

# Kofax TotalAgility

Administrator's Guide for Ricoh MFPs

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# Table of Contents

Administrator's Guide for Ricoh MFPs.....	4
Preface.....	4
Related documentation.....	4
Training.....	4
Getting help for Kofax products.....	4
Features.....	5
System requirements.....	7
Cards for Ricoh MFPs.....	7
Network and server troubleshooting.....	8
Installing the client software.....	8
Installing with the Ricoh Android Registration Client.....	8
Installing on other Ricoh devices.....	9
Uninstalling the client software.....	11
Uninstalling with the Ricoh Android Registration Client.....	11
Uninstalling the client software from other Ricoh devices.....	12
Starting the client software for the first time.....	12
Displaying the client software on the MFP front panel.....	13
Additional information.....	13
Handling of unsupported paper sizes.....	13
Device profiles updates.....	13
Configuring a secure connection with SSL.....	14
Configuring retries.....	15
Smart-card authentication.....	15
Improving image quality for the Ricoh Aficio MP C2500 MFP.....	15
Options for Scan/VRS profiles.....	16
Text field limits.....	17
Defining a process for failed jobs.....	17
Displaying categories and forms on the front panel.....	17
Hiding and showing information after scanning.....	19
Customizing the name of the client software.....	19
Image preview.....	19
Jobs with no pages.....	20
Frequently asked questions.....	20

# Administrator's Guide for Ricoh MFPs

## Preface

This guide describes how to install the client software that resides on the MFP and has options that appear on the device's front panel. After performing this procedure, you can create and update device profiles with shortcuts from Devices whenever needed. When the MFP connects with Kofax TotalAgility, the updated device profiles are retrieved and display on the MFP.

Kofax TotalAgility supports Ricoh devices with the Smart Operation Panel. The instructions in this guide apply to all devices unless otherwise noted.

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

## Related documentation

The product documentation set for Kofax TotalAgility is available at the following location.

<https://docshield.kofax.com/Portal/Products/KTA/750-4kcae04o43/KTA.htm>

In addition to this guide, Kofax TotalAgility includes the following documentation:

### ***Kofax TotalAgility Installation Guide***

The *Kofax TotalAgility Installation Guide* provides installation instructions and other information that helps you successfully set up Kofax TotalAgility.

### ***Release Notes***

Release notes provides late-breaking product information that may not be included in other Kofax TotalAgility documentation. The release notes are available for viewing or downloading from the Kofax website.

## Training

Kofax offers both classroom and computer-based training to help you make the most of your Kofax TotalAgility 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 TotalAgility features are available with the Ricoh MFP. See the Help for Devices for more information.

- Management through Devices in the Kofax TotalAgility Designer  
MFPs are able to self-register with Devices and automatically activate licenses. (This feature is optional.) You can also manually activate, deactivate, or remove MFPs whenever needed. In Devices, you can open the Web page for the MFP if Kofax TotalAgility can communicate over the network with the MFP.
- 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 TotalAgility 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 TotalAgility user. Logging on may provide additional options.
- Shortcuts

This feature facilitates the sending of documents. In Kofax TotalAgility Designer, use Device Create New Job to create forms that appear as shortcut buttons on the MFP front panel.

- 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 TotalAgility 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 but not uploaded to server yet. or Ready to start scanning.
Completed	Successfully sent to destination.
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 TotalAgility 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 Devices 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 TotalAgility, English is used by default.

- Form fields

You can enter values for form fields at the MFP. When you define forms in Devices, 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.

- Customized validation and lookup options

You can customize validation and a variety of field lookup options for forms in the Kofax TotalAgility Designer. For more information, see Kofax TotalAgility Help.

- Device logging

Log messages from the device are stored in the Kofax TotalAgility database. Download the log from Devices by going to the General tab for the device and clicking Download Log.

- 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.

- 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 TotalAgility requirements is the Technical Specifications document, which is available on the Kofax website at <http://www.kofax.com>.

Before installing the client software for the Ricoh MFP, do the following:

- Install Kofax TotalAgility.
- Download the Ricoh client software from Devices. If you are using external or multiple certificates, follow the instructions in [Configuring a secure connection with SSL](#) before downloading.
- Make sure you have sufficient licenses to use your MFPs.
- Make sure that you use a supported Ricoh MFP. See the Kofax TotalAgility 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 TotalAgility 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 TotalAgility 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 TotalAgility features.

### Embedded Software Architecture card

To install the client software, you must install an Embedded Software Architecture card. Kofax TotalAgility 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 Devices 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 Devices. The PostScript card and the automatic discovery feature are not required to use a Ricoh MFP with Kofax TotalAgility.

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 TotalAgility is down, scanned documents are saved on the MFP hard drive until the connection to Kofax TotalAgility 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 TotalAgility.
- Documents are not delivered until the connection to Kofax TotalAgility is restored.
- If the hard drive on the MFP is full, no more documents can be scanned.

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

## Installing the client software

You can install the Kofax TotalAgility app on the MFP using one of the following methods:

- For an Android device with the Smart Operation Panel, use the Ricoh Android Registration Client.
- For other Ricoh devices, use either Devices or the internal Web pages of the MFP, depending on whether or not the device can be discovered by Kofax TotalAgility.

Before installing the client software on the MFP, do the following:

- Install Kofax TotalAgility.
- Download the Ricoh client software from Devices and then extract ricoh.zip to a folder on your computer. It will contain two files.
  - ricoh\_smart\_operation\_panel.zip: For devices with a Smart Operation Panel.
  - ricoh.zip: For all other Ricoh devices.
- If you are using external or multiple certificates, follow the instructions in [Configuring a secure connection with SSL](#) before downloading.
- Make sure that Embedded Software Architecture is installed on the Ricoh MFP.
- Make sure port 80 or 443 is open for communication between Kofax TotalAgility and the MFP.

**Important** If the MFP already has the client software, unregister or uninstall it before installing the new version.

### Installing with the Ricoh Android Registration Client

Use the Ricoh Android Registration Client to install the Kofax TotalAgility client software to one or more Ricoh Android devices with the Smart Operation Panel.

**Note** The Ricoh Android Registration Client requires Java Runtime Environment (JRE) version 6 or later.

1. In the folder where you downloaded and extracted the client software, run RegisterAndroidRicohClient.exe.



The **Ricoh Android Registration Client** window opens.

2. In the **MFP Host Names or IP Addresses (comma separated)** field, provide information for the MFPs you are registering. To register multiple MFPs at one time, use one of the following options.
  - 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. Enter the credentials for the device administrator. Enter the user name in the **Device Administrator ID** field and the password in the **Device Administrator Password** field.

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

4. Select the type of connection in **MFP Protocol** field, either **http** or **https**.
5. In the **Ricoh Client File** field, click **Browse**. and select the `ricoh_smart_operation_panel.zip` file.
6. Click **Register**.

The Ricoh Android Registration Client validates the fields and indicates any missing fields. The progress bar at the bottom of the window indicates the status of the registration.

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 select them all.

7. When you finish viewing the **Registration Results** window, click **OK** and close the Ricoh Android Registration Client.

## Installing on other Ricoh devices

For other Ricoh devices, the installation process depends on whether Kofax TotalAgility can discover the MFP. For an MFP to be discovered, the Kofax TotalAgility computer must be able to communicate with the MFP over the network traffic. Use Ping to test the connection. Then do the following:

- If the MFP can be discovered, deploy the software from Devices.

- 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 Devices requires fewer steps.

### If the MFP can be discovered

1. Start the Devices and log on as a user with administrator rights.
2. In Devices 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 TotalAgility.
  - **ProxyServerProtocol**: Select a secure (HTTPS) or unsecure (HTTP) connection.
  - **ProxyServerPort** or **ProxyServerSecurePort**: Enter the port number used by Kofax TotalAgility in **ProxyServerPort** for an HTTP connection or **ProxyServerSecurePort** for an HTTPS connection.

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

3. In Devices, discover and add the MFP. For instructions, see the Devices 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 Devices Help.

### If the MFP cannot be discovered

1. Start the Devices and log on as a user with administrator rights.
2. In Devices 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 TotalAgility.
  - **ProxyServerProtocol**: Select a secure (HTTPS) or unsecure (HTTP) connection.
  - **ProxyServerPort** or **ProxyServerSecurePort**: Enter the port number used by Kofax TotalAgility in **ProxyServerPort** for an HTTP connection or **ProxyServerSecurePort** for an HTTPS connection.

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

3. Start the Ricoh Web Image Monitor using a browser, and enter the IP address of the MFP as the URL.
4. Log on as a user with administrator rights.
5. On the left panel, select **Configuration**.
6. In the **Extended Feature Settings** area, select **Install**
7. On the **Install** window, select **Local File** and browse to ricoh.zip.
8. Click **Display Extended Feature List**.
9. In the **Extended Feature List** area, select your installation target settings.
10. Select **Kofax\_Client** and then click **Install**.  
The MFP will be added in the Devices the first time it contacts Kofax TotalAgility.
11. On the confirmation screen, click **OK**.

**Note** Depending on the model, the Ricoh MFP may restart after the client software is installed.

## Uninstalling the client software

As with installation, uninstall the Kofax TotalAgility app on the MFP using one of the following methods:

- For an Android device with the Smart Operation Panel, use the Ricoh Android Registration Client.
- For other Ricoh devices, use either Devices or the internal Web pages of the MFP, depending on whether or not the device can be discovered by Kofax TotalAgility.

### Uninstalling with the Ricoh Android Registration Client

Use the Ricoh Android Registration Client to uninstall the app by following these steps:

1. In the folder where you downloaded and extracted the client software, run RegisterAndroidRicoClient.exe.  
The **Ricoh Android Registration Client** window opens.
2. In the **MFP Host Names or IP Addresses (comma separated)** field, provide information for the MFPs from which you are uninstalling the app. To uninstall the app from multiple MFPs at one time, do one of the following:
  - Enter MFP host names or IP addresses separated by commas into the **MFP Host Names or IP Addresses (comma separated)** field.
  - Use the file containing a comma, tab, or semicolon delimited list of host names or IP addresses of the MFPs. In the **Delimiter** field of the registration client, select the type of delimiter that is used in the file. Click the **CSV File** button and select the file.

See [Installing with the Ricoh Android Registration Client](#) for instructions on using a comma-delimited list or specifying IP addresses or host names without a list.

3. Enter the credentials for the device administrator. Enter the user name in the **Device Administrator ID** field and the password in the **Device Administrator Password** field.

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

4. Select the type of connection in **MFP Protocol** field, either **http** or **https**.
5. Click **Unregister**.  
The Ricoh Android Registration Client validates the fields and indicates any missing fields. The progress bar at the bottom of the window indicates the status. When the process is completed, the **Results** window lists successful uninstallations as well as any errors. Right-click and copy one or more selected items or select them all.
6. When you finish viewing the **Results** window, click **OK** and close the Ricoh Android Registration Client.

## Uninstalling the client software from other Ricoh devices

Uninstall the client software if you are no longer using Kofax TotalAgility with the MFP or to deploy an updated version of the client software. Uninstall the current version of the client software before deploying a new one.

**Note** The commands and buttons vary depending on device model. Refer to the documentation provided with the Ricoh MFP for instructions.

1. On the front panel, select **User Tools > Machine Features > Extended Feature Settings > Extended Feature Settings**.
2. Shut down the client software as follows:
  - a. Press the **Startup Setting** tab.  
The tab has a **Kofax MFP 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 MFP Client** to stop the client software.
3. Uninstall the client software as follows:
  - a. Press the **Uninstall** tab.  
The tab has a **Kofax MFP Client** button.
  - b. Press **Kofax MFP Client**.
  - c. When prompted to confirm that you are uninstalling the client software. Press **Yes**.
  - d. When notified that the removal is completed, press **Exit** in succession to close the Extended Feature Settings and the User Tools page.
4. Turn off the power switch on the front panel (wait until the lights are off) and then the main power switch.
5. Leave the MFP off for 15 seconds or until the main power light goes off. Then, turn on the MFP.
6. If you are upgrading, follow the instructions in [Installing the client software](#).

## Starting the client software for the first time

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

**Note** The commands and buttons vary depending on device model. Refer to the documentation provided with the Ricoh MFP for instructions.

1. Set the function priority to **Home** to ensure that the device connects to the server reliably.
  - a. On the front panel, select **User Tools > Screen Features > Screen Device Settings > Function Priority**.
  - b. Make sure **Home** is selected. If not, change the setting.
  - c. If you changed the function priority to **Home**, restart the device.

2. Start the **Kofax MFP Client** app, if it is not already started.
  - a. On the front panel, select **User Tools > Machine Features > Extended Feature Settings > Extended Feature Settings**.
  - b. Press the **Startup Setting** tab.  
The tab should have a **Kofax MFP Client** button.
  - c. If the status does not indicate that the app has started, press the **Kofax MFP Client** button to start it.

After completing this procedure, use the information in [Displaying the client software on the MFP front panel](#) to display the client software on the front panel.

## Displaying the client software on the MFP front panel

On a Smart Operation Device, press **Kofax** on the main menu.

On other Ricoh devices, 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 client software appears on the front panel immediately.
- If other functions are assigned to that button, a menu of buttons appears. Press **Kofax MFP Client**.

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

## Additional information

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

### Handling of unsupported paper sizes

If a paper size defined in Devices 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 front panel of the MFP when it polls Kofax TotalAgility. This poll occurs when the Kofax TotalAgility 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.

## Configuring a secure connection with SSL

The default connection protocol between the MFP and Kofax TotalAgility is set to http for an unsecured connection. You can change the protocol to HTTPS for a secured connection with SSL. After you change the connection protocol, you need to redeploy the Ricoh client to each device using Devices.

For devices with Smart Operation Panel, use the settings on the device to configure SSL. For other devices, follow these instructions.

**Note** Apache mode is not supported by the Ricoh Android client.

1. If you want to add external server certificates to use with the Ricoh client, do the following before downloading the Ricoh client. This enables the certificates to be included in the ricoh.zip file.
  - a. Make sure that the certificate is in Base-64 encoded X.509 format.  
You can use IIS or the Certificate Export Wizard to export the certificate in the correct format.
  - b. On the server where Kofax TotalAgility is installed, locate the `Program Files \TotalAgility\Agility.Server.Web\Resources\Share` folder.
  - c. Create a new subfolder named `externalcerts`.
  - d. Copy the certificate files to the `externalcerts` folder.
2. Download the client software from Devices.
3. Extract `ricoh.zip` or open the `Ricoh` folder in `MFPClients.zip` and then extract `KofaxRicoClient.zip`. This creates a `KofaxRicoClient` folder containing the `KofaxRicoClient.dalp` file.
4. Open the `KofaxRicoClient.dalp` file with a text editor.
5. Edit the port in the following argument to change the Kofax TotalAgility URL and corresponding host name or IP address to use SSL:

```
<argument>-s https://<server>:443/TotalAgility/Kofax/KFS/Legacy/Java</argument>
```

6. Edit the following arguments to indicate which server certificates can be trusted:

```
<argument>-ssl_trust_all_certificates true</argument>
<argument>-ssl_trust_all_hosts true</argument>
```

You can change the arguments as follows:

- Keep both arguments set to true if you want the Ricoh client to trust all server certificates.
  - Change both arguments to false if you only want the Ricoh client to trust the Kofax TotalAgility server certificate or the external server certificates you add in step 1. This option is more secure.
7. Save your changes and close the file.
  8. Zip the `KofaxRicoClient` folder with the updated `KofaxRicoClient.dalp` file.  
Make sure the `.zip` file is named `KofaxRicoClient.zip`.
  9. Uninstall and reinstall Kofax TotalAgility MFP client on each MFP using the updated `KofaxRicoClient.dalp` file.
  10. After updating each MFP, restart it.

## Configuring retries

You can set the number of times a job is retried and the interval between retries in Devices. If you are using an Apache HTTP client, you also need to modify the KofaxRicohClient.dalp file that enables the Ricoh client to detect timeouts.

For devices with Smart Operation Panel, use the settings on the device to configure retries in Advanced Settings. For other devices, follow these instructions.

1. In Devices on the **Settings - Advanced** tab, change the following settings in the mfp.ricoh.properties namespace:
  - **mfp.retry.count**: Number of attempts to send images to the server before failing. To disable retries, enter 0. To keep retrying without failing, enter -1 or any negative number. The default value is -1.
  - **mfp.retry.interval**: Seconds between retries. To retry without delays, enter 0. The default value is 30.
2. Restart the Ricoh client in the settings panel or website of the MFP to update the values.
3. If you are using an Apache HTTP client, modify the .dalp file.
  - a. Uninstall the Ricoh client if it is already installed.
  - b. Extract the KofaxRicohClient.dalp file from KofaxRicohClient.zip.
  - c. Change or add the following values in the KofaxRicohClient.dalp file:
    - In the line `<argument>-http_client default</argument>`, change default to `apache4`.
    - Add the line `<argument>-http_apache_timeout seconds</argument>` with `seconds` as the timeout value for network requests in seconds. Set this value to 75 or less.
  - d. Save and close the file.
  - e. Reinstall the Ricoh client.

## Smart-card authentication

Kofax TotalAgility 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 TotalAgility matches users by user ID regardless of how the user is registered on CAP.

To ensure correct authentication:

- Have a Kofax TotalAgility/Kofax Capture user with a matching user ID.
- Have unique user IDs on all domains connected with Kofax TotalAgility.

## 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**.





## Improving image quality

To ensure that you get good image quality in grayscale and bitonal modes, change the settings in the Scan Settings window until you get the desired output. The following are examples:

- For grayscale: Turning Brightness: 5; contrast: 1; sharpness: 0; BackRemove: 3
- For bitonal: Turning Brightness: 5; contrast: 1; sharpness: 0; BackRemove: 3; Drop Color: Green; ImageType: Tiff; Pixel Depth: Bitonal

## Text field limits

Text fields support a maximum of 256 characters. Any characters over 256 are truncated.

## Defining a process for failed jobs

In Kofax TotalAgility, you can define a process to be used when scan jobs fail. The process creates a new job and includes information about the one that failed. To define the process and assign it to be used by the MFP, do the following.

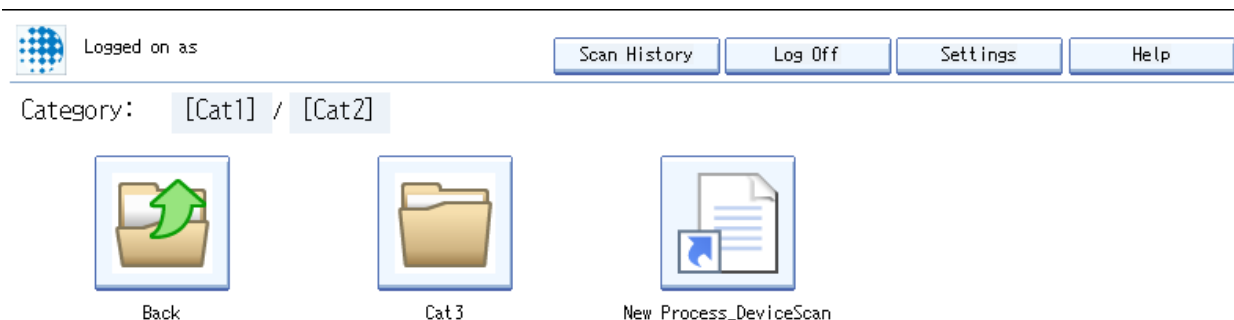
1. In Kofax TotalAgility, create the process and use the following variables to retrieve information about the failed job:
  - UserID: The user who submitted the failed job.
  - FailureReason: The reason of the failed job.
  - FailureTime: The time of the failed job.
  - FormName: The form name of the failed job.
  - ProcessName: The process name of the failed job.

These variables are all strings and should be as during process initialization. See the Kofax TotalAgility documentation for instructions.

2. In Devices, set the following property on the **Settings - Advanced** tab:
  - **Namespace:** mfp.properties
  - **Name:** failed.job.transmission.process.name
  - **Value:** Enter the name of the process you created.

## Displaying categories and forms on the front panel

You can display buttons for Kofax TotalAgility categories and forms on the main menu of the MFP. You can organize the forms by placing them in categories and specifying which categories of forms appear on the main menu. The forms for that category appear on the main menu. Categories can be nested, like folders in a hierarchy. The forms and nested subcategories appear for the category you specified appear on the main menu. In the following example, Cat1 in the root of the hierarchy and its subcategory Cat22 was specified as the category to appear on the main menu. The forms and subcategories nested in Cat1/Cat22 appear on the main menu.



To use this feature, set up the folders and access rights in Kofax TotalAgility Designer and define the categories that appear on the device's main menu in Devices.

For more information about setting up forms and categories, see the Kofax TotalAgility Designer Help.

1. Define the categories you want to appear on the front panel.
  - a. In Kofax TotalAgility Designer, select **System Settings > Categories** and do the following:
    - b. Assign access rights to the categories using **Category Access**.
    - c. When you are finished defining categories and their access rights, return to Kofax TotalAgility Designer home page.
2. Assign the forms to categories and set access rights.
  - a. Click **Form Designer**.
  - b. In the **General** tab, assign the form to the category you want. When you are finished defining categories and their access rights, return to Kofax TotalAgility Designer home page.

**Note** Associate a form with only one category.

3. Select the forms to appear on the front panel by assigning them to the device profile.
  - a. Click **System Settings > Devices**.  
Devices appears in a separate browser window.
  - b. Click **Device Profiles**.
  - c. Select the profile you want to use for the device.
  - d. Click the **Associated Forms** tab.
  - e. Assign the forms you want to appear on the front panel.
4. While you are in Devices, use the advanced setting `mfp.root.category` to define which categories appear on the front panel.
  - a. In Devices, select **Settings > Advanced**.
  - b. In the `mfp.ricoh.properties` namespace, locate `mfp.root.category`.
  - c. Specify the categories you want to appear on the main menu of the front panel in the following ways:
    - To specify a category, type its name.

Example: Cat1 puts the forms and nested subcategories for Cat1 on the main menu.

- To specify more than one category, separate each one with a comma (.). Do not put a space after the comma.

Example: Cat1,Cat2 puts those categories' forms and nested subcategories on the main menu.

- To specify a nested subcategory, provides its path.

Example: Cat1/SubcatA/SubcatB puts SubcatB's forms and nested subcategories on the main menu.

- To specify the root to enable all top-level categories to appear, type a slash (/).
- To use a category that contains a comma in its name, delimit the comma with a backslash (\).

Example: /Invoices \, POs puts the forms and subcategories of the root category Invoices, POs on the main menu.

## Hiding and showing information after scanning

When you finish scanning pages, New Pages Scanned information appears. You can change a setting so that information does not appear until a user clicks Add New Pages by doing the following:

1. In Devices, select **Settings > Advanced**.
2. In the mfp.ricoh.properties namespace, locate mfp.hide.new.scanned.pages.on.first.scan and specify either of the following:
  - true: Hide **New Pages Scanned** information until a user clicks **Add New Pages**,
  - false: Always display the information.

## Customizing the name of the client software

By default, Kofax appears as the name of the client software on the front panel of the device. You can change the name by editing the KofaxRicohClient.dalp file before you deploy the client software.

1. Download the ricoh.zip file from Devices to your computer.
2. Extract ricoh.zip or open the Ricoh folder in MFPClients.zip and then extract KofaxRicohClient.zip, which contains KofaxRicohClient.dalp.
3. Open the KofaxRicohClient.dalp file in a text editor.
4. Locate the following line in the file:
 

```
<name lang="en">Kofax</name>
```
5. Edit the name between the <name> tags as in this example:
 

```
<name lang="en">Your Company</name>
```
6. Save and close the KofaxRicohClient.dalp file.
7. Follow the instructions in [If the MFP cannot be discovered](#) to deploy the client software. When required, upload the ricoh.zip file you modified.

## Image preview

Ricoh MFPs can display a preview of the image in the Scan Preview window.

Enable the feature in the Devices. In the Advanced - Settings tab, set mfp.scan.preview in the mfp.ricoh.properties namespace to true.

The Scan Preview window shows the document you scanned and enables you to process it. Use these buttons to view the pages scanned:

- Drag the image to view more of the page.
- Press Previous or Next to move to the previous or next page of the document.
- Press Delete to delete the currently displayed page.

Then use these buttons to process the document:

- Press Send to send this scan job and return to the main menu.
- Press Send and Scan Again to send this scan job and start a new scan job to the same location.
- Press Add More Pages to scan more pages to the current scan job.
- 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.

## Jobs with no pages

You can configure Ricoh MFP clients to prevent jobs with no pages from being submitted. Use this advanced setting:

- Namespace: mfp.ricoh.properties
- Name: job.empty.submit.enabled
- Value: true or false

If the value is false (default), jobs cannot be submitted with no pages. A message appears to the user indicating the error. If set to true, jobs with no pages can be submitted.

For Ricoh Android devices, a confirmation message can be displayed when submitting a job with no pages. Use this advanced setting:

- Namespace: kfs.properties
- Name: job.empty.confirmation
- Value: true or false

If the value is false (default), no confirmation message is displayed. If set to true, a confirmation message appears each time you submit a job with no pages. Depending on the setting of job.empty.submit.enabled, the job with no pages can be sent, or an error appears.

## 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 Devices 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 client software on the Ricoh MFP?**

Before you can install the client 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 client software installed on the MFP, uninstall it before installing the new version.

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

Make sure that you installed the client software and started it from the Startup Setting tab. See [Installing the client 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 forms not appear on the Ricoh MFP?**

Before you can see forms on the MFP, install and start the client software on the Ricoh MFP. See [Installing the client 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 TotalAgility. 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 TotalAgility 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 TotalAgility is down. Make sure that the MFP is connected to the network and Kofax TotalAgility is running.

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

The device may have been deactivated or removed in Devices. Run Devices 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?**

Use the Kofax TotalAgility Designer to create device job forms. The forms appear as shortcut buttons on the MFP front panel when you associate them with a device profile. When the MFP retrieves the device profile, the buttons should appear.

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

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