

# Kofax TotalAgility

Administrator's Guide for HP MFPs

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# Administrator's Guide for HP MFPs

## Preface

This guide describes how to prepare the HP LaserJet multifunction peripheral (MFP) to work with Kofax TotalAgility. After preparing the HP LaserJet MFP, associate device profiles from Devices.

Before continuing, see the Kofax website [www.kofax.com](http://www.kofax.com) for information about supported HP LaserJet MFP models and software updates.

## 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.

## Related documentation

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.

## Features

The following Kofax TotalAgility features are available with the HP MFP.

- 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 device. Logging on may provide additional options. To log off, press Log off.  
You can use the split login feature so that users do not have to provide a password to access the device or use their shortcuts.
- 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.
- 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.
- 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.
- **Dynamic Browsing for SharePoint and Folder Destinations**  
For folder destinations, users can dynamically browse the directory structure. For SharePoint and CMIS destinations, the user can dynamically select where the document will be stored.
- **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.
- **Additional Scanning Options**  
To override the default resolution or other scanning options for a document, press the More Options or Options button. (The button label depends on the MFP model.) If your device uses OXPd 1.6 and 1.7, all scanning options available for your device can be configured.
- **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

Before deploying the Kofax TotalAgility client software to the HP MFP, install Kofax TotalAgility on the server and install the Open eXtensibility Platform for Devices (OXPd) on the HP MFP. OXPd, which is also known as Device eXtensibility Platform (DXP) or Simple Document Capture (SDC), is an HP product that is required for the Kofax TotalAgility client software.

To deploy the client software successfully, the HP MFP must meet firmware, memory, and other requirements. The primary source of information about supported operating systems and other Kofax TotalAgility requirements is the Technical Specifications document, which is available on the Kofax website at [www.kofax.com](http://www.kofax.com). For devices using OXPd 1.4, see [Verifying MFP requirements for OXPd 1.4](#) for additional MFP requirements.

## Prepare the MFP for Kofax TotalAgility

To prepare your MFP for use with Kofax TotalAgility, do the following:

- Install Kofax TotalAgility.
- Download the HP client software from Devices to your computer.
- For your MFP, create at least one user with administrator rights.
- Configure IIS (if applicable) and install and enable OXPd as shown in the following sections.

You should set up a DNS server on the device so that OXPd can resolve host names. For more information, see the HP documentation.

### Configuring Internet Information Services (IIS)

If you use IIS 7, increase the maximum allowed HTTP request size to allow large documents to be transferred from the MFP. HP MFPs send an entire document in a single transfer. The IIS 7 default of 30 MB is insufficient to support larger documents. To change this value, increase the `maxAllowedContentLength` parameter as shown in the following procedure. Log on as a local administrator to set this value. For more information about setting parameters, see the IIS documentation.

1. Open the Command Prompt window.
2. Change to the `\System32\inetsrv` folder where Windows is installed.
3. Enter the following command:

```
appcmd set config -section:requestFiltering  
-requestLimits.maxAllowedContentLength:<size>
```

Where `<size>` is the maximum request size in bytes up to 4294967295 bytes (1 byte under 4 GB). For example, to set the maximum request size to 100 MB, enter the following command:

```
appcmd set config -section:requestFiltering  
-requestLimits.maxAllowedContentLength:104857600
```

## Configuring TLS

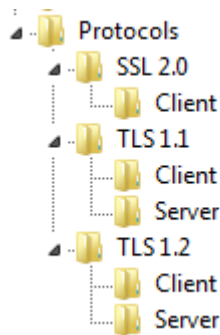
Make sure that Transport Layer Security (TLS) version 1.1 and 1.2 are used on the Digital Sending Software (DSS) server used by HP MFP and the Kofax TotalAgility server. TLS 1.0 has limitations on sending large jobs. Update TLS by following these steps.

1. Follow the instructions provided with the HP MFP to run the DSS Configuration Utility. Under SSL/TLS Protocol Settings, select the TLS 1.1 and TLS 1.2 options.
2. Enable TLS 1.1 and 1.2 on the Kofax TotalAgility server by changing the settings in the Registry Editor.

**Important** Back up your Registry settings before continuing.

1. In the Registry Editor, navigate to Computer\HKEY\_LOCAL\_MACHINE\SYSTEM\CurrentControlSet\Control\SecurityProviders\SCHANNEL\Protocols\SSL 2.0\Client.
2. Change the value of DisabledByDefault to 0.
3. Right-click **Client** and select **New > DWORD (32-bit) Value**. Set the fields as follows:
  - Name: Enabled
  - Value data: 0
4. Right-click **Protocols** and select **New > Key**. Type **TLS 1.1** as the name.
5. Right-click **TLS 1.1** and create two new keys, **Client** and **Server**.
6. Right-click **Protocols** and select **New > Key** again. This time, type **TLS 1.2** as the name.
7. Repeat step 2.5 and create the Client and Server keys for TLS 1.2.

The keys should appear in Registry Editor as shown.

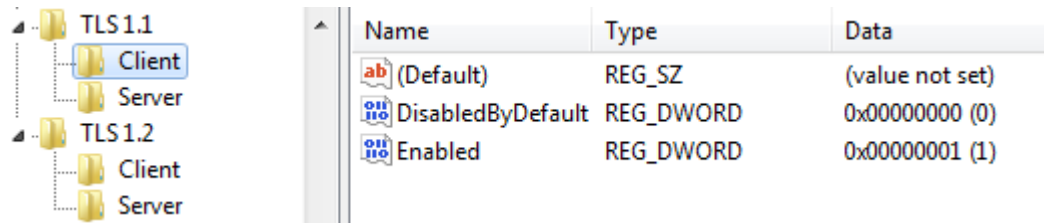


8. For each of the Client and Server keys under TLS 1.1 and 1.2, add the following DWORD values:

Name	Data
DisabledByDefault	0
Enabled	1

The Client and Server keys for TLS 1.1 and TSL 1.2 should all contain values that look like this.





9. When you have added all of the values, close the Registry Editor.
3. Restart the Kofax TotalAgility server.
4. Make sure that the web browser you use has TLS 1.0, TLS 1.1, and TLS 1.2 enabled.

## Configuring the connection from the MFP to Kofax TotalAgility

You need to configure the connection between the MFP and Kofax TotalAgility. If you are deploying the client from Devices or using OXPd 1.4, configure the connection in Devices. If you plan to use the HP Client Registration, you may use it instead of Devices to configure the connection. For information about deployment options, see [Kofax client software deployment to the front panel](#)

1. In Devices on the **Settings - Advanced** tab, locate the mfp.hp.properties namespace.
2. Edit the server.protocol property by selecting a secure (HTTPS) or unsecure (HTTP) connection. The port number is updated automatically, based on your selection. If you select HTTPS, the port number comes from the ProxyServerSecurePort property for the kfs.properties namespace. With HTTP, the port number comes from the ProxyServerPort property.
3. Save your changes.
4. For HTTPS, on the Web page for the HP MFP, define the DNS server for the MFP.

## Installing and enabling OXPd

Before deploying the Kofax TotalAgility client software, OXPd must be installed or enabled on your MFP. Depending on your device, do the following:

- If the device supports OXPd 1.6 or 1.7, OXPd must already be installed and enabled. You also need to enable [Cross-Origins Resource Sharing \(CORS\)](#). If you are using SSL, you must also [install the server certificate](#).
- If the device does not support OXPd 1.6 or 1.7, install OXPd 1.4, which is provided with Kofax TotalAgility. Use HP Web Jetadmin to install the OXPd. For information about using HP Web Jetadmin, see the HP documentation.

## OXPd 1.6 and 1.7 procedures

If your device uses OXPd 1.6 or 1.7, it is usually installed and enabled. If it is not, install and enable it as shown in the device's documentation. Then follow the procedures in this section to configure OXPd to work with Kofax TotalAgility.

## Enabling Cross-Origins Resource Sharing

Cross-Origins Resource Sharing must be enabled before you register the MFP with Kofax TotalAgility. If this option is not enabled, you will be unable to scan. Follow these general steps.

1. In a Web browser, enter the IP address of the HP MFP. The HP MFP internal information website opens.
2. Log in as an administrator user.
3. For most devices, the Cross-Origins Resource Sharing option is located under Security. Follow these steps to set it.
  1. Click the **Security** tab.
  2. Click **Web Services Security**.
  3. Select **Enable Cross-Origin Resource Sharing (CORS)** and click **Apply**.  
A message indicates when the change has been successfully applied.

If Cross-Origins Resource Sharing is located elsewhere, see the documentation for your device.

## Installing the server certificate for OXPd 1.6 and 1.7

If you are using OXPd with SSL, you must install a server certificate on the device. Make sure you have acquired a valid certificate.

**Note** HP Oz devices (such as HP 3530) can be used with SSL and OXPd if they have JetDirect Inside (JDI) firmware. This enables certificates to be validated against certificates in the trusted authority store. OXPd has not been integrated with Enhanced Input/Output (EIO) JetDirect products. To use SSL with those devices, you must either remove any EIO-based network interfaces from the device or use the OXPd 1.4 version of the client.

1. Import the certificate file into the MFP.
  1. In a Web browser, enter the IP address of the HP MFP.  
The HP MFP internal information website opens.
  2. Log in as an administrator.
  3. Use the security management feature to import the certificate file.  
See the HP documentation for instructions.
2. In Devices, enter the name of the certificate issuer as the proxy server as follows:
  1. Start Devices and log on as an administrator.
  2. Click **Settings**.
  3. Click the **Advanced** tab.
  4. For the ProxyServer property in the kfs.properties namespace, enter the certificate issuer exactly as it appears in the certificate.
  5. Save the changes.

## OXPd 1.4 procedures

If your device OXPd 1.4, install it as shown in this section.

## Verifying MFP requirements for OXPd 1.4

Before installing OXPd 1.4, make sure that your MFP meets the minimum requirements. Kofax TotalAgility includes the release notes provided by HP to indicate the supported firmware versions. See the Kofax TotalAgility Support pages on the Kofax website to identify the Group number of your model of HP MFP. HP models have similar numbers, so make sure that you identify the HP model and Group number correctly. If you need to upgrade your MFP, contact HP for assistance.

1. Locate the solution files by entering the following URL in a Web browser:

`http://<server>/TotalAgility/DeviceManager/HP/SolutionInstallerFiles`

Where <server> is IP address or host name of Kofax TotalAgility. The browser displays a list of the solution files.

2. Read `hp-ext-XX-oxpdsolutioninstaller-ReleaseNotes-<version>.txt` for requirements and other information about the HP Solution Installer.
3. Read the OXPd and ChaiDSE release notes for your HP model. The release notes provide information about which MFP models and firmware versions are supported. Do the following:
  1. Navigate to the ChaiDSE or OXPd folder, depending on the release notes you want to read.
  2. Go to the folder for the model of your MFP as shown in the following table.

HP MFP Model	Chai Digital Send Enablers Release Notes	OXPd Workflow Release Notes
Group 10	<code>hp-ext-10-ChaiSOE_DSE-ilc-&lt;version&gt;</code>	<code>hp-ext-10-oxpdworkflow-ilc-&lt;version&gt;</code>
Group 20	<code>hp-ext-20-ChaiSOE_DSE-ilc-&lt;version&gt;</code>	<code>hp-ext-20-oxpdworkflow-ilc-&lt;version&gt;</code>
Group 40	<code>hp-ext-30-ChaiSOE_DSE-ilc-&lt;version&gt;</code>	<code>hp-ext-40-oxpdworkflow-ilc-&lt;version&gt;</code>
Group 50	<code>hp-ext-40-ChaiSOE_DSE-ilc-&lt;version&gt;</code>	<code>hp-ext-50-oxpdworkflow-ilc-&lt;version&gt;</code>

Note the following:

- For ChaiDSE, the folders for Group 40 and 50 devices are correct as shown. HP intentionally labeled the files for Group 40 devices as Group 30 and the files for Group 50 as Group 40.
  - These folders also contain files you need for Chai Digital Send Enablers and OXPd Workflow. The folder names match the name of the release notes for your MFP. Click the folder and download the manifest file for your MFP when instructed in the procedures in this section.
3. From the folder you selected, open the .txt file, which contains the release notes.

## Uninstalling a previous version of HP software

If you have another version of OXPd, Device eXtensibility Platform (DXP), or Simple Document Capture (SDC), remove it and install the OXPd files provided with Kofax TotalAgility.

1. In HP Web Jetadmin, select the MFPs you want to change:
  1. In the **Device Management** panel, select the group containing the MFPs or **All Devices**.
  2. Select the MFPs in the listing.

3. In the tabs below the listing, click **Solutions**.  
The selected MFPs appear in the tab.

**Note** If the **Remove**, **Edit**, and **Install** buttons below the tabs are inactive, refresh the device selection.

2. On the **Solutions** tab, select the MFPs and click **Remove**.  
The **Uninstall Solution** window appears.
3. Select **Specify Solution** and click **Next**.
4. Select the items you want to remove and click **Next**.  
You can select more than one item.
5. When prompted to confirm the removal, click **Uninstall**.
6. When the software has been removed, click **Done**.

**Note** The MFP may restart automatically while uninstalling packages.

## Installing the OXPd Solution Installer

Use HP Web Jetadmin to install the OXPd Solution Installer on the MFPs.

1. Locate the OXPd Solution Installer file by entering the following URL in a Web browser:  
`http://<server>/TotalAgility/DeviceManager/HP/SolutionInstallerFiles`  
Where <server> is IP address or host name of Kofax TotalAgility. The browser displays a list of the solution files.
2. Locate `hp_oxpdsolutioninstaller-ex-<version>.jar` (where <version> is the version number of the OXPd Solution Installer) to a folder on your computer.  
Note where you saved the file.
3. In the **Device Management** panel, expand **Solutions** and select **Repository**.
4. Import the OXPd Solution Installer file as follows:
  1. Click **Import**.  
The **Import Solutions** window appears.
  2. Click **Browse**.
  3. In the **File Upload** window that appears, navigate to the folder where you downloaded the .jar file.
  4. Select `hp_oxpdsolutioninstaller-ex-1.0.1.0.jar` and click **Open**. The file appears in the **Select files** list.
  5. Click **Import**.
  6. When the import finishes, click **Done**.  
The OXPd Solution Installer appears in the **Repository** as **ILCStealthUpdater**.
5. In the **Repository**, select **ILCStealthUpdater** and click **Install**.  
The **Install Solutions** window appears.
6. Click **Next** to continue.
7. Select the MFPs where the OXPd Solution Installer will be installed. Click **Next**.

8. When prompted to confirm the installation, click **Install**.
9. When the installation finishes, click **Done**.

## Preparing to install solutions

Use HP Web Jetadmin to install two solutions: Chai Digital Send Enablers and OXPd Workflow. Follow this procedure to prepare HP Web Jetadmin to import the manifest files into the Web Jetadmin solution repository, and then follow the instructions in the next sections to install Chai Digital Send Enablers and OXPd Workflow.

1. Locate the solution files by entering the following URL in a Web browser:  
`http://<server>/TotalAgility/DeviceManager/HP/SolutionInstallerFiles`  
Where <server> is IP address or host name of Kofax TotalAgility. The browser displays a list of the solution files.
2. Download the manifest files for the ChaiDSE and OXPd Workflow as follows:
  1. Open the `ChaiDSE` folder.
  2. Download `manifest-dse-4.3.0.xml` to your computer.
  3. Click the link to go to the root of the `SolutionInstallerFiles` directory.
  4. Open the `OXPd` folder.
  5. Download `manifest-wk-1.4.9.0.xml` to your computer.
3. In HP Web Jetadmin, right-click **All Devices** and select **Discover devices**.
4. In the wizard that appears, select the options for discovering devices.
5. In the **Device Management** panel, select **Solutions** and then click **Repository**.

## Installing Chai Digital Send Enablers

1. Import the Chai Digital Send Enablers manifest file as follows:
  1. In the **Repository** panel, click **Import solution**.
  2. In the **Import Solutions** window, click **Browse**.
  3. In the **Open Application** window, go to the folder where you saved the manifest files. Select `manifest-dse-4.3.0.xml` and click **Open**.  
You will return to the **Import Solutions** window, which now lists the name and path of the manifest file you are importing.
  4. Click **Import**. When the import finishes, click **Done**. **Chai Digital Send Enablers - V 4.3.0** appears in the **Repository** panel.
2. Specify the URL for the Chai Digital Send Enablers .jar file as follows:
  1. In the in the **Repository** panel, select **Chai Digital Send Enablers - V 4.3.0** and click **Edit**.
  2. Enter a description, such as Chai Digital Send Enablers.
  3. Enter the URL for the jar file in the following format:  
`http://<server>/TotalAgility/DeviceManager/HP/SolutionInstallerFiles/ByModel/{ModelName}/hp-ext-ChaiSOE_DSE-ilc-4.3.0.jar`  
Where <server> is the host name or IP address of the Kofax TotalAgility if it is on the same domain as the MFP. If not, use the IP address.

Type {ModelName} in the URL exactly as it shown, include the opening and closing braces. This is a macro that the device uses to retrieve the appropriate .jar file.

**Note** Make sure that the MFP can resolve the Kofax TotalAgility host name. Do not depend on a **HP Web Jetadmin** report of a successful connection. The MFP may still be unable to connect to Kofax TotalAgility and load the .jar file if the host name cannot be resolved.

4. If the network requires authentication, enter the user name and password in the URL section. The other fields do not need to be changed in most cases.
5. When you finish, click **OK**.
3. Install Chai Digital Send Enablers as follows:
  1. Select **Chai Digital Send Enablers - V 4.3.0** and click **Install**.
  2. In the **Select options** window, click **Next**.
  3. Select the MFPs where you want to install the Chai Digital Send Enablers and click **Next**. The **Settings** screen displays the URL you entered in step 5.
  4. Click **Next**.
  5. At the **Confirm** screen, click **Install**.
  6. When the software has been installed successfully, click **Done**.

## Installing OXPd Workflow

1. Import the OXPd Workflow manifest file as follows:
  1. In the **Repository** panel, click **Import solution**.
  2. In the **Import Solutions** window, click **Browse**.
  3. In the **Open Application** window, go to the folder where you saved the manifest files. Select manifest-wk-1.4.9.0.xml and click **Open**.

You will return to the **Import Solutions** window, which now lists the name and path of the manifest file you are importing.
  4. Click **Import**. When the import finishes, click **Done**. **XPd Workflow 1.4.9.0** appears in the **Repository** panel.
2. Specify the URL for the OXPd Workflow .jar file as follows:
  1. In the in the **Repository** panel, select **XPd Workflow 1.4.9.0** and click **Edit**.
  2. Enter a description, such as OXPd Workflow.
  3. Enter the URL for the jar file in the following format:

```
http://<server>/TotalAgility/DeviceManager/HP/SolutionInstallerFiles/ByModel/  
{ModelName}/hp-ext-oxpdworkflow-ilc.1.4.9.0.jar
```

Where <server> is the host name or IP address of the Kofax TotalAgility if it is on the same domain as the MFP. If not, use the IP address.

Type {ModelName} in the URL exactly as it shown, include the opening and closing braces. This is a macro that the device uses to retrieve the appropriate .jar file.

**Note** Make sure that the MFP can resolve the Kofax TotalAgility host name. Do not depend on a **HP Web Jetadmin** report of a successful connection. The MFP may still be unable to connect to Kofax TotalAgility and load the .jar file if the host name cannot be resolved.

4. If the network requires authentication, enter the user name and password in the URL section. The other fields do not need to be changed in most cases.
5. When you finish, click **OK**.
3. Install OXPd Workflow as follows:
  1. Select **OXPd Workflow 1.4.9.0** and click **Install**.
  2. In the **Select options** window, click **Next**.
  3. Select the MFPs where you want to install the OXPd Workflow and click **Next**. The **Settings** screen displays the URL you entered in step 5.
  4. Click **Next**.
  5. At the **Confirm** screen, click **Install**.
  6. When the software has been installed successfully, click **Done**.

## Kofax client software deployment to the front panel

You have the following options for deploying the Kofax client software to the front panel, depending on which version of OXPd is on your device:

- For both OXPd 1.4, 1.6, and 1.7, you can deploy through **Devices**. **Devices** installs the appropriate client for your version of OXPd.
- For OXPd 1.6 and 1.7, you can deploy through the **HP Client Registration**. This program also enables you to configure the connection and set options, which includes changing the button for the **Kofax Client Software** button. You can also use **HP Client Registration** to deploy to multiple MFPs.
- For OXPd 1.4 only, you can deploy manually through the internal **Web** pages of the MFP.

**Note** To upgrade Kofax TotalAgility, follow the deployment instructions to point the MFP to the new files. You do not have to undeploy the old files from the MFP before deploying new ones.

### Deploying the client software through **Devices** (OXPd 1.4, 1.6, and 1.7)

1. Start **Devices** and log on as a user with administrator rights.
2. Provide administrator credentials for Kofax TotalAgility to log on to the MFP as follows:
  1. In **Devices** on the **Settings - Advanced** tab, locate the `mfp.hp.properties` namespace.
  2. Edit these properties:
    - `mfp.username`
    - `mfp.password`
3. On the **Devices** screen, discover and add the MFP or add it manually.

4. Assign a device profile. If there is a default device profile, it will be assigned automatically. For instructions, see the Devices Help.
5. On the **Devices** screen, select the HP MFP and click **Deploy**.
6. Go to the MFP and press the Kofax button on the main menu. The MFP will connect to Kofax TotalAgility.

When the MFP connects to Kofax TotalAgility and retrieves the device profile, it is ready to use. Use Devices to create and change the device profile associated with the MFP. See Devices Help for information about the default device profile.

## Deploying the client software from the device web page (OXPd 1.4 Only)

1. To verify the URL to the workflow configuration file, go to the following URL:  
`http://<server>/TotalAgility/DeviceManager/HP/hp`  
Where <server> is the Kofax TotalAgility host name or IP address.  
The configuration XML file should open, which verifies the URL is correct. Copy the URL to the clipboard for later use.
2. In a Web browser, enter the IP address of the HP MFP. The HP MFP internal information website opens.
3. Log in as an administrator user, and select the **Digital Sending** tab.
4. In the left panel, select **OXPd:Workflow**.
5. In the **URL Polling Service** area, type or paste the URL you verified in step 1 into the **URL #1** field.
6. Click **Apply URL Polling Service Settings** and when the settings are applied, click **OK**.  
You return to the OXPd:Workflow page.
7. On the bottom of the **OXPd:Workflow** page, click **Force Update Now**. When the update is performed, click **OK**.

**Note** If you get an HTTP error and the page cannot be displayed, click **Refresh** to return to the **OXPd:Workflow** page.

8. To verify that the settings are updated, scroll to the bottom of the page. You should see the URL displayed as the currently loaded workflow configuration data file.
9. Go to the MFP and press the Kofax button on the main menu. The MFP connects to Kofax TotalAgility.

When the MFP connects to Kofax TotalAgility and retrieves the device profile, it is ready to use. Use Devices to create and change the device profile associated with the MFP. If there is no device profile associated with the MFP, the default device profile is used. See Devices Help for information about the default device profile.

## Registering with HP Client Registration (OXPd 1.6 and 1.7)

If you are using OXPd 1.6 and 1.7, use HP Client Registration to deploy the client and configure the connection. You can use this program to deploy and configure multiple devices. Run HP Client Registration from any Windows computer on or outside the network where the MFP is located.

1. From the folder when you downloaded the HP client software, run `KofaxHewlettPackardRegistration.exe`.  
The **HP Client Registration** window appears.



2. On the **Device Connection** tab, provide information for the MFPs you are registering, including the host name or IP and the administrator user name and password for the MFP.

To register multiple MFPs at one time, choose one of the following options.

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

- 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 **CSV File 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, under **Choose CSV File**, click **Browse** and select the file. The registration program registers each MFP in order until all of the ones listed in the file are registered.

**Note** You can remove a CSV file by clicking **Clear CSV File**.

3. On the **Kofax Registration** tab, configure the connection between the MFP and Kofax TotalAgility.
  1. Enter the Kofax TotalAgility host name or IP address in the **Server Hostname or IP Address** field.
  2. In the **Server Protocol** field, select **http** or **https**.  
If you select **https**, make sure you have installed the server certificate as shown in [Installing the server certificate for OXPd 1.6 and 1.7](#).
  3. If Kofax TotalAgility uses a virtual directory, enter the name of the directory in the **Path** field.
  4. Enter the port used to communicate between the MFP and Kofax TotalAgility in the **Server Port** field.
  5. To verify that the connection is correct, click **Test**.  
A window indicates whether the connection is successful or not. Click **OK** to close the window.
4. Optionally, customize the appearance of the Kofax button on the front panel.  
If you are creating a custom button, it must meet the following requirements:
  - Save it in GIF format.

- The height must be greater than the width so that the label lines up correctly with the other buttons.
  1. In the **Button Position** field, enter the location of the Kofax button on the HP front panel.
  2. If you want to change the image for the Kofax button on the front panel, click **Image File**. Select a GIF file in the **Open** window and click **Open**.

The image appears in the window.

To remove the selected image, click **Clear Image**.
- 5. Kofax TotalAgility provides names and descriptions of the app in all languages supported by the device. These appear in the **Application Information** table. You can modify the names and descriptions by doing either of the following:
  - Type the text in the fields.
  - Import the values from an XML file, which you create by exporting the values in the **Application Information** table. Use this exported XML file as the basis for modifying the values because it contains all of the necessary elements to import the values correctly.

If you choose to import the values from an XML file, do the following:

1. Click **Export** below the table to export the current values in the table to an XML file.

When prompted, specify the folder and name of the XML file containing the strings.
2. Edit the XML file in a text or XML editor file.

Note the following:

  - All languages that are in the XML file are required, and no languages can be removed.
  - The `ProductName` and `Description` attributes must have values. These cannot be left blank.
3. Click **Import** and select the XML file you modified. Click **OK**.

The changes you made should appear in the **Application Information** table.

**Note** If you need to restore the default settings, click **Reset**.

6. Click **Register**.

When the registration process is completed, the **Registration Results** window lists successful deployments as well as any warnings and errors encountered. Right-click and copy the selected items or all failed items to the clipboard.

To undeploy the Kofax TotalAgility client software, click **Unregister**.

## Verifying client software deployment

To verify that the client software was correctly deployed to the MFP, do the following:

1. In **Devices**, go to the **Devices** screen.
2. Double-click the HP MFP to view the **General** tab.
3. Click **Connect**.

The HP MFP internal information website opens.
4. Log in as an administrator user, and select the **Digital Sending** tab.
5. In the left panel, select **OXPd:Workflow**.
6. On the **OXPd:Workflow** page displays the currently installed configuration file as `HP_Config.xml`.

## Configuring Kofax TotalAgility

This section provides additional configuration tasks to support different authentication modes and optimize scan quality. Note the following when configuring an HP MFP:

- All HP MFPs connected to the same Kofax TotalAgility must have the same user name and password.
- For the fastest performance, use low-resolution grayscale images.
- Resolutions greater than 200 dpi may adversely affect performance.
- You can override the color mode, background cleanup, darkness, sharpness, and resolution settings for a scan job at the front panel.
- Increase the retry count and shorten the interval to reduce the risk of losing scanned documents if Kofax TotalAgility becomes temporarily unavailable.
- Set the maximum number of items for selection to avoid limiting the displayed values for batch and index fields on the front panel of the MFP.

### Configuring the authentication mode

Configure Kofax TotalAgility to allow different authentication modes that utilize MFP user authentication (LDAP, SecureJet, SafeCom).

Make sure the MFP user authentication with LDAP, SecureJet, or SafeCom was configured before configuring Kofax TotalAgility.

1. In Devices on the **Settings - Advanced** tab, locate the mfp.hp.properties namespace.
2. For the server.authmode property, enter one of the following values:

- none

After logging on to the MFP, when pressing Log In, users are prompted for their user name and password to use the personal shortcuts. If no authentication mode is specified, the mode "none" is used.

- semi

After logging on to the MFP, when pressing Log In, users are prompted for their password to use the personal shortcuts. The **User Name** field is already populated.

- full

At the MFP device, users need to authenticate only once to use both the MFP and Kofax TotalAgility features (single sign on). If you specify this mode, Kofax TotalAgility needs to obtain the user's Windows domain name from the MFP, to recognize the qualified user's name as follows: WindowsDomainName\Username.

For LDAP authentication at the MFP, specify the MFP LDAP setting labeled "Retrieve the device user's email address using attribute of" as userPrincipalName. (The setting label varies based on MFP model.) Ensure that the LDAP attribute userPrincipalName uses the following format: username@domain (for example: admin@mydomain.com). This setup and format are required by Kofax TotalAgility to obtain the user's domain name.

For SafeCom authentication at the MFP, ensure that the user's email address is set at the MFP when the user is authenticated and the domain extracted from the email address is consistent with the user's Windows domain name in Kofax TotalAgility.

For SecureJet authentication at the MFP, ensure that the appropriate domain is specified when you are configuring the LDAP login and password profile (in the Domain box, under LdapLogin, in SecureJet Admin Software). If you are using SecureJet 6.2, OXPd must be installed first, to avoid a compatibility issue between the two.

3. Click **Save**.

## Configuring split login

Split login enables you to configure an MFP so that a user does not need to provide a password to access the device or shortcuts. At the same time, the device authentication with the server is preserved.

When split login is enabled, the following occurs:

- When users tap Log On on the device, they are prompted for their user name but not their password.
- When users tap on a personal shortcut, they are also not prompted to enter a password, unless it is a DCNJ shortcut or a shortcut configured so that a password is required.

A password is required the first time you use an MFP when Require Authentication for Device Registration is enabled in Devices. When authentication is successful, the device is registered. If split login is enabled, users are not prompted for a password unless required for a shortcut. If the device is configured for single sign-on (SSO) with the server, a password is not required.

Follow these steps to configure split login in Kofax TotalAgility. See the help for more details.

1. Specify the Active Directory domains used by the user accounts. An account might not be validated if the user ID is supplied by itself. Do the following to specify the domains:
  1. In Kofax TotalAgility Designer, select **System Settings**. Under **Manage**, click **Devices**. In the Devices app that appears, select **Settings** and click the **Advanced** tab.
  2. In the **mfp.hp.properties** namespace, locate **activedirectory.domains**.
  3. Enter the Active Directory domain to search for user accounts.  
To enter more than one domain, separate each one with a semicolon (;). The authentication process appends a backslash (\) between the domain name and user ID.
2. Configure the process so that it uses split login.
  1. In Kofax TotalAgility Designer, open the process and select the activity you want to configure.
  2. Open the **Extended Properties** for the activity.
  3. Click **Advanced**.
  4. Set the **MFP Ready** field to **MFP Only - No Password Required**.
  5. Accept the changes and complete your changes to the process.
3. Configure the device to use split login.
  1. In Kofax TotalAgility Designer, select **System Settings > Devices**.  
The Devices application appears in a browser window.
  2. Select **Device Profiles**.
  3. Select the **General** tab, if it has not already been selected.
  4. In the **Logon** field, select **Allow Split Login**.

5. Associate the devices with the profile and make any desired setting changes.
6. Save the profile.

## Optimizing the scan quality

Kofax TotalAgility supports the following scan settings for HP:

- colorMode
- resolution
- fileType
- imageAdjustBackgroundCleanup
- imageAdjustDarkness
- imageAdjustSharpness

These scan settings require OXPd 1.4.1.0 or later and are delivered with the corresponding default values.

**Important** The setting imageAdjustContrast is currently not supported for Group 10, 20, 40, and 50 devices. Do not enable this setting.

Specify scan settings for all HP MFPs as follows. You can also [specify settings for individual MFPs](#) or [set scanning to black and white only](#).

1. In Devices on the **Settings - Advanced** tab, locate the mfp.hp.properties namespace.
2. Specify the scan settings, which start with mfp.scan (such as mfp.scan.color.mode or mfp.scan.resolution).
3. Click **Save**.

## Optimizing the scan quality for individual MFP models

You can set the scan quality for individual HP MFP models by adding properties to the Settings - Advanced tab. These settings override the settings specified for the mfp.hp.properties namespace. Perform this procedure for each setting and model you want to define.

1. In Devices on the **Settings - Advanced** tab, locate the mfp.hp.properties namespace and make a note of the properties you want to set for a model.
2. Click **Create**.  
The **Create New Advanced Setting** window appears.
3. In the Namespace field, enter mfp.hp.<model>.properties where <model> is the HP model number. For example, enter mfp.hp.M3035.properties for the HP LaserJet M3035 MFP, or mfp.hp.4345.properties for the hp LaserJet 4345 MFP.

**Tip** The HP model number is displayed on the front panel of the MFP or in the Devices section of Devices if the original device name has not been changed.

4. In the **Name** field, enter the name of the property you want to set, such as mfp.scan.resolution. The name must be the same as the property for the mfp.hp.properties namespace.
5. Enter a value as indicated in the **Description** column and the Devices Help.

**Note** The Description field is optional.

6. Click **OK**.

The setting is added to the **Advanced** tab.

## Scanning in black and white only

You can specify that you want documents to be scanned in black and white only. On the Settings - Advanced tab in Devices, locate the mfp.hp.properties namespace and change these properties to the following:

- fileType: TIFF
- optimizeTextPhoto: Text
- colorMode: Gray

To set black and white only for an individual MFP model, add properties to the Settings - Advanced tab as shown [Optimizing the scan quality for individual MFP models](#). Create fileType, optimizeTextPhoto, and colorMode properties and assign the values shown above.

## Additional information

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

### Device profiles updates

When a device profile associated with an MFP changes, the front panel of the MFP reflects the changes when it connects to Kofax TotalAgility. Connection occurs when you press the Kofax client software button. To ensure that the MFP contains 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.

### Behavior of custom validation of field data

Field data validation that is based on custom validation scripting does not occur until all required fields contain values.

### 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.

## Frequently asked questions

If the front panel buttons are not updated successfully, or if you have questions about how the software operates, read this section. For additional information and software updates, see the Kofax website <http://www.kofax.com>.

### **Why doesn't clicking Discover find the MFP?**

If Kofax TotalAgility cannot communicate with the MFP over the network, it cannot be discovered. Add it manually or have the MFP self-register and add itself. To do this, select the Enable MFP Self Registration option in Devices when you deploy the Kofax TotalAgility client software.

### **Why am I unable to add MFPs?**

There may not be enough available Kofax product licenses to support the MFPs you want to add. Deactivate or remove MFPs from the Added Devices tab or purchase and activate a license that supports additional devices.

### **Why is my MFP unable to retrieve the Kofax TotalAgility front panel?**

Verify that you installed OXPd on the MFP. See [Installing and enabling OXPd](#).

### **Why does the Kofax TotalAgility front panel have different buttons and labels on different models of HP MFPs?**

The user interface differs depending on the Group to which the HP MFP belongs. Most options are available on all models, but they may have different button names and formats. See the Kofax Front Office Server Support pages on the Kofax website for a list of supported devices.

### **Where can I find log information for my scan jobs?**

To retrieve the OXPd log, open a Web browser and enter the following URL:

```
http://<mfp>/hp/device/sdc?GetLog
```

Where <mfp> is the IP address or host name of the HP MFP.

### **Why do I get an "unknown user or domain" message at the MFP when I try to use Kofax TotalAgility?**

Kofax TotalAgility is unable to determine the user's domain or recognize the domain or user name. Make sure you properly configured the authentication mode. For information, see [Configuring the authentication mode](#).