

# Kofax Front Office Server

## Administrator's Guide for Canon MFPs

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The KOFAX logo is displayed in a bold, blue, sans-serif font. The letters are thick and closely spaced, with a slight shadow effect behind the text.

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# Administrator's Guide for Canon MFPs

## Preface

This guide describes how to prepare a Canon multifunction peripheral (MFP) 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 whenever needed.

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

**Important** If you are upgrading Kofax Front Office Server, you must upgrade the client software on all MFPs to implement the latest security features.

## Related documentation

The product documentation set for Kofax Front Office Server is available at the following location.

<https://docshield.kofax.com/Portal/Products/KFS/4.3.0-ugsc6qbedi/KFS.htm>

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 the 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 with Kofax products

The [Kofax Knowledge Base](#) repository contains articles that are updated on a regular basis to keep you informed about Kofax products. We encourage you to use the Knowledge Base to obtain answers to your product questions.

To access the Kofax Knowledge Base, go to the [Kofax website](#) and select **Support** on the home page.

**Note** The Kofax Knowledge Base is optimized for use with Google Chrome, Mozilla Firefox or Microsoft Edge.

The Kofax Knowledge Base provides:

- Powerful search capabilities to help you quickly locate the information you need.  
Type your search terms or phrase into the **Search** box, and then click the search icon.
- Product information, configuration details and documentation, including release news.  
Scroll through the Kofax Knowledge Base home page to locate a product family. Then click a product family name to view a list of related articles. Please note that some product families require a valid Kofax Portal login to view related articles.
- Access to the Kofax Customer Portal (for eligible customers).  
Click the **Customer Support** link at the top of the page, and then click **Log in to the Customer Portal**.
- Access to the Kofax Partner Portal (for eligible partners).  
Click the **Partner Support** link at the top of the page, and then click **Log in to the Partner Portal**.
- Access to Kofax support commitments, lifecycle policies, electronic fulfillment details, and self-service tools.  
Scroll to the **General Support** section, click **Support Details**, and then select the appropriate tab.

## Features

Kofax Front Office Server offers the following features with the Canon MFP.

- Management through Kofax Front Office Server Administration Console (Optional)  
MFPs are able to self-register with the Administration Console and automatically activate licenses. The number of MFPs you can use with Kofax Front Office Server depends on your product license. See the Kofax Front Office Server Administration Console Help for more information.

**Important** After you have connected a Canon MFP to Kofax Front Office Server, you cannot deactivate or delete the device from the Devices tab of the Administration Console.

- Client software on the MFP

When the client software is installed, a 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 appear 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.

Jobs can be cancelled, depending on their status. After the cancellation is complete, the job remains in the log and has a Deleted status.

Status	Description
Pending*	The job is waiting to be sent to the server.
Sending*	Sending the job from the device or from the configured FTP folder to the server.
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.
Error to Inbox	Indicates that the job has failed and was sent to the user's inbox.
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.
Retrying*	The job is being resent after it failed in a previous attempt. This message indicates the number of the retry attempt.
Pending Retry*	The job failed to be sent and another attempt will be made. This message indicates the number of the retry attempt.
Canceling	The job is being cancelled by user request.
Pending Cancellation	A request was made by the user to cancel the job.
Error	Failed to send to the server or other destination after three attempts. Status is <i>Retry</i> while a retry is scheduled for the selected server or destination.

Status	Description
Deleted	User cancelled the transaction or deleted transaction from the inbox, or the administrator removed it during transaction review.

\* Can be cancelled manually. The number of attempts, the duration between retries and the behavior for handling a failed job is configured in the Administration Console. If the failed job is retried or cancelled, the device processes it after finishing all other jobs pending for process.

- 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.

- 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.

- 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.

- Export settings

When configuring destinations or shortcuts, you can use the Export Settings tab to set preferences for exported documents.

- 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.

- 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.

## Installation of the Kofax Front Office Server client software on the MFP

Use the following procedures to install or upgrade the Kofax Front Office Server client software.

### Preparing for the installation

Before installing the Kofax Front Office Server client software on the MFP, do the following:

- For all models except Canon imageFormula ScanFront, make sure the Device - Canon station license is installed.
- Install Kofax Front Office Server.
- Download the client software for Canon MFPs from Administration Console to your computer by selecting one of these options:
  - CanonScanFront: For Canon imageFormula ScanFront.
  - Canon: For all other models.
- Make sure that you have an open port for communication between Kofax Front Office Server and the MFP.
- Check your MFP manual for memory requirements. If you scan at 400 dpi color or grayscale (configurable in the shortcut settings for the device profile), scanning could fail for MFPs that do not have expanded memory.
- If you are using SSL, make sure that a valid server certificate is installed on the MFP. Your certificate must use the RSA algorithm. See the documentation for your device for instructions.

### Installing the Kofax Front Office Server client software

1. From your browser, launch the Service Management Service (SMS) at `http://<IP address of the Canon MFP>:8000/sms/`. Log on as a user with MEAP installation rights.
2. Go to the SMS installation page (directions may vary, depending on the version of SMS on the MFP).



3. Select the application file:
  - a. Click **Browse** to the right of the Application File field.
  - b. Navigate to the folder where you downloaded the Canon client software.
  - c. Select the file with the .jar extension.
4. Select the license file as follows:
  - a. To the right of the License File field, click **Browse**.
  - b. Navigate to the folder where you downloaded the Canon client software.
  - c. Select the license file, which has a .lic extension.

**Important** The license file can only be used to install client software once per MFP. After a license file has been used, it cannot be reused. When you uninstall the client software, follow the step to download a new licence file so it can be used when reinstalling.

5. Click **OK**.
6. Follow the **SMS** instructions to complete the installation.

## Setting up authentication

1. On the Application page, click **Kofax**.
2. Enter the department ID and password for a Canon user with the appropriate rights. and click **Set**.
3. When the authentication information is set, click **OK**.
4. Return to the Application List page and start the Kofax Front Office Server application.  
After the application is started, the **Kofax** button is added to the MFP screen.

## Completing the installation

1. Log on to the MFP using an account with administrator rights to the device.
2. On the MFP, press the **Kofax** button. Depending on the installation history, do one of the following:
  - For installations, the **Settings** page appears.
  - For upgrades, if the **Settings** page does not open automatically, press **Settings**.

3. On the **Settings** page, set the following options. For more information, press **Help**.
  - a. Enter the host name or IP address of 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. Depending on the type of connection between the server and the MFP, select the following options:
    - For **Server protocol**, select either **http** or **https**. The default port listed in the **Server port** field changes to the default port of 80 for http or 443 for https.
    - For **Server port**, select either the default port (80 or 443) or select the option with the blank field and enter the port number.
    - If you are using https, select **Validate server certificate** to validate the server certificate's chain and expiration date. This enables the MFP to verify that the server certificate is valid. If you trust the certificate from the server that is device is connecting to and want to bypass validation, you can leave **Validate server certificate** cleared.
  - d. Set the options for **Scan duplex**, **Scan resolution**, and **Scan color**.
  - e. Press **OK**.The main menu appears on the front panel.
4. Use the Kofax Front Office Server Administration Console to make sure the MFP is added to the **Devices** list, create shortcuts, and add the MFP to a device profile.

## Installing the client software on Canon imageFormula ScanFront MFPs

The installation procedure for Canon imageFormula ScanFront MFPs is different from other Canon models. Follow these general steps:

1. Get the IP address and set the device to Web application mode.
2. Register the device by using either of the following methods:
  - Use the Administration Console to add the device manually. Follow the instructions in the Administration Console Help. Specify the IP address and type **Canon** in the **Vendor** field.
  - Use the Kofax Canon Registration Client.
3. In the Administration Console, go to the **Settings - Advanced** tab and set the following properties in the **mfp.canon.properties** namespace:
  - mfp.password: Enter the administrator's password for the device.
  - mfp.port: Enter the port number of the device (default is 80).
  - mfp.protocol: Enter the protocol used to the communicate with the device, either http or https (default is http).

## Getting the IP address and setting the device to web application mode

1. At the device's home screen, tap **Administrator Setting**.  
The **Administrator setting** screen appears.
2. Tap **Network setting**.
3. At the **Network setting** screen, note the IP address and write it down to use in later steps.
4. Tap **Cancel** to return to the **Administrator setting** screen.

5. Tap the **Down Arrow** button to go to the second page of administrator settings.
6. Tap **Change to the web application mode**.
7. When you are prompted to confirm the setting, tap **Yes**.  
The device restarts.
8. When the following error occurs, **Could not access the server. Check the settings**, tap **OK** to close the message.
9. Enable remote operation by following these steps:
  - a. Enter the password to go to the **ScanFront Maintenance** screen.
  - b. Tap **Device Operation**.
  - c. Tap **The device detail settings**.
  - d. On the Device Detail Settings screen, change **Allow remote operation** to **On**. Tap **OK**.
  - e. Tap **Close** to return to the **ScanFront Maintenance** screen.

## Using the Kofax Canon Registration Client

1. Go to `registration` in the folder where you downloaded and extracted the client software, and run **The Canon Registration Client** window opens.
2. In the **Device Connection** section, provide information for the MFPs you are registering. To register multiple MFPs at one time, use one of the following options.

**Important** To register multiple MFPs, the administrator credentials must be the same on every MFP.

- Enter MFP host names or IP addresses separated by commas into the **Device IP or Hostname** field.
- If you have a file that is generated by MFP management software, select the character used to separate each entry (a comma, tab, or semicolon) in the **Delimiter**. Make sure each MFP is on a separate line and the IP address or host name is the first entry. In this example, the IP address, host name, MAC address, and model name are delimited by commas.

```
173.21.45.23,purchasing01,11-22-33-44-55-66,Purchasing 1
173.21.45.24,purchasing02,11-22-33-44-55-67,Purchasing 2
173.21.45.25,purchasing03,11-22-33-44-55-68,Purchasing 3
173.21.45.26,purchasing04,11-22-33-44-55-69,Purchasing 4
173.21.45.27,purchasing05,11-22-33-44-55-70,Purchasing 5
```

If the first entry is not an IP address or host name, correct it before attempting to import the file.

- Create a text file to import with all your IP addresses or host names with a line break after each, as shown in the following example. If you use this method, it does not matter what is selected in the **Delimiter** field.

```
173.21.45.28
173.21.45.29
173.21.45.30
173.21.45.31
173.21.45.32
```

If you have a file to import, click **CSV File** and select the file.

3. Enter the administrator password for the devices.
4. Select the MFP model type.

5. Complete the **Registration** section:
  - a. Enter the host name or IP address of Kofax Front Office Server.
  - 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. If Kofax Front Office Server uses a virtual directory, enter the name of the directory in the **Path** field.
  - d. Select the type of connections in **Server Protocol** field, either **http** or **https**.
6. Click **Register**.  
When the registration process is completed, the **Registration Results** window lists successful deployments as well as any errors. Right-click and copy one or more selected items or all failed items.
7. When you finish viewing the **Registration Results** window, click **OK** to close the Kofax Canon Registration Client program.  
The Kofax application appears on the device after it restarts.

## Specifying the server

Specify the server (or proxy server for a cluster configuration) so that images can be properly scanned and sent.

1. In Administration Console, click **Settings > Advanced**.
2. In the `kfs.properties` namespace, find the ProxyServer property.
3. Enter the host number or IP address of the server (or the proxy server for a cluster configuration) used by Kofax Front Office Server.

## Unregistering a Canon imageFORMULA ScanFront MFP

Before unregistering a Canon imageFORMULA ScanFront MFP, make sure that there is not a user or session that is actively using the device. An "Illegal access" error occurs if there is an active user or session when you attempt to unregister.

## Setting up HTTPS with Canon imageFormula ScanFront MFPs

The protocol used by Canon imageFormula ScanFront MFPs is configured with IIS. It is not affected by the setting in Kofax Front Office Server, and it does not require Require SSL to be set.

## Uninstalling the Kofax Front Office Server client software

You can uninstall the Kofax Front Office Server client software when needed. Before uninstalling the client software, make sure that any scanned documents have been processed.

**Note** During the uninstallation process, you will be stopping Kofax Front Office Server. If you do so before a scan job is completed and received, the interruption will most likely cause data loss.

1. From your browser, launch SMS at `http://<IP address of the Canon MFP>:8000/sms/`. Log on as a user with MEAP installation rights.

2. In the **MEAP Application Management** list, find the Kofax Front Office Server client software and do the following:
  - a. Stop the client software.
  - b. Click the link for the Kofax client software.
  - c. Click **Disable**.
  - d. Click **Download** to download a license file and save it to a secure folder.

**Important** This step is required if you are reinstalling the software on this MFP. The license file you used to install the software cannot be used after you uninstall. If you do not download a license file during uninstallation, contact Kofax Technical Support for assistance with obtaining a new license file.
  - e. Click **Delete**. When you are prompted to confirm the deletion, click **Yes**.
  - f. Return to the **MEAP Application Management** list.
3. Click **Uninstall** next to the Kofax client software. When you are prompted to confirm, click **Yes**. The software is removed from the device.

## Additional information

The following is additional information you may need when working with Kofax Front Office Server and the MFP.

### Support for single sign on

Kofax Front Office Server supports single sign on for users who are also registered users on the Canon MFP. Users who log on to the MFP are also logged on automatically to Kofax Front Office Server.

Use this setting in the Administration Console by selecting **Settings > Advanced**, or creating this setting if it does not exist.

- Namespace: mfp.canon.properties
- Name: sso.mapped.activedirectory.attributes
- Value: <domain>=singleSignOnUID where <domain> is the name of the domain and singleSignOnUID is a variable for the user name.

For example, if the domain for your users is mfpusers with user IDs such as mfpusers\enduser1, enter mfpusers=singleSignOnUID. The user ID enduser1 is passed with singleSignOnUID.

You can specify more than one domain by separating them with commas, like this:

mfpusers=singleSignOnUID,mfpadmins=singleSignOnUID.

## Configuration for sending jobs from Canon imageFormula ScanFront MFPs

By default, jobs are sent automatically from an MFP after a period of inactivity. For Canon imageFormula ScanFront MFPs, you can configure the duration by using the following settings on the Settings - Advanced tab in Administration Console. These are in the `mfp.canon.properties` namespace.

- `server.max.job.age.mins`: Number of minutes before submitting an incomplete job on ScanFront devices. (The default is 60.)
- `timeout.scancomplete.mins`: Number of minutes the Scan Complete screen remains on screen before sending and exiting automatically. (The default is 5.)

## Handling of unsupported paper sizes

If a paper size defined in the 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.

## Image preview

Canon MFPs can display a preview of the image.

Enable the feature in the Administration Console. In the Advanced - Settings tab, set `mfp.scan.preview` in the `mfp.canon.properties` namespace to true.

The preview window shows the document you scanned and enables you to process it. Several options for processing the document are available to you, depending on the model of your device.

## Image preview options on Canon imageFormula ScanFront MFPs

Use the buttons on the right to page up or down to view additional pages in the document.

Press **OK** to continue processing the document or **Cancel** to cancel the job and return to the main menu.

## Image preview options on other Canon MFPs

Use these buttons to view the pages scanned:

- Press the four arrow buttons to the right of the image to view more of the page.
- Press the left and right arrow buttons at the upper right to move to the previous or next page of the document.
- Press **Del** to delete the displayed page from the job.
- Select **Large size** to view more of the page or **Fit window** or to see the entire page.

Then use these buttons to process the document:

- Press **Send and Exit** to send this scan job and return to the main menu.
- Press **Add More Pages** to scan more pages to the current scan job.
- Press **New Job** to send this scan job and start a new scan job to the same location.
- Press **Cancel** if you do not want to send this scan job.

After a period of inactivity, the MFP automatically sends the scan job and returns to the main menu. Images in the device are deleted when the job is sent or canceled.

## Apply button for Canon imageFormula ScanFront 400 MFPs

Each editable text field on the Index Fields page of Canon imageFormula ScanFront 400 MFPs has an Apply button. Click the button to accept the new entry in the field.