



# **Tungsten Unified Client for Canon**

## **Release Notes**

**1.2.0**

**TUNGSTEN**  
**AUTOMATION**

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# Table of Contents

<b>Chapter 1: About this release</b>	<b>5</b>
Version information	5
System requirements	5
Third-party application dependencies	6
New features	6
Supported languages	8
Notes	9
<b>Chapter 2: Resolved issues</b>	<b>10</b>
Device issues	10
Scanning screen pages become unresponsive	10
After Reset, user interface unresponsive	10
AutoStore issues	10
LDAP searches have incomplete results	10
Fields are hidden unless a selection is made in another field	11
Tree field corrupted when adding multiple nodes	11
Business Connect issues	11
Card registration request appears with every mobile swipe	11
Equitrac issues	11
Configuration option is not supported	11
Documents sent via TCP/IP not tracked by the Equitrac server	11
Billing code is not sent in the CR message	11
The billing code field disappears	12
<b>Chapter 3: Known issues</b>	<b>13</b>
Device issues	13
Timers disabled on devices in an error state	13
Print preferences are in English	13
Device administrator cannot log in and cannot reach [Settings\Registration]	14
User is incorrectly charged when using direct print	14
Client unresponsive after device date/time settings are changed	14
AutoStore issues	14
Scripts cannot change field visibility	14
Skipping the identification screen makes the user stuck	15
Approximate paper size tracked for scans	15
Sending to SharePoint is blocked	15
User can enter invalid values in numeric fields	15

AutoStore Windows authentication SSO does not work.....	15
Business Connect issues.....	16
Documents sent from Business Connect do not print with some drivers.....	16
Login screen appears unexpectedly.....	16
Equitrac issues.....	16
Limited characters available when entering Russian password.....	16
Equitrac password is not accepted if the device also uses Output Manager.....	16
Content shrinks into the corner of the printed page.....	17
Output Manager issues.....	17
Limited characters available when entering Russian password.....	17

## Chapter 1

# About this release

This document summarizes and communicates requirements and known issues for Tungsten Unified Client for Canon version 1.2.0.

This document is intended for staff and partners who support and provide service for the Tungsten Unified Client for Canon with AutoStore, Equitrac, Output Manager, and Business Connect.

Please read this document carefully, as it contains information that might not be included in other Unified Client for Canon documentation.

## Version information

The build number for Unified Client for Canon 1.2.0 is 1.4.0.3.0.36.

To verify the build number on the device after client installation, select About from the menu.


Canon devices require that the embedded application is regionally signed, the Unified Client is signed within the Americas, EMEA, Singapore, Oceania and China regions. The Unified Client is not signed within the Japanese region.

## System requirements

The primary source of information about the requirements and dependencies of Unified Client for Canon is in the Technical Specifications document, which is available on the [Product Documentation](#) page.

Component	Requirement
AutoStore	Version 8.2 with Fix Pack 3 or later
Equitrac	Version 6.2 with Fix Pack 3 or later
Device Registration Service	Version 8.2 with Fix Pack 3 or later
Output Manager	Version 5.2 with Fix Pack 3 or later
Business Connect	Version 8.2 with Fix Pack 3 or later

## Third-party application dependencies


Component	Requirement
Common Access Card (CAC)	Version 1.8.0.0005
Card Service	Version 4.4.0.0004
Canon platform version	Version 3.08 or later <div> Older models may require a firmware update to support Java SE.</div>

For the latest list of supported Canon models, consult your local Canon representative or refer to the [MFD and Productivity Supported Devices](#) web page.

## New features

### Product introduction

Feature	Description
<b>Updated Unified Client for Canon with ControlSuite</b>	<p>Updated Unified Client for Canon that provides ControlSuite authentication, document and data capture capability and print release directly on the panel of supported Canon devices.</p> <p>This update provides direct Output Manager support as a single, connected application, or as a combination with AutoStore.</p> <p>This Unified Client is supported with:</p> <ul style="list-style-type: none"><li>ControlSuite version 1.2 with Fix Pack 3 (or higher).</li></ul> <p>Or, individual server components:</p> <ul style="list-style-type: none"><li>AutoStore version 8.2 with Fix Pack 3 (or higher).</li><li>Equitrac version 6.2 with Fix Pack 3 (or higher).</li><li>Output Manager version 5.2 with Fix Pack 3 (or higher).</li></ul>

Feature	Description
<b>Supported Languages for Unified Client</b>	<p>The Unified Client has been updated with the following languages:</p> <ul style="list-style-type: none"> <li>• Catalan</li> <li>• Czech</li> <li>• Dutch</li> <li>• Danish</li> <li>• Finnish</li> <li>• Hungarian</li> <li>• Polish</li> <li>• Russian</li> <li>• Swedish</li> <li>• Turkish</li> </ul> <div>  AutoStore and Output Manager may not support all of the languages listed above. When a language is not supported, the displayed language is English instead. </div>

### Output Manager features

Feature	Description
<b>Print Release</b>	With ControlSuite print configured with Output Manager, the Unified Client displays a print release screen that the logged-on user can use to release their pending or retained print jobs.
<b>Print Preferences</b>	With ControlSuite print configured with Output Manager, the Unified Client allows the user to change print preferences that have been configured on the Output Manager server before releasing their print job. The user can set the print preferences by selecting the Change button at the bottom right part of the print release screen.
<b>Print Job Details</b>	With ControlSuite print configured with Output Manager, the Unified Client allows the user to view a Job Details screen that shows detailed information about selected print jobs. 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 part of the screen.

### Document and data capture features

Feature	Description
<b>Continuous Scan Job Build</b>	The Unified Client allows the user to add additional documents to the scan job before transmitting. This can include differing document sizes. Jobs can originate from the platen glass or the document feeder.
<b>Scan Constraints</b>	The Unified Client can implement scan constraints. If the device cannot support certain scan settings, the device prevents selecting those settings and displays a warning message if they would be selected.

### Installation and management features

Feature	Description
<b>IPv4 and IPv6 Address Support</b>	The Unified Client and the updated DRS can use IPv6 and IPv4 addresses to connect to the Tungsten application servers.
<b>Unified Client Setup Guides and Release Notes</b>	The Unified Client and associated services such as DRS are expanded with an updated set of product documentation that comprises of online Installation Guides and Release Notes.

### Supported devices

Feature	Description
<b>Supported Devices</b>	The list of compatible, Canon MEAP-enabled devices are available on the online Tungsten supported device matrix. The matrix can be accessed at the <a href="#">Supported Devices</a> web page. Please search for corresponding products.


## Supported languages

The Unified Client for Canon interface includes support for the languages listed below. The language is selected automatically based on the MFP language. If the MFP language is not available, English is used by default.

Catalan	Czech	Dutch
Danish	English (default)	Finnish
French	German	Hungarian
Italian	Norwegian	Polish
Portuguese (Brazil)	Russian	Spanish



Swedish	Turkish	
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 The embedded application allows the user to switch from one supported language to another language during the same session. For the new language to fully take effect, the device must be restarted.

AutoStore and Output Manager may not support all of the languages listed above. If the device is configured with a non-supported language, the displayed language is English instead.

## Notes

- If a user selects an unsupported scan setting, the device will revert to the platform default. The user will get an info message that the scan setting has been adjusted due to device constraints. Example:
  - If the user changes multiple settings, and there is a setting which is not supported by the device, only the unsupported setting is reverted to the device default.
  - If the user did not change settings at runtime, but there is an unsupported setting (for example it was set on the server), the client adjusts these settings as well.
- If the application name is changed, the application must be restarted to reflect the change. To do this, follow one of these options:
  - Open the Service Management Service page on the device, press **Stop** beside Kofax Unified Client, then **Start**.
  - Restart the device to apply the changes.
- For Restricted Access to work as expected, ensure the domain in the Authentication tab is properly defined as described in the help.

## Chapter 2

# Resolved issues

This chapter describes issues that are resolved in Tungsten Unified Client for Canon 1.2.0.

- [Device issues](#)
- [AutoStore issues](#)
- [Business Connect issues](#)
- [Equitrac issues](#)

## Device issues

This section lists issues with the Canon device, from versions before Tungsten Unified Client for Canon 1.2.0, that are resolved now.

### Scanning screen pages become unresponsive

**D-16343:** Scanning screen pages may appear busy and become unresponsive if you put a document into the ADF during a duplex scan on the glass.

The system may become stalled trying to perform a scan that never finishes. The ADF will not feed the paper, the system will not be in an error state and the User Interface will look like it is trying to scan.

### After Reset, user interface unresponsive

**D-16262:** If you press the Reset button during a paper jam error, the User Interface becomes unresponsive.

## AutoStore issues

This section lists issues with AutoStore, from versions before Tungsten Unified Client for Canon 1.2.0, that are resolved now.

### LDAP searches have incomplete results

**Bug 1705122:** LDAP searches with Directory Services sometimes return less search results than they should.

## Fields are hidden unless a selection is made in another field

**Bug 1683188:** Certain fields are only visible if a selection is made in another field. Based on this selection, the new field is displayed and filled with data.

## Tree field corrupted when adding multiple nodes

**D-14308:** In the Tree field, the configuration is corrupted if the user adds multiple nodes with the same name to a single node and the following error message occurs: "Cannot add node to tree: An item in the tree already have the same label."

## Business Connect issues

This section lists issues with Business Connect, from versions before Tungsten Unified Client for Canon 1.2.0, that are resolved now.

### Card registration request appears with every mobile swipe

**Bug 1458210:** If the "Equitrac PINs" authentication method was selected in Equitrac, the card registration request was displayed every time the user swiped the mobile at the device, despite that the mobile had been already registered.

## Equitrac issues

This section lists issues with Equitrac, from versions before Tungsten Unified Client for Canon 1.2.0, that are resolved now.

### Configuration option is not supported

**Bug 1467144:** The Canon Unified Client does not support the "Only release job while user is logged into device" option at **System Configuration > Global Configuration Settings > DRE/DRC and Print-to-Me** in Equitrac. The Canon Unified Client application cannot purge the print queue on logout, so it cannot stop or deny jobs out of session on the device.

### Documents sent via TCP/IP not tracked by the Equitrac server

**Bug 1441092:** Any document that is sent via TCP/IP to the printer using the Canon driver is not tracked on the detailed activity report.

### Billing code is not sent in the CR message

**Bug 1540423:** If Unified Client for Canon is configured with Equitrac 6.1, Equitrac does not send Billing Code and Billable information in the CR message.

## The billing code field disappears

**Bug 1353695:** When pressing the **C** or **//** button, the billing code form refreshed and the billing code field disappeared.

## Chapter 3

# Known issues

This chapter describes issues that you may encounter while using Tungsten Unified Client for Canon 1.2.0 and provides workarounds as applicable.

- [Device issues](#)
- [AutoStore issues](#)
- [Business Connect issues](#)
- [Equitrac issues](#)
- [Output Manager issues](#)

## Device issues

This section describes issues that you may encounter while using Tungsten Unified Client for Canon 1.2.0 at the Canon device and provides workarounds as applicable.

### Timers disabled on devices in an error state

**Bug 1683126:** When a paper jam or other system messages appear, device timers are disabled and the following may occur:

- If the Auto Reset Timer is configured, it will not be triggered during this error state and the user will find that the paper jam message will stay in view.
- If a different user walks up to the device and clears the paper jam, the user will see the scan workflow of the previous user and can continue working.

**Workaround:** It is recommended that users:

- Never walk away from a device in an error state.
- Clear the error state.
- Close the error dialog and ensure they have logged out of the system.
- Close the workflow they were in when the device went in to the error state.

### Print preferences are in English

**Bug 1679731:** Print preferences are not translated in Output Manager for the following languages. Instead, they are in English.


- Catalan
- Czech
- Hungarian

- Polish
- Russian
- Turkish

## Device administrator cannot log in and cannot reach [Settings \Registration]

**Bug 1460868:** The Admin user cannot log in at the device, and cannot reach the [Settings \Registration] section on the device web page.

- On the device web page, the Administrator user has no access to the device [Settings \Registration] section, the Restricted from displaying this page error message appears.
- At the device, the device administrator cannot log in. No error message appears, and the device switches to the Welcome screen after awhile.

 This issue may occur only if the Unified Client for Canon login application is installed and used for Equitrac authentication.

**Solution:** Refer to [Device administrator cannot log in and cannot reach \[Settings\Registration\]](#).

## User is incorrectly charged when using direct print

**Bug 1352783:** While using direct print, one of the following could happen:

- Not the intended user was charged.
- A print job successfully completed and a user was charged while the device was locked.

## Client unresponsive after device date/time settings are changed

**Bug 1324674:** If you change the settings at the device or on the device web page after the client application is installed, then the client may stop responding.

**Workaround:** Restart the device. (Restarting the application is not sufficient.)

## AutoStore issues

This section describes issues that you may encounter while using Tungsten Unified Client for Canon 1.2.0 with AutoStore and provides workarounds as applicable.

### Scripts cannot change field visibility

**Bug 1693595:** Scripts that would hide or display fields cannot change the original settings of the process designer. As a result, field visibility cannot be changed with scripts.

## Skiping the identification screen makes the user stuck

**Bug 1681065:** If the user clicks Skip on the AutoStore identification screen, the same screen shows up again. After this, if the user attempts to click Cancel, a "Please wait" message shows up that does not go away. As a result, the user is stuck on this screen.

**Workaround:** Go to the device home page, then log out and log in again.

## Approximate paper size tracked for scans

**Bug 1326633:** Scans that are A4 and smaller (such as A4, A5, Letter) were all shown in the scan tracking report as A4 size. Larger scans (A3, Ledger) were all listed as A3 in the scan tracking report.

## Sending to SharePoint is blocked

**D-16298, D-15987:** Send to SharePoint: File cannot be sent to the destination if the folder name includes special characters.


**Workaround:** Do not use special characters in folder names, such as:

~!@#\$%^&()\_+{ }

## User can enter invalid values in numeric fields

**D-16121, D-16203:** Numeric field (on the server side): When the user applies an invalid value, it is dropped and appears to be blank.

**Workaround:** If the default value contains decimals, then the separator must match the locale of the device that displays that default. For this, use a script to set default value with decimals.

 The script is required in the situation when the server and client are running under different locales and the script used to modify any numeric field with a default value (the text value of the number is set to match the decimal separator of the client).

To create a script to match localization of the decimal separator between the server and the client code running on the MFP, use AutoStore to go to **APD UI > Form Settings > General > Dynamic Form > Edit Script Code** .

## AutoStore Windows authentication SSO does not work

**D-14826:** AutoStore Windows authentication SSO does not work when the CAC server and the AutoStore server run on different domains.

**Workaround:** The CAC and AutoStore servers should be run in the same domain.

## Business Connect issues

This section describes issues that you may encounter while using Tungsten Unified Client for Canon 1.2.0 with Business Connect and provides workarounds as applicable.

### Documents sent from Business Connect do not print with some drivers

**Bug 1457051:** Any job sent from Business Connect appeared in the Print-to-Me job list on the device. However, the printing did not occur and the job disappeared when released, but appeared again after a refresh.

**Workaround:** To avoid the issue:

1. Install and use the following driver version [Generic PCL6 V4 Printer Driver v2.1](#) (GPCL6\_V4\_PrinterDriver\_V21\_00).
2. Go to the Printer Properties, and click Preferences. The Canon Generic PCL6 V4 Properties dialog box appears.
3. On the Device Settings tab, locate Department ID Management and set the state to Off.
4. Click OK.

### Login screen appears unexpectedly

**Bug 1457036:** A Login screen appeared if you used the Tap Card Reader mobile function to swipe a phone at the Canon device to access the print queue. The Business Connect Application displayed the Print Queue but the Canon device showed the Login screen instead. If you tapped Login on the Canon device, the following message appeared: "Problem connecting to server. Please try again later."

**Workaround:** Tap Cancel or wait until the timeout period elapses, and then the Canon device returns to the Welcome screen.

## Equitrac issues

This section describes issues that you may encounter while using Tungsten Unified Client for Canon 1.2.0 with Equitrac and provides workarounds as applicable.

### Limited characters available when entering Russian password

**Bug 1678678:** If the selected language is Russian on the Equitrac or Output Manager authentication screen, it is not possible to switch from ASCII to Cyrillic characters.

### Equitrac password is not accepted if the device also uses Output Manager

**Bug 1674861:** If Output Manager had been wired to the device and Equitrac was also wired to the device later, logging in to the device with the Equitrac password fails.




**Workaround:** Use the Output Manager password to log in to the device or change the Equitrac password to match the Output Manager password.

## Content shrinks into the corner of the printed page

**Bug 1412843:** The page content shrinks into the top left corner if any of the Canon Generic Plus PCL6, Generic Plus PS3, or Generic Plus UFR II drivers are in use and watermark is set. The problem occurs if the driver uses CPCA (Common Peripheral Controlling Architecture).

**Workaround:** Configure the driver to run in Basic Configuration mode by updating the configuration profile:

1. Go to Printer Properties, and click Preferences. The Canon Generic PCL6 V4 Properties dialog box appears.
2. On the Device Settings tab, locate **Config. Profile > Select Manually** and set Basic Configuration (Compatible).
3. Click OK.

 Compatible mode enables drivers to send PJP (Printer Job Language) print jobs instead of using CPCA. Though PJP improves compatibility, it is device independent and offers very limited functionality.

## Output Manager issues

This section describes issues that you may encounter while using Tungsten Unified Client for Canon 1.2.0 with Output Manager and provides workarounds as applicable.

### Limited characters available when entering Russian password

**Bug 1678678:** If the selected language is Russian on the Equitrac or Output Manager authentication screen, it is not possible to switch from ASCII to Cyrillic characters.