

# Kofax Front Office Server

## Administrator's Guide for Xerox MFPs

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The logo for KOFAX, consisting of the word "KOFAX" in a bold, blue, sans-serif font.

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# Administrator's Guide for Xerox MFPs

## Preface

This guide describes how to prepare a Xerox multifunction peripheral (MFP) to work with Kofax Front Office Server.

**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

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

- 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.

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

Status	Description
Pending*	Submitted to the server or configured FTP folder. or Ready to start scanning.
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.
Retry Pending*	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.

Status	Description
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.
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. Retry attempts only applies to FTP mode, and it does not apply to HTTP mode.

- 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.

- 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.
- **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.
- **Support for internal browsers**

Kofax Front Office Server supports either of the embedded browsers used by Xerox MFPs, the newer Webkit browser or the original ANT Galio S12 browser.
- **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

The primary source of information about supported devices and other Kofax Front Office Server requirements is the Technical Specifications, which is available on the Kofax website at <http://www.kofax.com>.

Kofax Front Office Server uses the Xerox Extensible Interface Platform (EIP) to communicate with the Xerox MFPs. Only Xerox MFPs supporting the Extensible Interface Platform (EIP) and with Xerox Widgets Version Revision 2 or higher can be used. The latest firmware and EIP version have to be installed on the Xerox MFPs.

To enable EIP on the MFP, follow the instructions provided by Xerox:

1. Create a self-signed certificate or install your own certificate.
2. Enable SSL.
3. Enable Extensible Service Setup, which is under Properties in General Setup. Make sure you enable the Extensible Services Browser.

Although you must enable SSL on the MFP, using SSL is not required to connect to Kofax Front Office Server. However, connecting to Kofax Front Office Server through SSL is recommended for data security.

## Preparing for registration

Before registering Kofax Front Office Server with the MFP:

- Install Kofax Front Office Server.
- Download the Xerox client software from the Administration Console.



- Verify that all Xerox MFPs connected to the same Kofax Front Office Server have the same user name and password.
- Use low-resolution grayscale images to optimize performance. Resolutions greater than 200 dpi may adversely affect performance.

## Registering the MFP with Kofax Front Office Server

To enable the MFP to communicate with Kofax Front Office Server, run a client registration program to register the Kofax Front Office Server client software on the MFP and provide the URL so the MFP can make the initial call to the Kofax Front Office Server when the Kofax client software is started on the MFP.

The `KofaxXeroxRegistration.exe` program is a standalone Windows application that can be run from any computer on or outside the network where the MFP is located. Follow the instructions to register a Kofax Front Office Server or connect to a different Kofax Front Office Server.

After registration, a Kofax button should appear on the MFP front panel. Depending on the model and configuration, you may need to press a Services or Custom Services button to view the Kofax button.

### Registering Kofax Front Office Server with the Xerox MFP

1. Go to the `registration` subfolder in the folder where you downloaded and extracted the client software, and run `KofaxXeroxRegistration.exe`.  
The **Xerox Registration Client** window opens.
2. In the **Device Connection** section, provide information for the MFPs you are registering, including the host name or IP and the administrator user name and password for the MFP. 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 **MFP Host Names or IP Addresses (comma separated)** 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. The registration program registers each MFP in order until all of the ones listed in the file are registered.

3. In the **Xerox Administrator ID** and **Xerox Administrator Password** fields, enter administrator credentials for the specified MFPs.
4. In the **Browser Type** field, select the type of browser used by the MFPs.  
Select **Auto** unless you know the type of browser supported by the MFPs. If you select **Auto**, the ANT Gallo S12 is selected first. If it is not supported by the device, the Webkit browser is used.  
If you select a browser that is not supported by a device, a message appears when you click **Register**.
5. Complete the **Registration** section as follows:
  - 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** and close the client registration program.

## Registering a different Kofax Front Office Server installation

1. Go to the Kofax Front Office Server application data path in the Kofax Capture share in `\KFS<version>\MFPClients\xerox\registration`, and run `KofaxXeroxRegistration.exe`.  
The **Xerox Registration Client** window opens.
2. Verify that the **Device Connection** section contains the information for the MFP.
3. Click **Unregister**.
4. Complete the **Registration** section with the new information and click **Register**.
5. When you receive the successful activation message, close the client registration program.

The MFP is now ready to use with Kofax Front Office Server. The Kofax button appears on the network scanner main menu. Depending on the Administration Console settings, pressing the Kofax button causes the MFP to self-register and license itself, and connect to the default device profile if one is defined. See the Administration Console Help for information about self-registration and default device profiles.

## Device profiles updates

When a device profile associated with an MFP changes, the changes are reflected on the front panel of the MFP when it polls Kofax Front Office Server. This poll occurs when the Kofax Front Office Server

client software 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.

## Optimizing the image scan quality

Kofax Front Office Server supports configuring several scan settings for the Xerox MFPs.

1. In Administration Console on the **Settings - Advanced** tab, locate the **mfp.xerox.properties** property.
2. Specify the scan settings as needed. The descriptions provide instructions.
3. Save your changes.

The changes are applied the next time a job is scanned. You do not have to restart Kofax Front Office Server for the changes to take effect.

## Changing the scan mode

By default, Kofax Front Office Server uses Xerox HTTP(s) Scanning. You can change to Xerox FTP Scanning if you are unable to use HTTP/HTTPS. In Administration Console, create a new advanced setting to change the scanning mode.

Refer to the Administration Console Help for instructions on creating new advanced settings and create the following settings. For each setting, specify `mfp.xerox.properties` as the namespace.

Property	Description and Settings
<code>http.scan.enabled</code>	Enable Xerox HTTP(s) Scanning. <ul style="list-style-type: none"> <li>• true: Use Xerox HTTP(s) Scanning</li> <li>• false: Use Xerox FTP Scanning</li> </ul>
<code>ftp.server.host</code>	FTP server host used by Xerox device to send scanned image files. Note: a blank value will stop polling if no Xerox devices are used.
<code>ftp.server.lock.timeout</code>	FTP lock timeout, expressed in minutes. We recommend that you do not change the value unless instructed to do so by Technical Support personnel.
<code>ftp.server.password</code>	FTP user password.
<code>ftp.server.path</code>	Path on FTP server host where Kofax Front Office Server files are stored, must start with <code>/</code> .
<code>ftp.server.polling.interval.ms</code>	FTP polling timer interval in milliseconds, default = 120000

Property	Description and Settings
ftp.server.username	FTP user name, with the domain and user name separated by double backslashes (\\). Example: domain\\user_name

**Note** If you are upgrading from a previous version of Kofax Front Office Server, the FTP properties still appear in the Advanced tab. You still need to create the http.scan.enabled property.

## 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 incomplete jobs

A job is flagged as failed if it is incomplete for a certain period of time. By default, this is 60 minutes. You can change this duration on the Settings - Advanced tab in Administration Console. In the mfp.xerox.properties namespace, change the server.max.job.age.mins setting.

### 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

Xerox MFPs can display a preview of the image in the Scan Complete window.

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

The Scan Complete window shows the document you scanned and enables you to process it. Press < or > to scroll through the thumbnails.

Pages can be deleted before submitting a job. Press a page to select or unselect it. Then, press **Delete Pages** to delete the selected pages.

Use these buttons to process the document:

- **OK** to send this scan job and return to the main menu.
- **Cancel** to delete the entire job without submitting it.

If the client is left inactive and times out at the Scan Complete window, the job completes automatically and redirects to the window indicating that the job has been sent. If the client remains inactive and times out again, the client closes.