

Kofax SafeCom Go Canon Administrator's Guide

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KOFAX

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Preface

This guide includes instructions for installing and using Kofax SafeCom Go Canon.

Training


Kofax offers both classroom and online training to help you make the most of your product. To learn more about training courses and schedules, visit the [Kofax Education Portal](#) on the Kofax website.

Getting help with Kofax products

The [Kofax Knowledge Base](#) repository contains articles that are updated on a regular basis to keep you informed about Kofax products. We encourage you to use the Knowledge Base to obtain answers to your product questions.

To access the Kofax Knowledge Base:

1. Go to the [Kofax website](#) home page and select **Support**.
2. When the Support page appears, select **Customer Support > Knowledge Base**.

 The Kofax Knowledge Base is optimized for use with Google Chrome, Mozilla Firefox, or Microsoft Edge.

The Kofax Knowledge Base 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.
Scroll through the Kofax Knowledge Base home page to locate a product family. Then click a product family name to view a list of related articles. Please note that some product families require a valid Kofax Portal login to view related articles.

From the Knowledge Base home page, you can:

- Access the Kofax Community (for all customers).
Click the **Community** link at the top of the page.
- Access the Kofax Customer Portal (for eligible customers).
Click the **Support** link at the top of the page. When the Customer & Partner Portals Overview appears, click **Log in to the Customer Portal**.

- Access the Kofax Partner Portal (for eligible partners).
Click the **Support** link at the top of the page. When the Customer & Partner Portals Overview appears, click **Log in to the Partner Portal**.
- Access Kofax support commitments, lifecycle policies, electronic fulfillment details, and self-service tools.
Go to the **General Support** section, click **Support Details**, and then select the appropriate tab.

Chapter 1

Introduction

SafeCom Go Canon is a solution for Canon MFPs. It integrates with the touchscreen control panel of the Canon MFP and offers user authentication by code or card.

SafeCom Go Canon works together with the SafeCom G4 Server software and it is designed to help companies and organizations gain control over their printing costs and document security. The SafeCom solution can be enhanced with add-on modules to build customer-specific, scalable solutions.

Requirements

SafeCom Go Canon supports the MEAP-enabled Canon MFPs listed here: https://knowledge.kofax.com/MFD_Productivity/00_Supported_Devices/Supported_Devices

- Built-in USB port for connection of USB ID device is featured on all newer MFPs. Older MFPs may require a Canon USB Application Interface Board (type B1, D1 or G1) and/or any additional Canon hardware.
- MFP must be connected to the network.
- The MFP should set department ID as off.
- The MFP should not have system administrator setting.
- SafeCom device license and Canon MEAP License (royalty fee paid to Canon).
- Canon Access Management System Kit-A2 (AMS) is required to control user's access rights for: Copy, Copy in color, E-mail, Scan and Fax.

 SafeCom Go Canon does not support Canon devices that use Fiery Controller.

Copy process on devices not supporting IMI cannot be stopped when the user runs out of credits.

SafeCom Go Canon products

SafeCom Go Canon	Identification by card requires a USB SafeCom ID device (card reader) and the Canon MFP must feature an available USB port. On older Canon MFPs, a Canon USB Application Interface Board may be required.
-------------------------	--

SafeCom ID devices

ID device	Connection
Kofax Mx Proximity Reader	USB
SafeCom AWID Reader	USB
SafeCom Barcode Reader	USB
SafeCom Casi-Rusco Reader	USB
SafeCom Cotag Reader	USB
SafeCom EM Reader	USB
SafeCom HID Prox Reader	USB
SafeCom HID Prox Reader 37 bit (custom)	USB
SafeCom iCLASS Reader	USB
SafeCom Indala Reader 26 bit	USB
SafeCom Indala Reader 29 bit	USB
SafeCom IoProx Reader	USB
SafeCom Legic Reader	USB
SafeCom Magnetic Card Reader DD (Tr 1)	USB
SafeCom Magnetic Card Reader DD (Tr 2)	USB
SafeCom Magnetic Card Reader DD (Tr 3)	USB
SafeCom Mifare Reader	USB
SafeCom Nedap Reader	USB
SafeCom NetWatch	USB



- ID devices require unique ID device licenses. SafeCom ID devices come with ID device licenses, whereas ID device licenses for third-party ID devices must be purchased separately.
- Ensure that on the device where this is applicable, the Use MEAP Driver for USB Input Device setting is set to **ON** under **Device Settings > Preferences > External Interface > USB Settings**. When this setting is **OFF**, the card reader will beep, but no data will be transmitted to SafeCom.
- Kofax SafeCom also supports the HID OMNIKEY 5427 CK Rijkspas reader, if the user acquires the third-party licenses.

Additional information about the ID devices is available in the *Kofax SafeCom G4 Server Administrator's Guide*.

Chapter 2

SafeCom Go Canon installation

Make sure the SafeCom G4 Server software installation has been completed.

1. [Install optional card reader.](#)
2. [Prepare MFP for installation.](#)
3. [Install SafeCom Go Canon software.](#)
4. Restart the MFP.
5. [Specify SafeCom Server and register device.](#)

Install optional card reader

This section is only relevant if users log in by card. Connect the SafeCom ID device directly to the external USB port. The USB port is located at the rear next to the network port.


Some MFPs feature a USB port near the touchscreen control panel. This is reserved for connection of storage media, such as USB memory key. Do not connect the SafeCom ID device to this USB port.

Prepare MFP for installation

For detailed instructions, consult the MFP documentation provided by Canon. Ensure that the MFP has Department ID Management disabled.


Canon imageRunner ADVANCE series


i When SafeCom is responsible for authentication (SafeCom Go Login is started) then the Settings/Registration button only works once logged into the SafeCom solution. Access to Management Settings is only allowed if you are logged in as an Administrator or Technician.


1. Press  to access **Settings/Registration**.
2. Tap **Management Settings**.
3. Tap **User Management**.
4. Tap **Department ID Management** and then **Settings**.
5. Make sure that **Enable Department ID Management** is cleared.
6. Tap **OK**.

Older Canon devices

1. Press  to access **Additional Functions**.

 When SafeCom is responsible for authentication (SafeCom Go Login is started), the **Additional Functions** button works only after logging into the SafeCom solution.

2. Tap **System Settings**.
3. In **System Settings**, tap **Dept ID Management**.
4. Tap **Off** and tap **OK**.
5. In **System Settings**, tap **System Manager Settings**.
6. Make sure **System Manager ID** is blank and tap **OK**.
7. Tap **Done**.
8. On older Canon devices, you may want to select **MEAP** (Pull Print) as the **Initial Function**.
 - a. Press  to access **Additional Functions**.
 - b. Tap **Common Settings**.
 - c. In **Common Settings**, tap **Function Display Settings**.
 - d. In **Initial Function and Function Order Settings**, tap **Settings**.
 - e. Tap **MEAP** and tap **Set as Initial Function**.
 - f. Tap **Next**. Tap **OK**.
 - g. In **Common Settings**, tap **Auto Clear Setting**.
 - h. Tap **Initial Function**. Tap **OK**.
 - i. Tap **Done**.
 - j. Tap **Done**.

 These steps vary between models. For detailed instructions, see the documentation provided by Canon.

SafeCom Go Canon software installation

The software must be installed through the Canon MFP web interface. It is not possible to send the software through the SafeCom administrator.

For details, see the appropriate section:

- [Canon imageRunner ADVANCE series](#)
- [Older Canon devices](#)

Licensing

Starting from SafeCom Go Canon version 20.25.0.28.0.1, Canon licensing uses a new royalty-free licensing agreement between Kofax and Canon, as the Canon MEAP license used by Kofax embedded applications is now a royalty-free A1 license.

! Both the SafeCom Go and SafeCom Go Login apps require a separate license to apply and install.

To obtain and apply your A1 LIC license file:

1. Open the LAN file that was included with the application JAR file and record the license access number.

i If a LAN file is not included with the application JAR file, use the following LAN numbers:

SafeCom Go	TBR4-EAD4-QBR4-8UVQ
SafeCom Go Login	VE7H-TPP8-Q6EC-N2WE

2. Record and add the serial number for each Canon MFP you wish to license in a CSV format.
3. Navigate in a web browser to the [Canon License Management System](#).
4. Enter the LAN number and click **Next**.
5. Verify information and click **Apply to Issue a License**.
6. Navigate to the CSV file on your local computer.
7. Complete the rest of the steps until a license (.lic) file is downloaded.
8. Use the downloaded license file when installing the SafeCom Go and SafeCom Go Login MEAP applications on your Canon MFPs.

Licensing changes in SafeCom G4 Server 10.530 or above

To support A1 licensing, SafeCom G4 Server 10.530 or above will not require Canon licenses for SafeCom Go Canon version 20.25.0.28.0.1 or above. When adding Canon MFPs running these versions of the software, SafeCom G4 Server uses any available Canon licenses. When no Canon license is available, the server uses Go licenses for these devices.


For any SafeCom Go Canon versions below 20.25.0.28.0.1, a Canon license is required for any Canon MFPs added to SafeCom G4 Server 10.530 or above.

For any SafeCom G4 Server versions below 10.530, a Canon license will be required for any Canon MFPs added to the SafeCom G4 Server.

Canon imageRunner ADVANCE series

1. In a web browser, enter the IP address of the MFP in the address field followed by :8000/sms.
Example:

```
http://{device IP}:8000/sms
```

 JavaScript (Active Scripting) must be enabled in the browser.

2. Enter the password.
3. Click **Log In**.
4. Install SafeCom Go login application.
 - a. Click **Enhanced System Application Management** in the left menu.
 - b. Scroll down to the section **Install Enhanced System Application/License**.
 - c. In **Enhanced System Application File Path**, click **Browse** to locate and select the safecom_go_canon_nnnnnnnn_login.jar file. Click **Open**.
If the file is not found, see [Get the SafeCom Go Canon software](#).
 - d. In **License File Path**, click **Browse** to locate and select the safecom_go_canon_nnnnnnnn_login.lic file. Click **Open**.
 - e. Click **Install**.
 - f. When the **Confirm** page appears, click **Yes** to proceed with the installation.
 - g. In the **Login Service** section, select **SafeCom Go Login** and click **SWITCH**.
If the Canon Access Management System Kit-A2 (AMS) is installed, a confirmation message may appear listing applications that do not support function restrictions. Click **OK**.
5. Install SafeCom Go application:
 - a. Click **Install MEAP Application** in the left menu.
 - b. In **Application File Path**, click **Browse** to locate and select the safecom_go_canon_nnnnnnnn.jar file. Click **Open**.
 - c. In **License File Path**, click **Browse** to locate and select the safecom_go_canon_nnnnnnnn.lic file. Click **Open**.
 - d. Click **Install**.
 - e. When the **Confirm** page appears, click **Yes** to proceed with the installation.
 - f. When the **SafeCom Go is installed** page appears, click **To MEAP Application Management**.
 - g. Select **SafeCom Go** and click **Start**.
 - h. Wait until the **Status for SafeCom Go** says **Started**.
 - i. Check the device's scan log settings on the Canon imageRunner Advance web page.
 - j. Go to the **Settings > Registration** page and click **Management Settings > Device Management**.
 - k. Make sure that **Display Job Log** is selected in the **Display Log**.
6. Prevent additional user credentials popping up when sending e-mails:
 - a. Go to the device web page and click **Settings/Registration**.
 - b. In the **Function Settings** menu on the left, click **Send**.


- c. In the **Common Settings** menu to the right, click **Communication Settings – E-Mail/I-Fax Settings**.
 - d. Clear the **Use SMTP Authentication for Each User** box and click **OK** in the top right corner.
7. On the control panel, press and hold the power button to restart the MFP.
The Restart device command in SafeCom Administrator does not work with Canon MFPs.

Older Canon devices

1. In a web browser, enter the IP address of the MFP in the address field followed by :8000/sms.

Example:

```
http://{device IP}:8000/sms
```

 JavaScript (Active Scripting) must be enabled in the browser.

2. Enter the password.
3. Click **Log In**.
4. Install the SafeCom Go login application:
 - a. Click **System Management**.
 - b. Click **Enhanced Sys. App** tab and scroll to the bottom of the page.
 - c. Click **Browse** to locate and select the safecom_go_canon_nnnnnnnn_login.jar file. Click **Open**.
If the file is not found, see [Get the SafeCom Go Canon software](#).
 - d. In **License File to Install**, click **Browse** to locate and select the safecom_go_canon_nnnnnnnn_login.lic file. Click **Open**.
 - e. Click **Install**.
 - f. When the **Confirm** page appears, click **OK** to proceed with the installation.
 - g. After the install, select **SafeCom Go Login** and click **Select**.
5. Install the SafeCom Go application:
 - a. Click **Install** tab.
 - b. In **Application File**, click **Browse** to locate and select the safecom_go_canon_nnnnnnnn.jar file. Click **Open**.
 - c. In **License File**, click **Browse** to locate and select the safecom_go_canon_nnnnnnnn.lic file.
 - d. Click **OK**.
 - e. When the **Confirm** page appears, click **OK** to proceed with the installation.
 - f. After the installation, select **SafeCom Go** and click **Start**.
 - g. Wait until the **Status for SafeCom Go** says **Started**.
6. On the control panel, press and hold the power button to restart the MFP.
The Restart device command in SafeCom Administrator does not work with Canon MFPs.

Specify SafeCom Server and register device

1. In a web browser, enter the IP address of the MFP in the address field followed by :8000/safecom.

Example:

```
http://{device IP}:8000/safecom
```

JavaScript (Active Scripting) must be enabled in the browser.


If a System Manager is defined, then enter **System Manager ID** and **System PIN** and click **Administrator Login** to access all the Canon web pages. Clicking **General User Login** gives limited access where it is not possible to control management settings and restart the Canon device remotely. For more information, see [Define System Manager](#).

2. Click **Configuration** on the menu to access the SafeCom **Configuration** web page.
3. Type admin for the user name, type your password (default is nimda) and then click **OK**.
4. Enter **Group name**, **Server address** and **TCP port** (default is 7500).
If the SafeCom server is clustered, you must enter the address of the virtual server.
5. Click **Apply**.
6. Click **Register** on the menu to access the SafeCom **Register** web page.
7. Use the built-in Technician account to register the device. Enter the **User logon** (default is TECH) and **PIN code** (default is 1234).
8. Click **Register**.

Display the Pull Print icon

On Canon imageRunner ADVANCE series devices, the Pull Print icon is by default added to the bottom of the list and in some cases, users must tap Show All on the printer's control panel to see it.

To display the SafeCom Pull Print at the top:

1. Log in at the printer as a user with administrator rights in SafeCom.
2. Tap the MEAP icon  in the top right corner of the screen.
3. Tap **Main Menu Button Display Settings**.
4. Scroll to the bottom of the list and tap **Pull Print**.
5. Tap **Up** until **Pull Print** is at the desired position.
6. Tap **OK**.

SafeCom Go Canon web interface

The SafeCom Go Canon web interface integrates into the structure and design of the Canon Embedded Web Server. The SafeCom Go Canon web interface consists of two parts: a public part, namely, the Information web page, and a password-protected part.

Log in to the SafeCom Go Canon web interface

1. In a web browser, enter the IP address of the MFP in the address field followed by :800/safecom.

Example:

```
http://{device IP}:8000/safecom
```

i JavaScript (Active Scripting) must be enabled in the browser.

If a System Manager is defined, enter **System Manager ID** and **System PIN** and click **Administrator Login** to access all the Canon web pages. Clicking **General User Login** instead gives limited access where it is not possible to control management settings and restart the Canon device remotely.

For more information, see [Define System Manager](#).

i On certain Canon devices, you can log in with a guest account, which does not need SafeCom authorization. For this guest account, you can specify the **from** field of the email messages sent.

2. Click **Configuration** on the menu to access the SafeCom **Configuration** web page.
3. Type admin for the user name, type your password (default is nimda) and then click **OK**. You must enter this information regardless if a System Manager is defined.

Information web page

The Information web page shows version and configuration summary.

Click **Information** on the menu to access the **Information** web page.

Configuration web page

The **Configuration** web page is used to configure which server SafeCom Go Canon should connect to, how users are to be identified, and so on.


The **SafeCom Server** section is used to specify the SafeCom server. Enter the **Group name**, **TCP port** (default is 7500) and **Server address** in **Add server**. For more details, see [Specify the SafeCom Server](#).

i After you click **Apply**, wait one minute for the changed SafeCom Server settings to take effect. Otherwise, you may get a login error at the MFP.

Device name and **Device model** are automatically filled in. **Device location** and **Contact person** are useful for maintaining the SafeCom solution. **Community Name** specifies the SNMP community name for the device; its default value is **public**.

Fill out the Configuration web page according to the following descriptions:

- **Login method:**
 - **Auto-sense** (default): If a USB ID device is connected to the MFP, then **Card or Windows** is selected. If no USB ID device is detected, then **ID code** is selected. The **Auto-sense** selection changes within 10 seconds after a USB ID device is either connected or disconnected to the device. **Auto-sense** is supported in SafeCom Go Canon S88 010.020*01 and newer.
 - **ID code:** Login by ID code only.
 - **Card:** Login by card only.
 - **Card or ID code:** Login by card or ID code.
 - **Card or Windows:** Login by card or by entering Windows username, password, and domain.
- **Pre-fill domain:**
 - **Blank** (default): Use if users belong to different domains. This means that all users need to enter their domain when they login with their Windows username and password.
 - **Default domain:** Use if most users belong to a particular domain. In this case, the specified **Default domain** is pre-filled, making it easier for the users to login with their Windows username, password, and domain.
 - **Hide:** Use if all users belong to the same domain, as it saves users from being prompted for the domain when they login with their Windows username and password. Make sure that Default domain is specified; otherwise, the choice reverts back to **Blank** when you click **Apply**.

 The SafeCom G4 Server must be a member of the domain or trusted by the domain.

- **Mask ID code:** Select to increase security by using the asterisk (*) character to mask the entered ID code.
- **Show newest first:** Select to have documents listed and printed in last-in, first-out order.
- **Login without PIN code:** Select if users do not need to enter a 4-digit PIN code at login. This setting applies to the device and overrides the equivalent user property on the SafeCom G4 Server.
- **Drivers:** When Pull Printing, SafeCom compares the driver name embedded in the print job with this list of driver names. If no match is found, the document appears with a question mark [?] in the document list on the device. This way the user is warned that fidelity is low and the document may print incorrectly.
 - To populate the list of drivers by retrieving a list of driver names from the SafeCom server, click **Get all** and then **Apply**.
 - To add a driver name manually, click **Add**.
 - To remove a driver from the list, select the driver name on the list and click **Remove**.
- **Post track:** Select to allow the tracking record for a Pull Print job to be adjusted to reflect the actual number of pages printed and also the number of these pages that were in color. The price of the job is also adjusted.
- The following functions are available on devices without Canon Access Management System Kit-A2 (AMS): **Copy track**, **Email track**, and **Fax track**.
 - **Copy track:** Select this option to track copies.
 - **E-mail track:** Select this option to track e-mail jobs submitted with the MFP **Scan and Send** function.
 - **Fax track:** Select this option to track fax jobs.

- **MFP authentication:** This is available on Canon imageRunner ADVANCE series with Canon Access Management System Kit-A2 (AMS). You can choose if users are required to login before they can:
 - **Pull Print:** Collect documents at any device.
 - **Copy:** Make hard copies of scanned documents. The ability to control access to copy in color can be controlled per user in the SafeCom Administrator and requires SafeCom G3 version S82 070.440*01 or higher.
 - **E-mail:** Send scanned documents as attachments to e-mail.
- **High speed print:** Select this option to allow faster printing. With high speed print, the print speed becomes comparable to the speed of printing the document directly to the device.
- **Guest Login:** Select this option to allow users to tap a Guest button on the SafeCom Go login screen. The Guest button gives access to the Scan to Email function. This feature is not available on Canon imageRUNNER ADVANCE series devices that have Canon Access Management System Kit-A2 (AMS) installed.
- **Timeout:** Since version S88 010.020*02, the user is automatically logged out according to the printer's **Auto Reset Time** (on older models, it is called **Auto Clear Time**). For more details, see [Configure the timeout](#).
- **Encryption:** This section is only relevant for SafeCom G3 version S82 070.400*01 or higher. Leave asymmetric encryption (RSA, 512-bit, 1024-bit and 2048-bit) and the symmetric encryption (AES / TwoFish, 128-bit and 256-bit) at **Default**. As a result, the device tries to honor the encryption method and size that has been specified on the server while at the same time taking the processing power and memory of the device into consideration.
- **Restore:** Click this option to set all settings to their default values.

Register web page

The Register web page is used to register the device with the SafeCom server.

The MFP can be used with SafeCom once it has been registered with the SafeCom server.

1. Enter the **User logon** and **PIN code** of a user with Technician or Administrator rights. The user must have a PIN code.
2. Click **Register**.

 You can use the built-in Technician account TECH with the default PIN code 1234.

Alternatively, this can be accomplished when a user with Technician or Administrator rights has been identified at the MFP.

Log web page

The Log web page allows enabling, disabling, and viewing of logging information.

Logging should only be enabled if advised to do so as part of a troubleshooting process.

1. Click **Enable** to start logging.
2. Click **Disable** to stop logging (text changes on the button).

When the log file reaches the 512 KB maximum, the log file is overwritten with new data.

If **Upload log to server** is enabled, the device will upload the log to the server once an hour. The feature should only be enabled according to the instructions by Kofax Technical Support. If the device is unable to upload to the server, the device keeps the log and tries to upload again after another hour.

i The device always logs performance data: network latency, authentication duration of successful logins, number of out of order occurrences and duration, failover and failback between G4 servers, device reboots, changes in firmware and Go versions.

Language web page

Select the language on the Language web page.

The new language takes effect the next time someone logs in at the MFP.

1. Select a **Language**.
2. Click **Apply**.

All language text is stored in the captions.xml file. Additional languages can be added to this file if required.

Password web page

Change the password on the **Password** web page.

SafeCom Go Canon – How to

The following subsections contains step-by-step instructions for some of the administrator's common tasks.

Get the SafeCom Go Canon software

The SafeCom Go Canon software files were installed from the SafeCom CD or can be downloaded using the **Check for updates** function in SafeCom Administrator.

You can also download the software package:


1. Download the safecom_go_canon_nnn.exe file from the link supplied to you.
2. Double-click safecom_go_canon_nnn.exe file.
3. Click **Next**.
4. Select the destination folder. Click **Next**.

The default destination folder is C:\Program Files\SafeCom
\SafeComG4\device_software.

5. Click **Install**.
6. Click **Finish**.

Specify the SafeCom Server

1. Open the **Configuration** web page.
2. Enter the **Server address** (hostname or IP address) in **Add server** and click **Add**.
In a multiserver solution, click **Move up** and **Move down** to prioritize the order in which the servers are contacted if the first one on the list becomes unavailable.
3. Click **Apply**.

 After you click **Apply**, wait one minute until the changes SafeCom Server settings take effect. Otherwise, you may get a login error at the MFP.


Register the device

1. Open the **Register** web page.
2. Use the built-in Technician account to register the device. Enter the **User logon** (default is TECH) and **PIN code** (default is 1234).
3. Click **Register**.

Alternatively, the device can be registered when a user with technician or administrator rights has been identified at the MFP. Once the device is registered, it appears in the SafeCom Administrator.

Set password to prevent unauthorized access

1. Open the **Password** web page.
2. Enter the **Old password**, **New password** and **Confirm new password**.
The maximum password length is 8 characters.
3. Click **Apply**.

 Make sure to store the password in a secure place. If you forget the password, you need to uninstall SafeCom Go Canon.

Select login method

1. Open the **Configuration** web page.
2. Change **Login method** to any of the following: **Card**, **Card or ID code** or **Card or Windows**.
3. Click **Apply**.

Log in with Windows without specifying the domain

If all users belong to the same domain, you can avoid prompting users to enter the domain at the printer.

1. Open the **Configuration** web page.
2. Specify a **Default domain**.

3. Change **Pre-fill domain** to **Hide**.
4. Click **Apply**.

Log in without PIN code

Use of PIN code is possible on devices with a keypad or touchscreen. This setting applies to the device and overrides the equivalent user property. Requesting the user to enter a personal 4-digit PIN code when they identify themselves at the printer can enhance document security.


1. Open the **Configuration** web page.
2. Clear **Login without PIN code** if you want to prompt users for a PIN code.
3. Click **Apply**.

Define System Manager

1. In a web browser, enter the IP address of the MFP in the address field followed by :8000:

Example:

```
http://172.16.6.55:8000
```

 JavaScript (Active Scripting) must be enabled in the browser.

2. Click **Settings/Registration**.
3. Click **User management**.
4. Click **System Manager/Contact Person Information Settings**.
5. Check **Set ID and PIN**.
6. Enter **System Manager ID**.
7. Enter **System PIN** and repeat the entered PIN in the **Confirm** field.
8. Click **OK**.


The **Log In** web page appears. If SafeCom Go is installed, the web page is provided by SafeCom. For more information, see [Log in to the SafeCom Go Canon web interface](#).

Configure the timeout

The user is automatically logged out according to the printer's Auto Reset Time (or Auto Clear Time on older models).

On Canon imageRunner ADVANCE series


1. In a web browser, enter the IP address of the MFP in the address field followed by :8000.
Example: http://<device IP>:8000

 JavaScript (Active Scripting) must be enabled in the browser.

2. Click **Settings/Registration**.
3. Click **Timer/Energy Settings**.
4. Change the **Auto Reset Time** and click **OK**.

On older models

1. In a web browser, enter the IP address of the MFP in the address field followed by :8000.
Example: http://<device IP>:8000

 JavaScript (Active Scripting) must be enabled in the browser.

2. Click **Add. Func.**
3. Click **Custom Settings.**
4. Click **Timer Settings.**
5. Change the **Auto Clear Time** and click **OK.**

Restore factory default

1. Open the **Configuration** web page.
2. Click **Restore.**

Determine the version


The version of the SafeCom Go Canon software can be determined from the Information web page. Open the **Information** web page.

The version can also be seen in the **Device properties** dialog box in SafeCom Administrator.

Select SafeCom Go login as login service

1. In a web browser, enter the IP address of the MFP in the address field followed by :8000/sms.
Example:

```
http://{device IP}:8000/sms
```

 JavaScript (Active Scripting) must be enabled in the browser.

2. Enter **Password.**
3. Click **Log In.**
4. Click the **System Management** tab in the browser.
5. Click the **Enhanced Sys. App** tab.
6. In the **Login Service** section, select **SafeCom Go Login.**
7. On the control panel, press and hold the power button to restart the MFP.

Update the version

If you are updating from a previous version to S88 010.010*03, you need to uninstall the previous SafeCom Go Canon version first. This is because the product now has a new ID.

1. [Uninstall SafeCom Go Canon.](#)

2. Install the new version of SafeCom Go Canon. For more information, see [SafeCom Go Canon software installation](#).

HP Access Control USB proximity card reader (HP M24)

To use the HP Access Control USB proximity card reader (also known as HP M24), you need to use SafeCom G4 and you must have an ID device license associated with the device. In SafeCom Administrator, open the **Device properties** dialog, go to the **License** tab and ensure that **ID device** is checked.

The HP M24 reader supports two different technologies. It must be programmed prior to connection to the Canon device. Below is a list of the HEX codes and what card type they correspond to.


HEX code	Card type
6F01	iClass CSN ISO1443A CSN ISO15693A CSN (RDR-758x Compatible)
7D01	HID iClass CSN
7E01	ISO 15693A CSN I-Code CSN my-d CSN Etag CSN (Secura Key) Tag-It CSN (Texas Instruments)
7F01	ISO 14443A CSN Advant CSN (Legic) DESFire CSN I-tag CSN MiFare CSN (Philips, NXP) MiFare Ultralight CSN (Philips, NXP)
EA01	Farpointe Data NXT UID Keri NXT UID Pyramid UID
EA02	Farpointe Data 26 Bit Keri NXT 26 Bit Pyramid 26 Bit
EB02	Radio Key (Secura Key -02) (RDR-6Z8X Compatible)
EC01	SecuraKey - 01
ED02	Indala ASP+ UID (Motorola) – No decryption, raw data returned.
EF04	HID Prox

HEX code	Card type
F004	ReadyKey PRO UID
F201	HiTag 2 Primary (RDR-6HXX Compatible)
F204	HiTag 2 Alternate
F302	HiTag 1 and S Primary (RDR-6H8X Compatible)
F304	HiTag 1 and S Alternate
F401	Deister UID
F503	GProx-II UID
F602	Cardax UID Russwin UID
F702	2Smart Key (Honeywell) KeyMate Nexwatch (Honeywell) Nexkey QuadraKey
F801	Keri UID (RDR-6K8X Compatible)
F802	Keri 26 Bits
F902	IoProx (Kantech)
FA02	Awid
FB01	DIGITAG EM/Marin EM410x/Rosslaire Primary (RDR-6E8X Compatible)
FB02	EM/Marin EM410x/Rosslaire Alternate
FC02	Casi-Rusco
FD01	Indala ASP UID (Motorola) – No Script used, raw data is returned.
FD02	Indala ASP 26 Bit (Motorola) – Indala 26 bit script used.

Uninstall SafeCom Go Canon

Canon imageRunner ADVANCE series


1. In a web browser, enter the IP address of the MFP in the address field followed by :8000/sms.
Example: http://<device IP>:8000/sms

 JavaScript (Active Scripting) must be enabled in the browser.

2. Enter **Password**.
3. Click **Log In**.
4. Stop and uninstall SafeCom Go and remove the license file:
 - a. In the browser, click **MEAP Application Management** in the left menu.
 - b. Select **SafeCom Go** and click **Stop**.
 - c. When it has stopped, click **SafeCom Go** under the **Application Name**. The **Application/License Information** page is displayed.
 - d. Scroll down to **License Information** and press **License Management**. The **License Management** page is displayed.
 - e. Go to **Disable License File** and click **Disable**.
 - f. When the **Confirm** page appears, click **Yes** to disable the license file.
 - g. When the **License Management** page is displayed again, go to **Download/Delete Disabled License File** and click **Delete**.
 - h. When the **Confirm** page appears, click **Yes** to delete the license file.
 - i. Navigate back to **MEAP Application Management** and click **Uninstall** next to SafeCom Go.
 - j. When the **Confirm** page appears, click **Yes** to uninstall SafeCom Go.
5. Change **Login Service** to **Default Authentication**:
 - a. Click **Enhanced System Application Management** in the left menu.
 - b. Select **Default Authentication** in the **Login Service** section. Click **SWITCH**.
6. Restart the MFP:
 - a. On the control panel, press and hold the power button to restart the MFP.
7. Uninstall SafeCom Go Login:
 - a. In the browser, click **Enhanced System Application Management** in the left menu.
 - b. Select **SafeCom Go Login** in the **Login Service** section. Click **Uninstall**.
 - c. When the **Confirm** page appears, click **Yes** to uninstall login service.

Older Canon devices

1. In a web browser, enter the IP address of the MFP in the address field followed by :8000/sms.
Example: http://<device IP>:8000/sms

 JavaScript (Active Scripting) must be enabled in the browser.

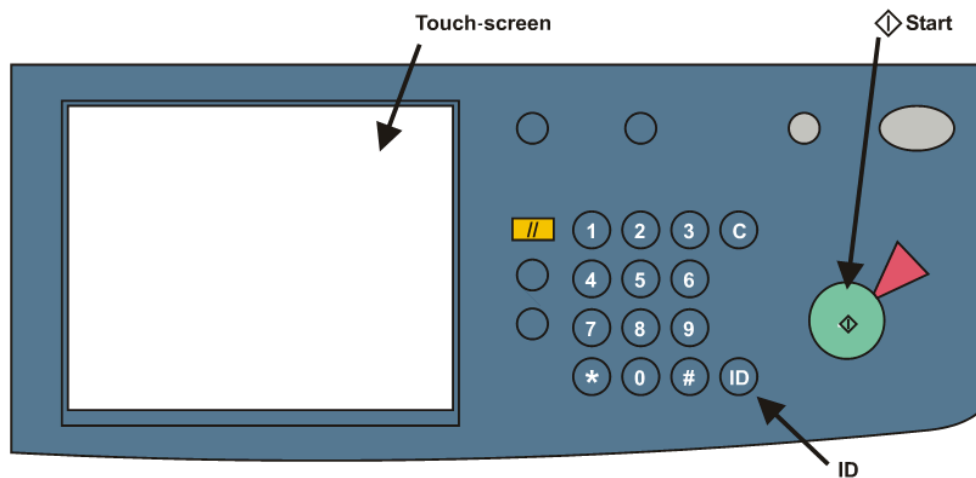
2. Enter **Password**.
3. Click **Log In**.

4. Stop and uninstall SafeCom Go:
 - a. In the browser, select **SafeCom Go** in the **Application List**. Click **Stop**.
 - b. Select **SafeCom Go** in the **Application List**. Click **Uninstall**.
 - c. Click **OK**.
5. Change **Login Service** to **Default Authentication**:
 - a. Click **System Management** tab.
 - b. Click **Enhanced Sys. App** tab.
 - c. Select **Default Authentication** in the **Login Service** section. Click **Select**.
6. Restart the MFP:
 - a. On the control panel, press and hold the power button to restart the MFP.
7. Uninstall SafeCom Go Login:
 - a. In the browser, click **System Management** tab.
 - b. Click **Enhanced Sys. App** tab.
 - c. Select **SafeCom Go Login** in the **Login Service** section. Click **Uninstall**.
 - d. Click **OK**.

Chapter 3

Use SafeCom Go Canon

Control panel



Log in

Log in with card

Use card reader.

Log in with card and PIN code

1. Use card reader.
2. Tap **PIN code** on the touchscreen.
3. Enter **PIN code** and tap **OK**.
4. Tap **OK** or press the **ID** button.

Log in with ID code

1. Tap **ID code** on the touchscreen.

If the ID code is numeric only, you can enter the ID code on the numeric keypad.

2. Enter **ID code** on the screen and tap **OK**.
3. Tap **OK** or press the **ID** button.


Log in with ID code and PIN code

1. Tap **ID code** on the touchscreen.
2. Enter **ID code** and tap **OK**.
3. Tap **PIN code** on the touchscreen.
4. Enter **PIN code** and tap **OK**.
5. Tap **OK** (or press the **ID** button).

Log in with Windows


If the Login method is Card or Windows, users can log in by either using your card or entering Windows login credentials:

1. Tap **Username** and enter **Username** on the touchscreen. Tap **OK**.
2. Tap **Password** and enter **Password** on the touchscreen. Tap **OK**.
3. Tap **Domain** and enter **Domain** on the touchscreen. Tap **OK**.
4. Tap **OK**.

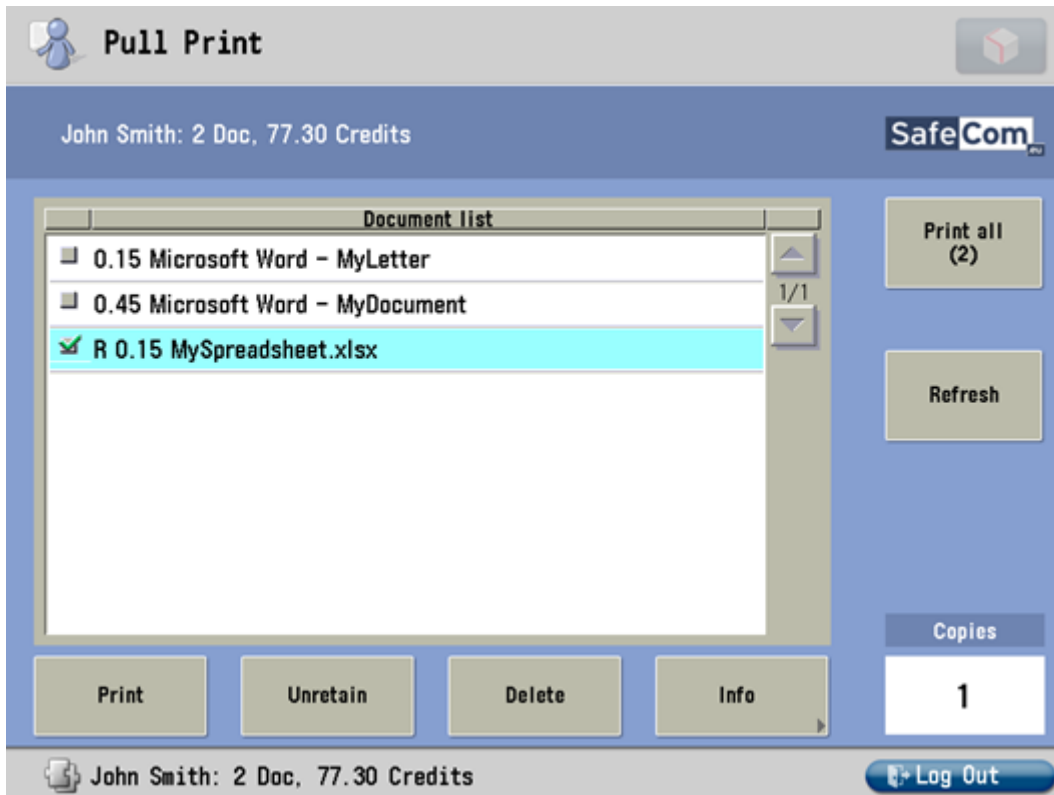
 The Username and Password fields cannot be left blank.

Guest Login

Tap **Guest** button on the SafeCom Go login screen to access the functions without having to be authenticated by SafeCom Go.

 This feature is not available on Canon imageRUNNER ADVANCE series devices with Canon Access Management System Kit-A2 (AMS) installed. The **Guest** button is available if **Guest Login** is selected on the SafeCom Go [Configuration web page](#).


Pull Print



In this example, the preceding R shows the document is retained. The 0.15 is the cost of the document. A delegated document will have a preceding D. Tap the Info button to see information about who delegated the document. A group print document will have a preceding G.

Select one of the following options:

- Tap **Print all** to print all documents, excluding any retained documents. Documents are printed in chronological order (oldest first).
- Tap **Print** to print the selected documents.
- Tap **Retain** if you want the selected documents to remain on the list (server) after they have been printed.
- Tap **Delete** to delete the selected documents.
- Tap **Info** to see information about the selected documents, including cost, driver name, use of color and duplex.
- Tap **Log Out** to log out of the Pull Print screen.
- Tap **Refresh** to update the list of documents with pending documents that has finished spooling after the user logged in.
- Use the physical keypad to enter the number of **Copies** to print for the selected documents. Press the **C** button to reset copies to 1.

Press the Main Menu  button to select another function such as Copy.

On older Canon devices, tap the Arrow key [->] to access other MFP functions such as Copy.

Copy

1. Log in.
2. Tap the **Arrow key [->]** to access the **Copy** function.
3. Press the **Start** button to copy the documents placed in the automatic document feeder (ADF).


E-mail

If the **E-mail** address of the user is known in the SafeCom solution, the user can tap **Send to Myself** to add that address to the **To:** field.

Log out

There is a configurable timeout that defaults to 60 seconds. See [Configure the timeout](#) to change the default value. A user is automatically logged out if no buttons are tapped during that time.

1. Tap **Logout** in the **Document list** dialog.
2. Press the **ID** button.
3. Use card again if a card reader is connected and you logged in by card.

 If copying is done, the **Logging out** message is displayed until the MFP is in idle state. This is required to allow correct reading of the MFP's copy page counters.

Register card

There are two ways the user can register a card while standing at the device:

- Register card by entering an 8-digit PUK code
The PUK code must be supplied to the user in advance, typically through e-mail.
- Register card by entering the Windows user login, password, and domain
The user must have a network login and the Login method must include a card.

Register card with PUK code


1. Use card reader.
If the card is unknown and there is an available PUK code in the SafeCom system, the user is prompted to enter a PUK code.

2. Enter **PUK code** on the keypad or touchscreen.
3. Tap **PIN code** and enter **PIN code** on the keypad or touchscreen.
4. Tap **PIN** again and enter **PIN code** on the keypad or touchscreen.
5. Tap **OK** or press the **ID** button.

The card is now registered with the user.

Register card with Windows login

1. Use card reader.
 - If there are any available PUK codes on the system, tap **Cancel** in the **Please enter PUK** dialog box. The **Login to register card** dialog appears.
 - If there are no available PUK codes, the user gets the **Login to register card** dialog box. To stop the registration of the card, tap **Cancel** in this dialog.
2. Tap **User name** and enter **User name** on the touchscreen. Tap **OK**.
3. Tap **Password** and enter **Password** on the touchscreen. Tap **OK**.

 The User name and Password fields cannot be left blank.

4. Tap **Domain** and enter **Domain** on the touchscreen. Tap **OK**.
5. Tap **OK** or press the **ID** button.

The card is now registered with the user.

Chapter 4

Troubleshooting

SafeCom Go Canon device trace facility

Use the **Mail to SafeCom Support** button on the SafeCom Go Canon [Information web page](#) to collect information from the device.

The SafeCom Go Canon log facility is also useful in troubleshooting situations, but it should only be enabled upon request from Kofax Technical Support personnel. The log facility is enabled on the SafeCom Go Canon [Log web page](#).

SafeCom Help Desk Assistant

We want your SafeCom solution to be one that reduces not only print costs but is also easy to support. The most common problems reported by end users have been compiled into an online SafeCom Help Desk Assistant available at https://knowledge.kofax.com/MFD_Productivity/SafeCom.

SafeCom scan jobs not tracked

If SafeCom scan jobs are not tracked, check the device settings on the Canon imageRunner Advance webpage.

1. Go to **Settings\Registration > Management Settings > Device Management**.
2. Find the **Display Log** and make sure that **Display Job Log** is selected.

Cannot login to MEAP web page

On the iRA-33xx family, you will not be able to log in to the MEAP web page of the device after you set up SafeCom as the authentication mode.

To access the MEAP web page of the device, set the device to **Safe** mode.

For instructions on how to enable **Safe** mode on your Canon device, consult your Canon device guide or contact your Canon reseller.

Chapter 5

Regulatory information

WARNING NOTE: This equipment has been tested and found to comply with the limits for a Class A digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation.

This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

CAUTION: Changes or modifications not expressly approved by Kofax, Inc. could void the user's authority to operate this equipment according to part 15 of the FCC rules.

This equipment generates, uses, and can radiate radio frequency energy and if not installed and used in accordance with the instruction manual, may cause interference to radio communications. It has been tested and found to comply with the limits for a Class A computing device pursuant to Subpart B of Part 15 of FCC Rules, which are designed to provide reasonable protection against such interference when operated in a commercial environment. Operation of this equipment in a residential area is likely to cause interference in which case the user will be required to take whatever measures may be required to correct the interference at the user's own expense.

CE conformance: This product has been developed and produced in accordance with the EMC directive and the Low Voltage directive and therefore carries the CE mark.

EMC directive: This product observes the rules and regulations of the EMC directive. If so required, a declaration of conformity in local language stipulating the applied rules and regulations can be obtained.