Kofax Front Office Server
MFP Emulator Administrator's Guide

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KOFAX

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Table of Contents

Preface....4
Training....4
Related documentation....4
Getting help with Kofax products....5
Chapter 1: Features....6
System requirements....8
Station and volume licensing....8
Image DPI conversion....9
Chapter 2: Configuring the emulator....10
Sample images for scanning....10
Using the emulator....11
Changing emulator settings....11
Chapter 3: Device profiles updates....12
Chapter 4: Removing the emulator....13

Preface

This guide describes how to set up and use the Kofax Front Office Server MFP Emulator.

If you are upgrading Kofax Front Office Server, you must upgrade the emulator to implement the latest security features.

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.

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.

Getting help with Kofax products

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

To access the Kofax Knowledge Portal, go to https://knowledge.kofax.com.

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

The Kofax Knowledge Portal 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.
  To locate articles, go to the Knowledge Portal home page and select the applicable Solution Family for your product, or click the View All Products button.

From the Knowledge Portal home page, you can:

- Access the Kofax Community (for all customers).
  On the Resources menu, click the **Community** link.
- Access the Kofax Customer Portal (for eligible customers).
  Go to the Support Portal Information page and click **Log in to the Customer Portal**.
- Access the Kofax Partner Portal (for eligible partners).
  Go to the Support Portal Information page and click **Log in to the Partner Portal**.
- Access Kofax support commitments, lifecycle policies, electronic fulfillment details, and self-service tools.
  Go to the Support Details page and select the appropriate article.

Chapter 1

Features

The MFP Emulator can be used to demonstrate Kofax Front Office Server MFP clients without requiring a physical device to be present, or using specific vendor MFP emulators.

The emulator is a Windows-based application that connects with Kofax Front Office Server and emulates the front panel of an MFP. It was developed as a custom client using the Kofax Front Office Server Web Services Connector SDK. You select images to "scan" and process them as if they were scanned at an MFP. The emulator is provided for demonstration and testing purposes only and is not intended for production use.

The MFP emulator has the following features.

- 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.
- 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 Log off.
- 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.

  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.
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 *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.

- 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*.

- 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.

- 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.

- 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.
- 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.

System requirements

The primary source of information about supported devices and other Kofax Front Office Server requirements is the Technical Specifications document. The document is updated regularly, and we recommend that you review it carefully to ensure success with your Kofax Front Office Server product.

The MFP Emulator can be run on any computer that has Microsoft .NET Framework version 3.5 or greater installed.

Station and volume licensing

The emulator uses a Kofax Front Office Server Device license and is a custom client. All custom clients decrement Scan/Import and Kofax PDF Image+Text page count.

Image DPI conversion

The emulator will not change the dpi value of the imported images, regardless of any scan settings associated with a destination or a shortcut.

Chapter 2

Configuring the emulator

1. In the folder where Kofax Front Office Server is installed, go to `Resources\Share \MFPClients\MFPEmulator`.
2. Run MFP Emulator.exe.
   The emulator starts. The first time it runs, it displays the **Settings** page.
3. In the Settings window, do the following:
   a. Enter the name or IP address for Kofax Front Office Server.
   b. If Kofax Front Office Server uses a virtual directory, enter the name of the directory in the **Path** field.
   c. Select the protocol for the connection from the network scanner to Kofax Front Office Server. The default protocol is HTTP.
   d. Enter the port for the connection.

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

   e. Select the language you want to use.
   f. Select the scanner settings to emulate, including color mode, resolution in dots per inch (dpi), and duplex mode.
   g. For accessibility, select the option to display text instead of animation.
   h. Click **OK**.
      The main menu appears.
4. Verify that the emulator self-registered and applied the default device profile. If it has not, correct the settings for the emulator in the Administration Console. See the Administration Console Help for instructions.

Sample images for scanning

The `MFPEmulator` folder contains the `SampleImages` folder, which contains images that you can "scan." The `SampleImages` folder opens when you click Scan on the emulator, but you can browse to select supported images to scan.

Using the emulator

Run the emulator from any Windows computer that has Microsoft .NET Framework version 3.5 installed.

Changing emulator settings

To change the connection information, display language, and scanner setting options, click **Settings**. After you change the settings, click **OK**. The emulator connects to the server and updates configurations.

The emulator Scanner settings are for demonstration purposes only, and are not functional except for the Reset button. The actual settings that are used are associated with shortcuts or set in the vrs-default.properties namespace. See the Administration Console Help for shortcut and destination scan settings and see the *Kofax Front Office Server Administrator's Guide* for information on changing the VRS scan settings.

Chapter 3

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.

Chapter 4

Removing the emulator

To remove the emulator, delete the `\MFPEmulator` folder and all its contents.