Kofax Unified Client for Ricoh PCC
Release Notes

Version: 5.3.0

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KOFAX

Table of Contents

About this release

Ricoh PCC 5.3.0 is a unified client for ControlSuite. This unified client adds print and capture capabilities to Ricoh PCC devices through AutoStore and Equitrac while still using device-specific features.

Version information

The build number for Ricoh PCC 5.3.0 is 5.3.0.0.0.478.

System requirements

For information on supported operating systems and other system requirements, see the Unified Client for Ricoh Technical Specifications. This document also lists the versions of third-party software platform components that are supported for use with the Unified Client for Ricoh. The document is updated regularly, and we recommend that you review it carefully.

Product documentation

The Kofax Unified Client for Ricoh product documentation set consists of online help, a Getting Started Guide, and a Technical Specifications document to assist you with installing, configuring, and using the product.

Online documentation

The full product documentation set for Ricoh PCC 5.3.0 is available online:

https://docshield.kofax.com/Portal/Products/en_US/ControlSuite/1.4.0-mayave5tcn/ControlSuite.htm

What's new

This topic describes the features and enhancements included in Ricoh PCC 5.3.0. The updated Unified Client for Ricoh provides ControlSuite authentication, document and data capture capability and print release direct on the panel of supported Ricoh devices.

This Unified Client is supported with:
- ControlSuite version 1.3 with Fix Pack 1 or later.
- Device Registration Service version 8.3 with Fix Pack 1 or later.

Or, individual server components:
- AutoStore version 8.3 with Fix Pack 1 or later.
- Equitrac version 6.3 with Fix Pack 1 or later.
- Output Manager version 5.3 with Fix Pack 1 or later.

And legacy server components
- AutoStore 7 with Service Pack 6.
- Equitrac Office/Express 5.6 and 5.7 with latest hotfixes.
- Output Manager 4 with Service Pack 2.
- Device Registration Service version 7.14 or later.

> ⓘ Certain server-side features will only function with ControlSuite version 1.3 with Fix Pack 1.

Additional features include the following.

User interface features

Print Job Details

The user can now view a print job details screen that shows detailed information for their selected print jobs including time and date. When multiple jobs are selected, the user can navigate to each job using the arrow buttons at the bottom of the screen. Job details can be opened by selecting the Job Details tab from the menu at the top right of the print release screen.

Print Job Refresh Button

The print release screen will now show a refresh button in the center of the screen that allows the user to refresh the print job view and show new jobs added since logon.

Toolbar consistency

The core setting menu has been added to additional screens.

Additional user interface enhancements

Additional enhancements have been added to the user interface, such as ability to clear data from input fields via an **X** button, updating icon colors to match overall color theme, changing print release terminology, centering icons on screens, adding icons on print preferences screen and adding a busy indicator while print jobs load on screen.

Authentication features

Multi-factor authentication for Card Registration

The user can be prompted for multi-factor authentication when registering their ID card against their user account when using Azure AD. Multi-factor authentication will be provided via an off-box mechanism such as desktop PC or mobile device. This enhancement requires the latest version of ControlSuite.

Improve user logon and logoff sequence

A 'Please Wait' screen is shown in cases where the logon sequence is delayed. The 'Please Wait' screen is also shown whilst the device fully comes to ready after a reboot letting users know that the logon is processing. In addition, the timing for logout at end of scan has been reduced to 5 seconds.

Access to native device functions whilst print feature is locked

The Unified Client when used with Equitrac as the authentication provider can be configured to allow the user to access native device functions such as Copy/Fax/Scan via a Bypass button while access to Print functionality is locked and requires the user to logon.

Allow Other Authentication Providers

The Unified Client when configured with AutoStore with no authentication will allow integration with other authentication providers.

Add Card Readers within DRS

The administrator can simply add card reader PID/VID from a pre-filled selection box within device registration service (DRS), the listed card readers are as follows:
- Custom
- Kofax Micro Card Reader
- Kofax Equitrac ID Card Reader
- Elatec TWN3 KBD
- Elatec TWN4 KBD
- RFIDeas pcProx RDR-7L81AKU KBD
- RFIDeas pcProx RDR-80581AKU KBD
- RFIDeas RDR-6381 APU KBD
- RFIDeas RDR-7581 APU KBD
- RFIDeas RDR-6081 APU KBD
- HID Omnikey 5427 (AU-205H)

Document accounting features

Track native device Fax Jobs

When using the ControlSuite authentication module the user sessions will record fax activity at the device. This activity can be recorded against the user, the dept that the user resides in or a billing code that the user has chosen for this transaction. The recorded transactional data is sent to the centralized database for reporting purposes.

Track print jobs from on-board USB and on-box printing

Printing activity that occurs direct to the device or via an on-board USB thumb drive will be tracked and costed to the logged-on user/department or billing code, usage reports are available within Equitrac reports.

Scan tracking enhancements

Enhancements have been made to scan tracking from AutoStore and native device scans where the scan destination is now reported within Equitrac reports.

Print release features

View Job Time/Date

Users are able to see the time and date that their print jobs were submitted, the time/date information is available via the Print Job Details screen that can be opened by selecting the Job Details tab from the menu at the top right of the print release screen.

Capture features

Continuous Scan Job Build

The user is now able to add additional documents to a scan job before transmitting, this can include differing document sizes with jobs originating from the platen glass or document feeder.

Folder searching with AutoStore

The user is now able to search a directory folder structure and use filters to locate the folder that they wish to scan documents into with AutoStore.

Enhancements to Scan to email via AutoStore

The administrator is now able to configure the Scan-To-Email form within AutoStore to hide or pre-fill the email address in the 'To-field'. This enhancement can be used to always allow a specified email address and restrict the user from changing the email address when using the Scan-To-Email form. This enhancement requires the latest version of AutoStore.

Fixed Text Field with AutoStore

The system admin can now configure min length, max length for text fields that are used on the embedded client as well as configuring a separator character and making the field a numeric text field only. This enhancement requires the latest version of AutoStore.

Additional RRTs

Page Count and Scan Time RRTs can now be used with the Unified Client.

Scan Settings changes

Settings for Scan Density can now be set when scanning with the Unified Client. The previous setting for Scan Compression has been removed as not supported by the device.

Installation and management features

Specify name of Embedded App on device home screen

The administrator can rename the application on the device home screen. This rename process will override any dynamic localization on the device. This configuration is handled via DRS.

Change application icon used on device home screen

The administrator can change the application icon on the device home screen. This configuration is handled via DRS.

Self-signed certificate management in DRS for AutoStore

Allows the administrator to configure self-signed certificates or CA certificate within DRS. Based on this configuration, the Unified Client will use the respective certificates to communicate with the backend servers (AutoStore, Equitrac).

Optional usage of DCE Pinning

The security feature where the certificate used between the Equitrac service and the device is verified via a check mechanism has now been made optional, the default setting is ON, but can be switched off in environments where heightened levels of security are not required.

To reset DCE pinning, run the **Quick Configure**, **Configure and Reboot**, or **Full Install** action.

Optional usage of DRS Authorization

The security feature where the DRS application and the device share an authorization key has now been made optional, the default setting is ON, but can be switched off in environments where heightened levels of security are not required.

To reset the DRS Authorization Key, DRS must run a **Full Install** or **Uninstall** action.

Optimized embedded client install and uninstall

Reduced device reboots and changed **Sync Assets** and **Sync Workflows** to a new single action as **Quick Configure** that will update assets, workflows, and configuration. Device IP address handling has been changed that allows pinning of certificates to be enabled or disabled without rebooting the device.

Update device requirements within install sequence

During the install sequence additional device settings such as 'set home key as launcher' are made to improve general usage of the unified client.

Embedded installation and configuration documentation and release notes

The Unified Client for Ricoh and associated services such as DRS are provided with a supporting set of product documentation that comprises online installation information, Getting Started Guide, and Release Notes.

Supported devices

The list of compatible Ricoh devices will be available on the online Kofax supported device matrix. The matrix can be accessed at the following URL: MFD and Productivity Supported Devices.

Known issues

Device defaults to IPv4 address

1618799: If an Equitrac or AutoStore server is configured on a DNS server with one hostname that points to both an IPv4 and an IPv6 address, and the hostname is used when creating the application in DRS, then the Ricoh device will use the IPv4 address to communicate with the server.

If that server is later configured to use the IPv6 address specified on the DNS server, then the Ricoh device will not be able to communicate with the server using the IPv6 address.

AutoStore

If a numeric field's minimum length is greater than 0, a scan can be if the field is empty

1800815: In AutoStore, if the minimum length for a numeric field is greater than 0, and if a user leaves this field empty and clicks **Scan**, the scan is still completed and the expected error message is not displayed.

Minimum/maximum length properties does not affect numeric field values

1793804: Minimum/maximum values have been applied to numeric fields in AutoStore for future Unified Client releases.

Restricted access function not working as expected

1793359: When restricting access to users or groups in the Form Settings for the Unified Client component in the AutoStore Process Designer, the fully qualified domain name should be added to the **Allowed Users/Groups** field.

Scan Settings issues

1488081: **Allow Changes** option does not work for **[Multi Page]** setting. The user can change the multi-page setting even if **Allow Changes** option is disabled.

DRS

Some configurations are not set on SFP devices

1794143: In certain scenarios when installing on a Ricoh SFP device, the following warning message might be displayed in DRS: Some configurations are not set.

Installation fails for C3004 devices

1794051: In certain scenarios, installation via DRS on a Ricoh MP C3004 may fail.

Unable to register to some devices

1790835: In certain scenarios when installing to a Ricoh device an error message might be displayed in DRS: Cannot get previous device settings to backup.

Blank screen appears instead of Home Device screen when logging in without selecting a Quick Shortcut workflow

1787521: In DRS, if **Assign Home Key** is set to **True** and you do not select a Quick Shortcut workflow, after logging in as an Equitrac or Output Manager user, a blank screen appears instead of the Home Device screen.

Cannot register on MP306 device

1779670: In certain scenarios when installing on a Ricoh MP306 device, the following error message might be displayed in DRS: Product not installed, error code 501.

Some configurations are not set

1623960: In certain scenarios during installation onto a Ricoh device via DRS, some configurations may not be set.

Equitrac

Device in restricted mode until Home Key/System Home is selected

1480278: After install or reboot the device is in Restricted mode preventing login until the **Home Key/System Home** is selected.

Order of customized workflow buttons might change

1488245: The relative order of customized Workflow buttons might change in Quick Shortcuts if the default workflow is not available.

DPI setting button unresponsive on first selection

D-11872: On an MPC 306/406 device, in Scan GUI, the DPI setting button is unresponsive on first selection.

Workaround: Exit the **Change Scan Settings** screen and then re enter to select DPI settings.

Monochrome lineart displayed during monochrome mixed color mode

1488244: On MP C306 devices, when a scan workflow is using a monochrome mixed color mode, monochrome lineart is displayed.

Native Fax link shown on devices without fax capabilities

1483063: Devices without fax hardware still show active Native Fax link, if configured.

Workaround: You can configure the system to not show fax on those devices. If the Fax application opens, exit out of it.

Sometimes the billing code search does not close automatically

1483066: Billing code search window does not automatically close under some scenarios.

Workaround: Close the window manually.

Ricoh

Fax jobs are tracked incorrectly after cancellation

1804918: Fax jobs are tracked incorrectly if another user logs in and sends a fax before a confirmation is received after an earlier fax job was cancelled.

Workaround: After you cancel a fax job, please wait for the confirmation page to be printed out for the job before starting a new fax job. This can take few minutes depending on device platforms.

Fax confirmation is not tracked after paper jam

1804902: When a paper jam occurs during a fax job, the device stops faxing and prints a confirmation page, but page is not tracked.

Cannot deploy certain workflows on 306/406 devices

If you are using a 306/406 MFP device, you cannot deploy the Full Native Copy, Fax, and Scan Applications to Kofax screens, as these workflows are not applicable to these devices.

Workaround: Quick Copy, Fax, and Scan Applications are supported on 306/406 MFP devices.

Issues with auto reset timer

1488139: Auto reset timer does not timeout and return to launcher from the **Scan Settings** screen.

Issues with auto logout reset timer

1488149: Auto logout timer does not timeout from the **Scan Preview** screen.

Workaround: Disable scan preview from DRS.

Blank screen displays while device has a paper jam

1488159: A blank screen is displayed when pressing the Home key and then Logout while the device has a paper jam during a Copy or Scan job.

Workaround: Press the **Back** or **Home** key again to bring back the Launcher.

Blank screen might be displayed when Home key is set to Kofax

1488209: When selecting **Administration** from the menu button of the Unified Client for Ricoh screen, a blank screen might be displayed if the Home key is set to Kofax.

Workaround: Choose one of the following options:
- Press the **System Home** button to access the Ricoh Home screen.
- Press the **Login** button to display the **Welcome** screen.
- Wait for the auto reset timer to display **Welcome** screen.

Native Function Keys not supported

D-12271: Using the Ricoh device native Function Keys is not supported.

Recall Setting History does not work during scanning

D-12290: During scanning, the **Recall Setting History** does not work.

Auto-logout and auto-reset timer do not work with device error

1488202: If an error occurs on the device, the auto-logout and the auto-reset timers will not work until you clear the error.

Workaround: Press the **Stop** button.

Batch scan error

1488227: During a batch scan, after approximately 1500 pages, the following error message is displayed: "Exceeded max data size per file. Cannot scan. The scanned data will be deleted."

Scan preview issue

1488227: If Scan Preview is the screen owner, CAC will log out and lock the device. It is not possible to go to the home screen to cancel the preview session and a restart is required.

Workaround: Disable the scan preview from DRS.

Resolved issues

Device registration failed with IPv6 address

1618831: In DRS, when you registered your Ricoh device with an IPv6 address for the Equitrac server and the device in DRS, the device registration failed with a "Product not installed" message.

FAC exceptions do not work as expected

D-15272: You could either allow all users access to a function or deny all users access to a function.

Device unresponsive during installation

D-15224: During install, the device became unresponsive while showing a modal message.

User cannot see restricted forms

D-15132: When logging in with a user that has restricted form and public forms, user could not see the restricted forms, only the public forms.

Text formatting on Scan Settings screen

D-13060: On the Scan Settings screen, some of the text overlapped.

Intermittent "Copy has stopped" message

D-12659: At times, the device displayed the following message: "Unfortunately, Copy has stopped."

Unsupported workflows displayed on SFP device Quick Shortcuts

D-12635: Unsupported workflows set as Default in System Manager were displayed on SFP device Quick Shortcuts.

Web pages not shown in reports

D-12269: Web pages printed out from device browser were not shown in Equitrac reports.

Device action orders are different after update

D-11695: The order of the Device Actions was not preserved during an update.

Field orders are different after update

D-11694: The order of the fields in the Application and Device Details was not preserved during an update.

Changes to DCE offline server settings

D-10261: If Equitrac DCE offline server settings were updated in System Manager, changes took up to 12 hours to take effect.

[File Type] settings can be changed

D-08606: The [File Type] settings could be changed in runtime if the **Allow Changes** option is disabled.

Device in restricted mode after pressing Stop

D-05178/D-12497: Clicking **Stop** at the **Welcome** screen brought UI into restricted mode.

Chapter 4

Notes

- Logging in as the administrator from User Tools reverts to the Launcher main screen. The administrator must access the System Home page/User Tools one more time.
- Pressing the Home key while a Scan is in progress no longer cancels the Scan. To cancel the scan, the user must press the Stop button and cancel the scan job from the Ricoh Job listing or fix the error condition and complete or cancel the job.
- SFP devices limitation: The Billing Code at login for Equitrac is still displayed on client (at login) if set on the server, but will not be used for tracking any activity, as SFP devices do not support copy, fax or scan functionalities. This setting cannot be set per device as it is set globally on the server.
- Native workflows show up on SFPs with workflow set to default quick shortcut. When Native workflows are set as Default in System manager, they are not filtered from Quick Shortcuts.
- Print and Scan transactions using Ricoh cloud apps are not tracked as this is not a supported configuration.
- Sync Workflow customization and Sync Assets actions are not supported if Authentication is set to False.
- AutoStore: Workflow customization is not supported in AutoStore only deployment. Customized workflows are not displayed on Launcher for AutoStore only installation.
- The card reader may not be attached to the USB port on the body of the printer.
- Some scanning options are different between the MP C306z / MP 406z models and other supported models due to a different Ricoh Scan GUI Service.
- In this release, the Session Summary Screen is not available.
- When a CFG file is imported, the text and numeric fields will be set as the default value.
- For 306/406 models, the Unified Client for Ricoh may have to be uninstalled to perform an update as the Quick Install action cannot be used on these devices.

Installation requirements

For more information about supported Ricoh devices, firmware, and servers, refer to the *Kofax Unified Client for Ricoh Technical Specifications* document.

Upgrade the client

For client upgrade only, perform the following steps:

1. Upload a new client installation package.
2. Perform a Quick Install.

    When installing into a new deployment, ensure to deploy using the Full Install method.

Servers

This client is unified and can support multiple product servers individually or simultaneously.

The client can act as an Authentication Agent or run as a regular application on the Smart Operation Panel.

At this time, we recommend that you do not set the unified client as the priority application for any deployment configurations.

Scenario	Equitrac	AutoStore	Authentication Agent
Equitrac standalone	Yes		Yes
AutoStore standalone (no device locking)		Yes	No
Equitrac and AutoStore	Yes	Yes	Yes
Equitrac standalone - CAC	Yes		No
Equitrac and AutoStore - CAC	Yes	Yes	No

Third-party application dependencies

- CAC – 4.1.2-54

- AAA – 2.1.0
- RXOP – 3.8.7
- Scan GUI Service: IM devices come preinstalled with Scan GUI service 2.x. Currently DRS supports Scan GUI Service with product name "RicohScanGUIService" or product IDs 1680333568, 1679877890, 1679877891, 1679877892, and 1679877895.

Configuring and using DRS for a Common Access Card (CAC) device

Set Baseline Installation in DRS

1. Open DRS. In a Web browser, enter `http://<DRSServerIP>:9000/device` or `https://<DRSServerIP>:9000/device`, depending on the TLS configuration and where `DRSServerIP` is the IP address of the server where you installed DRS.

2. In the application, set **Baseline Installation** as **False**, to avoid changing any CAC settings when the Unified Client for Ricoh is installed.

3. When the application and device profiles are complete, select the device with CAC and run the **Full Install** action.

Chapter 7

Best practices

- Set the **Set Screen device always-connection** system configuration setting to **On**, for both Auth On and Auth Off configurations. When this setting is **On**, it prevents an issue when using AutoStore in an Auth Off configuration, which occurs when you wake a device from Sleep mode and open AutoStore, the USB card reader might not be immediately available.
- Set PCC as the Home Key application. In DRS, in the Device screen, set **Assign Home Key Application** to **True**.
- For Equitrac, it is recommended that you do not add Quick Shortcuts to the Launcher container, as you might experience an infinite navigation loop.
- Purging the address book before installation is strongly recommended to ensure the login performance gain is recognized.
- When updating firmware, it is recommended to perform a Full Install action in DRS after installation. This will ensure that the SP modes are set as required after the firmware update.
- Database Upgrade Tool: The database upgrade tool is run after an existing DRS installation has been successfully upgraded, with the backed-up database correctly restored, but before the DRS service is started. The tool goes through all existing application profiles, devices and device groups, and perform necessary modifications to have the database records ready for the latest DRS release.