Tungsten Copitrak
Document Retrieval System (DRS)
Technical Note

Version: 3.5.0

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TUNGSTEN
AUTOMATION

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Preface

This technical note describes how to set up and test the Copitrak Document Retrieval System (DRS) feature for the Canon embedded terminal.

DRS functionality is shared across the following cost recovery modules.
- Copitrak Print
- ERS Server
- Copitrak Terminal
- CtkMailService

You can use DRS to implement a secure print functionality with users creating print jobs from their computers. These print jobs are intercepted by Copitrak Print, which displays a print dialog box on the user's screen. The user can select DRS, and the print job is redirected away from the destination printer and sent to the ERS Server where it is held indefinitely.

To release these print jobs, the user must walk up to the MFP and log onto a Copitrak terminal, embedded terminal or physical terminal, and select DRS. Once logged into DRS, the user can release a selected print job or all print jobs. The user can also delete print jobs in the queue.

System requirements

System requirements are listed in the *Technical Specifications* document, which is available from the Tungsten Copitrak Product Documentation site. The document is updated regularly, and we recommend that you review it carefully before installing your product.

Related documentation

Product documentation for Tungsten Copitrak 3.5.0 is available here:

https://docshield.tungstenautomation.com/Portal/Products/Copitrak/3.5.0-9iemtxkeno/Copitrak.htm

Getting help with Tungsten Automation products

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

To access the Tungsten Automation Knowledge Portal, go to https://knowledge.tungstenautomation.com/.

> ℹ️ The Tungsten Automation Knowledge Portal is optimized for use with Google Chrome, Mozilla Firefox, or Microsoft Edge.

The Tungsten Automation 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 Tungsten Automation Community (for all customers).

  On the Resources menu, click the **Community** link.
* Access the Tungsten Automation Customer Portal (for eligible customers).

  Go to the Support Portal Information page and click **Log in to the Customer Portal**.
* Access the Tungsten Automation Partner Portal (for eligible partners).

  Go to the Support Portal Information page and click **Log in to the Partner Portal**.
* Access Tungsten Automation support commitments, lifecycle policies, electronic fulfillment details, and self-service tools.

  Go to the Support Details page and select the appropriate article.

Set up and configure DRS

On the MFP in the embedded terminal Configuration screen, set the Unit ID to DEV01 and record the MFP IP address.

> ℹ The Copitrak embedded terminal and DRS .jar files must be installed on the MFP before configuring and testing DRS.

Set up ERS server

Before the embedded terminal can be recognized by the ERS server, its unit ID and IP address must be added to the ERS terminal list and a printer driver for the MFP installed. Complete the following steps.

1. On the ERS server, install the printer driver for the MFP that has the embedded terminal installed on it.
2. Open the ERS Manager by clicking the **Manager Logon** icon on your desktop.
3. Enter **test** as the password and click **Login**.
4. Under **System Configuration**, expand **Lists > Sites**, then select **Terminal setup**.
5. For testing, use the DEV01 terminal already set up in the terminal list and change its **IP Address** to the MFP IP address.

Configure the DRS Desktop application for the ERS server

1. Open the Configuration Manager by clicking the **ConfigFileManager** icon on your desktop.
2. Enter test as the password and click **Login**.
3. Click **DRS/Desktop**.
4. On the DRS Setup screen, enter the IP address of the ERS server (VM Image) in the **Server UNC Share** field. For example, \\192.168.10.13\DRS
5. In the **DRS Server Mappings** section, verify that the ERS server name and IP address are set correctly
6. At the bottom of the screen, click **DRS / Desktop Units**.
7. In the **Unit ID** list, select **DEV01**.
8. In the **DRS Group** list, select **MTL**.
9. In the **Printer** list, select the printer driver.
10. In the **IP** field, enter the IP address.
11. Click **Save & Back** to return to the main screen.
12. Exit the Configuration Manager.

Update ERS server IP address in the Lasertrak INI file

1. In a text editor, open the C:\ERS\LT2008\LT2005_Setting.INI file.
2. Set the ERS server IP address in the following two places in the file. Using \\192.168.10.13\DRS as an example.
   - `DNSRoot=\\192.168.10.13\DRS`
   - `Host_0=192.168.10.13`
3. Save the changes and close the file.
4. Restart Lasertrak.

Store and retrieve documents

Submit a print job to DRS

1. Open Copitrak Desktop on the ERS server by clicking the **Copitrak desktop** icon on your desktop.
2. Open a document in Notepad and print it.
   A Copitrak Print dialog box opens.
3. Enter a user ID (for example, 1111) and an account code (for example, 1000). Click **Store**, then click **Store** again.
   A confirmation message appears when the document is stored successfully.

Release a print job at the MFP

1. Click **DRS** on the MFP.
2. Log in by entering same user ID and account code from Submit a print job to DRS.
3. Select the print job to be released.
4. Enter the number of sets.
5. Click Enter.

The selected document is released by the ERS server and printed.