



Tungsten TotalAgility Administrator's Guide for Canon ScanFront Devices

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TUNGSTEN
AUTOMATION

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Preface

This guide describes how to prepare a Canon ScanFront devices to work with Tungsten TotalAgility.

See the Tungsten website at www.tungstenautomation.com for supported models and application versions.

 If you are upgrading Tungsten TotalAgility, you must upgrade the client software on all MFPs to implement the latest security features.

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.


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.

Chapter 1

Features

Tungsten TotalAgility offers the following features with the Canon device.

- Management through Devices in the Tungsten TotalAgility Designer (Optional)
MFPs are able to self-register with Devices and automatically activate licenses. See the Devices Help for more information.
- 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 MFP as a Tungsten TotalAgility user. Logging on may provide additional options.
- 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.
- 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.

Status	Description
Pending*	The job is waiting to be sent to the server.
Sending*	Sending the job from the device or from the configured FTP folder to the server.
Queued	Submitted and in the server processing queue.
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.
Pending Retry*	The job failed to be sent and another attempt will be made. This message indicates the number of the retry attempt.
Pending Cancellation	A request was made by the user to cancel the job.
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 KTA permission 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.

- 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.

- 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, as well as form validation. For information about the necessary configuration steps, see the Tungsten TotalAgility Designer 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.

- 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

Installation of the Tungsten TotalAgility client software on the MFP

Use the following procedures to install or upgrade the Tungsten TotalAgility client software.

Preparing for the installation

Before installing the Tungsten TotalAgility client software on the MFP, do the following:

- Install Tungsten TotalAgility.
- Download the client software for Canon MFPs from Devices to your computer by selecting **CanonScanFront**.
- Make sure that you have an open port for communication between Tungsten TotalAgility and the device.
- Check your MFP manual for memory requirements. If you scan at 400 dpi color or grayscale (configurable in the shortcut settings for the device profile), scanning could fail for MFPs that do not have expanded memory.
- If you are using SSL, make sure that a valid server certificate is installed on the MFP. Your certificate must use the RSA algorithm. See the documentation for your device for instructions.

License Access Number key for Canon devices in China

If you are using a Canon device in China, contact Canon China for the License Access Number (LAN) key. The LAN key may be chargeable, depending on your regional licensing model.

Installing the client software on Canon imageFormula ScanFront MFPs

The installation procedure for Canon imageFormula ScanFront MFPs is different from other Canon models. Follow these general steps:

1. Get the IP address and set the device to Web application mode.
2. Register the device by using either of the following methods:
 - Use Devices to add the device manually. Follow the instructions in the Devices Help. Specify the IP address and type **Canon** in the **Vendor** field.
 - Use the Tungsten Canon Registration Client.


3. In Devices, go to the **Settings - Advanced** tab and set the following properties in the **mfp.canon.properties** namespace:
 - mfp.password: Enter the administrator's password for the device.
 - mfp.port: Enter the port number of the device (default is 80).
 - mfp.protocol: Enter the protocol used to communicate with the device, either http or https (default is http).

Getting the IP address and setting the device to web application mode

1. At the device's home screen, tap **Administrator Setting**.
The **Administrator setting** screen appears.
2. Tap **Network setting**.
3. At the **Network setting** screen, note the IP address and write it down to use in later steps.
4. Tap **Cancel** to return to the **Administrator setting** screen.
5. Tap the **Down Arrow** button to go to the second page of administrator settings.
6. Tap **Change to the web application mode**.
7. When you are prompted to confirm the setting, tap **Yes**.
The device restarts.
8. When the following error occurs, **Could not access the server. Check the settings**, tap **OK** to close the message.
9. Enable remote operation by following these steps:
 - a. Enter the password to go to the **ScanFront Maintenance** screen.
 - b. Tap **Device Operation**.
 - c. Tap **The device detail settings**.
 - d. On the Device Detail Settings screen, change **Allow remote operation** to **On**. Tap **OK**.
 - e. Tap **Close** to return to the **ScanFront Maintenance** screen.

Using the Tungsten Canon Registration Client

1. Go to `registration` in the folder where you downloaded and extracted the client software, and run
The **Canon Registration Client** window opens.
2. In the **Device Connection** section, provide information for the MFPs you are registering. To register multiple MFPs at one time, use 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 **Device IP or Hostname** 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 **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, click **CSV File** and select the file.

3. Enter the administrator password for the devices.
4. Select the MFP model type.
5. Complete the **Registration** section:
 - a. Enter the host name or IP address of Tungsten TotalAgility.
 - b. To verify that the host name or IP address is correct, click **Test**.
A window indicates whether the connection is successful or not. Click **OK** to close the window.
 - c. If Tungsten TotalAgility uses a virtual directory, enter the name of the directory in the **Path** field.
 - d. Select the type of connections in **Server Protocol** field, either **http** or **https**.
6. Click **Register**.
When the registration process is completed, the **Registration Results** window lists successful deployments as well as any errors. Right-click and copy one or more selected items or all failed items.
7. When you finish viewing the **Registration Results** window, click **OK** to close the Tungsten Canon Registration Client program.
The Tungsten application appears on the device after it restarts.

Specifying the server

Specify the server (or proxy server for a cluster configuration) so that images can be properly scanned and sent.

1. In Devices, click **Settings > Advanced**.
2. In the kfs.properties namespace, find the **ProxyServer** and **ProxyServerPort** properties.
3. Complete these fields as follows:
 - a. In the **ProxyServer** property, enter the host number or IP address of the server, proxy server for a cluster configuration, or Docker used by Tungsten TotalAgility.
 - b. In the **ProxyServerPort** property, enter the port number of the server or 5000 for the Docker server port address.

Unregistering a Canon imageFORMULA ScanFront MFP

Before unregistering a Canon imageFORMULA ScanFront MFP, make sure that there is not a user or session that is actively using the device. An "Illegal access" error occurs if there is an active user or session when you attempt to unregister.

Setting up HTTPS with Canon imageFormula ScanFront MFPs

The protocol used by Canon imageFormula ScanFront MFPs is configured with IIS. It is not affected by the setting in Tungsten TotalAgility, and it does not require Require SSL to be set.

Chapter 3

Additional information

The following is additional information you may need when working with Tungsten TotalAgility and the MFP.

Configuration for sending jobs from Canon imageFormula ScanFront devices

You can configure the duration by using the following settings on the Settings - Advanced tab in Devices. These are in the `mfp.canon.properties` namespace.

- `server.max.job.age.mins`: Number of minutes before submitting an incomplete job on ScanFront devices. (The default is 60.)
- `timeout.scancomplete.mins`: Number of minutes the Scan Complete screen remains on screen before sending and exiting automatically. (The default is 5.)

Handling of unsupported paper sizes

If a paper size defined in Devices is not supported by the device, 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.

Image preview

Canon devices can display a preview of the image.

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

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

- Press the four arrow buttons to the right of the image to view more of the page.
- Press the left and right arrow buttons at the upper right to move to the previous or next page of the document.
- Press **Del** to delete the displayed page from the job.
- Select **Large size** to view more of the page or **Fit window** or to see the entire page.

Then use these buttons to process the document:

- Press **Send and Exit** to send this scan job and return to the main menu.
- Press **Add More Pages** to scan more pages to the current scan job.
- Press **New Job** to send this scan job and start a new scan job to the same location.
- Press **Cancel** if you do not want to send this scan job.

After a period of inactivity, the MFP automatically sends the scan job and returns to the main menu. Images in the device are deleted when the job is sent or canceled.

Options for Scan/VRS profiles

The Scan/VRS Profiles Configuration page in Tungsten TotalAgility Designer has the following options under Allow Run Time Edit to enable scan settings to be changed during runtime:

- Paper Size
- Duplex
- Resolution
- Color

By default, these options are set to Yes, and Resolution is automatically mapped to the nearest lower DPI value supported by the MFP. If a setting cannot be changed for an MFP model at runtime, it is disabled or removed on the MFP, and the setting specified in the Scan/VRS Profile is used for scanning.

Apply button for Canon imageFormula ScanFront 400 MFPs

Each editable text field on the Index Fields page of Canon imageFormula ScanFront 400 MFPs has an Apply button. Click the button to accept the new entry in the field.