be Discovered

- 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 In Administration Console on the Settings - Advanced tab, locate the kfs.properties namespace. Set the following properties.
  - ProxyServer: Enter the host name or IP address of the server (or the proxy server for a cluster configuration) used by Kofax Front Office Server.
  - ProxyServerProtocol: Select a secure (HTTPS) or unsecure (HTTP) connection.
  - ProxyServerPort or ProxyServerSecurePort: Enter the port number used by Kofax Front Office Server in ProxyServerPort for an HTTP connection or ProxyServerSecurePort for an HTTPS connection.

When you have set these options, click **Save**.

- 3 In Administration Console, discover and add the MFP. For instructions, see the Administration Console Help.
- 4 On the available devices list, select the MFP and click **Deploy**. A Kofax button appears on the MFP Home screen.
- 5 Create a device profile, and associate the profile with the MFP. Follow the instructions in the Administration Console Help.

## If the MFP Cannot Be Discovered

- 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 In Administration Console on the Settings - Advanced tab, locate the kfs.properties namespace. Set the following properties.
  - ProxyServer: Enter the host name or IP address of the server (or the proxy server for a cluster configuration) used by Kofax Front Office Server.
  - ProxyServerProtocol: Select a secure (HTTPS) or unsecure (HTTP) connection.
  - ProxyServerPort or ProxyServerSecurePort: Enter the port number used by Kofax Front Office Server in ProxyServerPort for an HTTP connection or ProxyServerSecurePort for an HTTPS connection.

When you have set these options, click **Save**.

- 3 Download and save the Ricoh client software from: `http://<server>/kofax/KFS/mfp/ricoh/ricoh.zip` where <server> is the IP address or host name for Kofax Front Office Server.
- 4 Start the Ricoh Web Image Monitor using a browser, and enter the IP address of the MFP as the URL.
- 5 Log on as a user with administrator rights.
- 6 On the left panel, select **Configuration**.
- 7 In the Extended Feature Settings area, select **Install**
- 8 On the Install window, select **Local File** and browse to the file ricoh.zip you downloaded in step 1.
- 9 Click **Display Extended Feature List**.

- 10 In the Extended Feature List area, select your installation target settings.
- 11 Select **Kofax\_Client** and then click **Install**.  
The MFP will be added in the Administration Console the first time it contacts Kofax Front Office Server.
- 12 On the confirmation screen, click **OK**.

**Note** Depending on the model, the Ricoh MFP may restart after the Kofax Front Office Server front panel software is installed.

## Starting the Front Panel Software for the First Time

After installing the front panel software, follow these steps to run it for the first time. This task only needs to be performed once.

- 1 Press the **User Tools/Counter** button next to the front panel.  
The User Tools/Counter/Inquiry screen appears.
- 2 Press **Extended Feature Settings**.
- 3 When two buttons appear, press the one for **Extended Feature Settings**.  
The Extended Feature Settings screen appears.
- 4 Press the **Startup Setting** tab.  
The tab has a **Kofax\_Client** button, and the status to the left of the button indicates Stop.
- 5 Press **Kofax\_Client**.  
The status indicates that **Kofax\_Client** is starting.

After completing this procedure, use the information in [Displaying the Kofax Front Panel](#) to display the front panel.

## Displaying the Kofax Front Panel

To display the Kofax front panel software, press the **Other Function** button. Depending on the other functions assigned to the button, the following happens:

- If there are no other functions assigned to the button, the Kofax Front Office Server front panel appears immediately.
- If other functions are assigned to that button, a menu of buttons appears. Press **Kofax\_Client**.

If the Kofax front panel does not appear, make sure you started the software on the Startup Setting tab.

## Uninstalling the Kofax Front Panel Software

Uninstall the Kofax front panel software if you are no longer using Kofax Front Office Server with the MFP or to deploy an updated version of the front panel software. Uninstall the current version of the front panel version before deploying a new version. Follow these steps.

- 1 Press the **User Tools/Counter** button next to the front panel. The User Tools/Counter/Inquiry screen appears.

- 2 Press **Extended Feature Settings**.  
Two buttons appear.
- 3 Press **Extended Feature Settings**.  
The Extended Feature Settings screen appears.
- 4 Shut down the Kofax front panel software as follows:
  - a Press the **Startup Setting** tab.  
The tab has a Kofax\_Client button showing the status to the left.
  - b If the status is Stop, go to the next step. If the status is Active, Starting Up, or Suspend, press **Kofax\_Client** to stop the front panel software.
- 5 Uninstall the Kofax front panel software as follows:
  - a Press the **Uninstall** tab.  
The tab has a Kofax\_Client button.
  - b Press **Kofax\_Client**.
  - c When prompted to confirm that you are uninstalling the Kofax Front Office Server front panel software. Press **Yes**.
  - d When notified that the removal is completed, press **Exit** in succession to close the Extended Feature Settings and the UserTools page.
- 6 Turn off the power switch on the front panel (wait until the lights are off) and then the main power switch.
- 7 Leave the MFP off for 15 seconds or until the main power light goes off. Then, turn on the MFP.
- 8 If you are upgrading, follow the instructions in [Installing the Kofax Front Panel Software](#).

## 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.

### 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.

## Configuring a Secure Connection with SSL

The default connection protocol between the MFP and Kofax Front Office Server is set to http for an unsecured connection. You can change the protocol to HTTPS for a secured connection with SSL. When doing so, note the following:

- Currently, the MFP does not allow uploading your own trusted server certificate to the trusted store on the MFP client.
  - After you change the connection protocol, you need to redeploy the MFP client to each MFP, using the Administration Console.
- 1 Locate and open the KofaxRicoClient.dalp file with a text editor.  
The file is located in the `\KFS<version>\MFPClients\ricoh\client` folder.
  - 2 Edit the port in the following argument to change the Kofax Front Office Server URL and corresponding IP address to use SSL:  
`<argument>-s https://127.0.0.1:80/Kofax/KFS/Legacy/Java</argument>`
  - 3 Optionally, edit the following arguments to specify SSL settings:  
`<argument>-ssl_trust_all_certificates true</argument>`  
`<argument>-ssl_trust_all_hosts true</argument>`
  - 4 Save your changes and close the file.
  - 5 Uninstall and reinstall Kofax Front Office Server MFP client on each MFP. The ricoh.zip file you download during reinstallation will not contain the changes you made to the KofaxRicoClient.dalp file, so you must download the newest ricoh.zip file.

## Smart-Card Authentication

Kofax Front Office Server supports Ricoh smart-card authentication on MFPs that use Card Authentication Package (CAP). All four CAP authentication modes are supported: Device Authentication, LDAP, Active Directory, and CAP Enterprise Server. The domain is not passed from CAP. Kofax Front Office Server matches users by user ID regardless of how the user is registered on CAP.

To ensure correct authentication:

- Have a Kofax Front Office Server/Kofax Capture user with a matching user ID.
- Have unique user IDs on all domains connected with Kofax Front Office Server.
- If you create a user profile on Kofax Capture, make sure that it does not have the same name as a domain user.

## Improving Image Quality for the Ricoh Aficio MP C2500 MFP

If you use the Ricoh Aficio MP C2500 MFP, change device settings as follows to improve image quality.

- 1 At the Ricoh front panel, press the following buttons in order:
  - a To the left of the screen, press **Scanner**.
  - b Above the numeric keypad, press the yellow **Clear Modes** button.
  - c On the numeric keypad, press **1**, **0**, and **7**.
- 2 Press and hold the red **Clear/Stop** button until the SP Mode menu appears on the screen.

- 3** On the panel, press **Copy Sp**.  
The SP Mode (Service) menu appears.
- 4** On the left side of the screen for Scanner settings, press **SP-4XXX**.  
The list expands to show numbered buttons with additional options.
- 5** Press the button to go down a page until you see the 4565 button for grayscale options.  
Press the button.  
The list expands to show options for changing the settings.
- 6** Under the 4565 button, press the following buttons:
  - a** Press **5** for MTF. The option, which appears on the right side of the screen, should be set to 8. If it is not, on the numeric keypad, press **8** and then **#**.
  - b** Press **6** for Smoothing. The option should be set to 4. If it is not, on the numeric keypad, press **4** and then **#**.
  - c** Press **7** for Brightness. On the numeric keypad, type **108** and then press **#**.
  - d** Press **8** for Contrast. The option should be set to 128. If it is not, on the numeric keypad, type **128** and then press **#**.
  - e** Press **9** for Independent Dot Erase. The option should be set to 0. If it is not, press **0** and then **#**.

Changes that you make to the settings take effect immediately.
- 7** In the upper right corner of the screen, press **Exit** to exit the SP Mode (Service) menu.
- 8** Below the Scanner button, press **Other Function**.
- 9** Press **Exit** again to exit the SP Mode menu.  
You can resume using the MFP, and the new settings are used.

## Field Data Limit From Kofax Capture Not Enforced

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 limit is not enforced on a Ricoh MFP if you enter a value exceeding 15 digits for that field.

## Frequently Asked Questions

If you cannot successfully install the software, or if you have questions about how the software operates, see the information in this section. For additional information and software updates on the Kofax website.

### Why doesn't clicking Discover find the MFP?

Use the Refresh command to update the list of discovered devices. The MFP may be offline, on a separate network, outside a firewall, or does not have a PostScript card installed. See the MFP documentation for instructions. If the Refresh option still does not find the MFP, add the MFP manually. See the Administration Console Help for instructions.

### Why am I unable to add MFPs?

There may not be sufficient licensing available to support the MFPs you want to add. Deactivate or remove MFPs from the available devices list or purchase a license for additional devices.

**Why am I unable to install the front panel software on the Ricoh MFP?**

Before you can install the Kofax Front Office Server front panel software, you must install the Embedded Software Architecture on the Ricoh MFP. To purchase an Embedded Software Architecture card, see your Ricoh reseller or Kofax. Install the card as shown in the Ricoh MFP documentation.

If you already have the Kofax Front Office Server front panel software installed on the MFP, uninstall it before installing the new software. See [Uninstalling the Kofax Front Panel Software](#).

**Why does the front panel software not appear when I press the button assigned for Embedded Software Architecture applications?**

Make sure that you installed the Kofax Front Office Server front panel software and started it from the Startup Setting tab. See [Installing the Kofax Front Panel Software](#).

If you have more than one Embedded Software Architecture application installed, a menu appears when you press the button. Press the Kofax\_Client button.

**Why do shortcuts not appear on the Ricoh MFP?**

Before you can see shortcuts on the MFP, install and start the Kofax Front Office Server front panel software on the Ricoh MFP. See [Installing the Kofax Front Panel Software](#) for instructions.

**Why do I get an error telling me that no more documents can be scanned until the connection to the server is restored?**

The error occurs when the MFP cannot connect to Kofax Front Office Server. In these situations, documents can continue to be scanned until the MFP hard drive is full. Make sure that the MFP is connected and Kofax Front Office Server is running.

When the connection to the server is restored, the documents on the MFP hard drive are sent, freeing space to resume scanning.

**I entered my user name and password correctly at the MFP. Why am I unable to log on?**

The MFP may not be able to retrieve authentication information if the connection to Kofax Front Office Server is down. Make sure that the MFP is connected to the network and Kofax Front Office Server is running.

**When I start the Kofax front panel software on the MFP, an error indicates that the device is unlicensed.**

The device may have been deactivated or removed in Administration Console. Run the Administration Console and make sure that the MFP is on the Added Devices tab.

**The Kofax front panel displays only a limited number of buttons. Where are the rest of the buttons?**

Add buttons by creating global or group shortcuts with Administration Console. Then, associate the shortcuts to device profiles. Make sure the device profile is configured to display



the appropriate buttons. When the MFP retrieves the device profile, the buttons should appear.

You can also create your own personal shortcuts using Thin Client. Personal shortcut buttons appear after logging on.

**Why do some scanned images scan sideways?**

This may occur when the color selection is grayscale. Grayscale scans produce JPEG image files and the Ricoh interprets them sideways. This is a Ricoh device limitation. To correct the problem, rotate the page before scanning.

