



Tungsten TotalAgility

Administrator's Guide for HP MFPs

Version: 8.1.0

Date: 2024-10-01

TUNGSTEN
AUTOMATION

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Preface

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

Before continuing, see the Tungsten website www.tungstenautomation.com for information about supported HP LaserJet MFP models and software updates.


Training

Tungsten Automation offers both on-demand and instructor-led training to help you make the most of your product. To learn more about training courses and schedules, visit the [Tungsten Automation Learning Cloud](#).

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/>.

 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.

Related documentation

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

<https://docshield.tungstenautomation.com/Portal/Products/KTA/8.1.0-rmx0b1ux3q/KTA.htm>

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

Tungsten TotalAgility Installation Guide

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

Release Notes

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

Chapter 1

Features

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

- Management through Devices in the Tungsten TotalAgility Designer

MFPs are able to self-register with Devices and automatically activate licenses. (This feature is optional and is not available in cloud configurations.) You can also manually activate, deactivate, or remove MFPs whenever needed. In Devices, you can open the Web page for the MFP if Tungsten 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 Tungsten 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 Tungsten 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 Tungsten 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 Tungsten 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.

Jobs can be cancelled, depending on their status. After the cancellation is complete, the job remains in the log and has a Deleted status.

 Some MFP models do not include a Scan History button.

Status	Description
Pending*	The job is processing or preparing on the device.
Sending*	Sending the job from the device or from the configured FTP folder to the server.

Status	Description
Queued	Submitted and in the server processing queue.
Processing	Submitting to destination.
Completed	Successfully sent to destination.
Retrying*	The job is being resent after it failed in a previous attempt. This message indicates the number of the retry attempt.
Canceling	The job is being cancelled by user request.
Error	Failed to send the job to the server.
Deleted	The job was cancelled by the user.

* Can be cancelled manually if the user has the FullControl access type or the proper permissions in Devices. The number of attempts and the behavior for handling a failed job is configured in Devices. The duration between attempts is set in Designer with a Tungsten TotalAgility system task. If the failed job is retried or cancelled, the device processes it after finishing all other jobs pending for process.

- Display confirmation messages
You can enable confirmation messages to be sent from Tungsten 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.
- 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 Tungsten TotalAgility Designer. For more information, see Tungsten TotalAgility Help.
- Device logging
Log messages from the device are stored in the Tungsten 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.)
- Adaptable user interface
The Tungsten client software works with the user interface provided with the device, either Windjammer or Omni. See the device documentation if you want more user interface information.
- 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.

Chapter 2

System requirements

Before deploying the Tungsten TotalAgility client software to the HP MFP, do the following:

- Make sure the device meets firmware, memory, and other requirements. The primary source of information about supported operating systems and other Tungsten TotalAgility requirements is the Technical Specifications.
- Keep port 7627 open because it is used to register HP devices.
- Install Tungsten 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 Tungsten TotalAgility client software.

Chapter 3

Prepare the MFP for Tungsten TotalAgility

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

- Install Tungsten 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 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
```

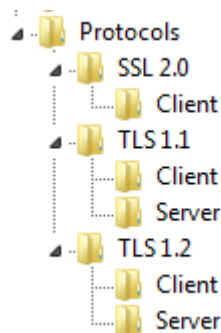
Configuring TLS

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 Tungsten 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 Tungsten TotalAgility server by changing the settings in the Registry Editor.

! Back up your Registry settings before continuing.

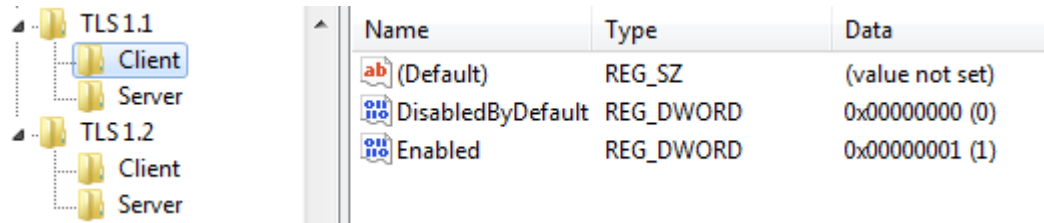
- a. In the Registry Editor, navigate to Computer\HKEY_LOCAL_MACHINE\SYSTEM\CurrentControlSet\Control\SecurityProviders\SCHANNEL\Protocols\SSL 2.0\Client.
- b. Change the value of DisabledByDefault to 0.
- c. Right-click **Client** and select **New > DWORD (32-bit) Value**. Set the fields as follows:
 - Name: Enabled
 - Value data: 0
- d. Right-click **Protocols** and select **New > Key**. Type **TLS 1.1** as the name.
- e. Right-click **TLS 1.1** and create two new keys, **Client** and **Server**.
- f. Right-click **Protocols** and select **New > Key** again. This time, type **TLS 1.2** as the name.
- g. Repeat step 2.5 and create the Client and Server keys for TLS 1.2.
The keys should appear in Registry Editor as shown.



- h. 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.



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

Configuring OXPd

Before deploying the Tungsten TotalAgility client software, OXPd must be installed or enabled on your MFP. You also need to enable [Cross-Origins Resource Sharing \(CORS\)](#). If you are using SSL, you must also [install the server certificate](#).

Enabling Cross-Origins Resource Sharing

Cross-Origins Resource Sharing must be enabled before you register the MFP with Tungsten 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.
 - a. Click the **Security** tab.
 - b. Click **Web Services Security**.
 - c. 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

If you are using SSL, you must install an SHA-256 server certificate on the device. Make sure you have acquired a valid certificate.

i 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, remove any EIO-based network interfaces from the device.

1. Import the certificate file into the MFP.
 - a. In a Web browser, enter the IP address of the HP MFP.
The HP MFP internal information website opens.
 - b. Log in as an administrator.
 - c. 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:
 - a. Start Devices and log on as an administrator.
 - b. Click **Settings**.
 - c. Click the **Advanced** tab.
 - d. For the ProxyServer property in the kfs.properties namespace, enter the certificate issuer exactly as it appears in the certificate.
 - e. Save the changes.

Chapter 4

Tungsten client software deployment to the front panel

You have the following options for deploying the Tungsten client software to the front panel:

- Use Devices.
- Use the HP Client Registration, which also enables you to configure the connection and set options, which includes changing the button for the Tungsten Client Software button. You can also use HP Client Registration to deploy to multiple MFPs.

i To upgrade Tungsten 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

1. Start Devices and log on as a user with administrator rights.
2. Configure the connection between the MFP and Tungsten TotalAgility.
 - a. In Devices on the **Settings - Advanced** tab, locate the kfs.properties namespace.
 - b. Set the UseProxyServerProtocol depending on how you want to configure the connection:
 - Set to **False** to have the protocol automatically detected from the Tungsten TotalAgility server. The port number is based on the protocol it detects, either ProxyServerPort for HTTP or ProxyServerSecurePort for HTTPS.
 - Set to **True** to specify the protocol manually. In the mfp.hp.properties namespace, enter the server.protocol and server.port settings. If the server.port value is empty, or the setting does not exist, the port number is selected based on the server.protocol, either ProxyServerPort for HTTP or ProxyServerSecurePort for HTTPS.
If you need to specify a server port and the server.port setting does not exist, create this advanced setting as shown in the Devices help.
 - c. Save your changes.
 - d. For HTTPS, on the Web page for the HP MFP, define the DNS server for the MFP.
The DNS server must be configured to resolve the host name because it uses HTTPS.
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 Tungsten button on the main menu. The MFP will connect to Tungsten TotalAgility.

When the MFP connects to Tungsten 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.

Registering with HP Client Registration

The HP Client Registration enables you 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 TungstenHewlettPackardRegistration.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.

 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.

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

3. Enter the password for the devices you are registering in the **Device Administrator Password** field.


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

4. On the **Tungsten Registration** tab, configure the connection between the MFP and Tungsten TotalAgility.
 - a. Enter the Tungsten TotalAgility host name or IP address in the **Hostname or IP** field.
 - b. In the **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](#).
 - c. If Tungsten TotalAgility uses a virtual directory, enter the name of the directory in the **Path** field.
 - d. Enter the port used to communicate between the MFP and Tungsten TotalAgility in the **Port** field.
 - e. 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.
 - f. In the **Device Profile Name** field, enter the name of an existing device profile you want use for this device.
If you leave the field blank or enter a name that does not match an existing device profile, the default device profile is used. Device profiles are listed and defined in [Devices](#).
5. Optionally, customize the appearance of the Tungsten 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.
 - a. In the **Button Position** field, enter the location of the Tungsten button on the HP front panel.
 - b. If you want to change the image for the Tungsten 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**.
6. In the **Connection Timeout** field, enter the number of seconds of MFP inactivity before the connection with the server times out. After the timeout, the devices screen is turned off or set to standby mode, and the request to the server fails.
The connection timeout can affect how quickly changes in the device profile appear on the front panel. For more information, see [Device profiles updates](#).
7. Tungsten 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:

- a. 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.
- b. 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.
- c. Click **Import** and select the XML file you modified. Click **OK**.
The changes you made should appear in the **Application Information** table.

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

8. 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 Tungsten TotalAgility client software, click **Unregister**.

Chapter 5

Configuring Tungsten 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 Tungsten 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 Tungsten 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 Tungsten 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 Tungsten 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 Tungsten TotalAgility features (single sign on). If you specify this mode, Tungsten 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 Tungsten 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 Tungsten 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 Tungsten 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:**
 - a. In Tungsten TotalAgility Designer, select **System Settings**. Under **Manage**, click **Devices**. In the Devices app that appears, select **Settings** and click the **Advanced** tab.**
 - b. In the **mfp.hp.properties** namespace, locate **activedirectory.domains**.**
 - c. 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.**
 - a. In Tungsten TotalAgility Designer, open the process and select the activity you want to configure.**
 - b. Open the **Extended Properties** for the activity.**

- c. Click **Advanced**.
 - d. Set the **MFP Ready** field to **MFP Only - No Password Required**.
 - e. Accept the changes and complete your changes to the process.
3. Configure the device to use split login.
 - a. In Tungsten TotalAgility Designer, select **System Settings > Devices**.
The Devices application appears in a browser window.
 - b. Select **Device Profiles**.
 - c. Select the **General** tab, if it has not already been selected.
 - d. In the **Logon** field, select **Allow Split Login**.
 - e. Associate the devices with the profile and make any desired setting changes.
 - f. Save the profile.

Optimizing the scan quality

Tungsten TotalAgility supports the following scan settings for HP:

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

 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.

 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.

 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.

Chapter 6

Additional information

The following is additional information which may be of interest to you when working with Tungsten 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 Tungsten TotalAgility. Connection occurs when you press the Tungsten 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 Tungsten 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.

Auto Crop

The Tungsten client software supports the HP auto crop feature on supported devices. On HP FutureSmart 3 and FutureSmart 4 devices, you can turn auto crop on or off.

Enable the auto crop feature in Devices by using `mfp.scan.crop.setting` in the `mfp.hp.properties` namespace. Set to **True** to enable the options to appear on the front panel or **False** to turn them off.

i If automatic cropping is set in the Scan/VRS, it will be performed on the server even if the HP auto crop feature is turned off.

Image preview

HP MFPs can display a preview of the image in the Scan Complete window.

Enable the feature in the Devices. In the Advanced - Settings tab, set `mfp.image.preview` in the `mfp.hp.properties` namespace to true.

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

- Press < or > to move to the previous or next page of the document.
- Press the button on the bottom left to view individual or multiple pages.
- Press Delete to delete the currently displayed page.
- Use the rotate buttons to change the orientation of the page.
- Use the zoom button to enlarge or reduce the image of the page.
- Change the order of pages by pressing Move Page and then using the navigation buttons to move the page to the desired location.

Then use these buttons to process the document:

- Press Send and Exit to send this scan job and return to the previous index field window.
- Press Add More Pages to scan more pages to the current scan job.
- Press Cancel Job if you do not want to send this scan job.

After a period of inactivity, a window appears with the prompt, "Are you sure you want to cancel this job?" Tap Yes to cancel or No to continue with the job. If there is no response after a further period of inactivity, the MFP returns to the main menu, and the job status in history is shown as deleted.

Images in the device are deleted when the job is sent or canceled.

Chapter 7

Frequently asked questions

If the front panel buttons are not updated successfully, or if you have questions about how the software operates, read this chapter.

Why doesn't clicking Discover find the MFP?

If Tungsten 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 Tungsten TotalAgility client software.

Why am I unable to add MFPs?

There may not be enough available Tungsten 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 Tungsten TotalAgility front panel?

Verify that you enabled OXPd on the MFP. See [Configuring OXPd](#).

Why does the Tungsten 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 Support pages on the Tungsten 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 Tungsten TotalAgility?

Tungsten 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](#).

When I'm using SSL, why did the job fail to be sent to the server, and the Scan History of the client reports an error state?

The server certificate is not valid or does not have the correct level of security. Replace the server certificate with one using SHA-256 or later.