



Tungsten TotalAgility

Administrator's Guide for Fujitsu MFPs

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TUNGSTEN
AUTOMATION

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Preface

This guide describes how to prepare the Fujitsu network scanner to work with Tungsten TotalAgility.

Before continuing, see the Tungsten website at www.tungstenautomation.com for information about 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

The Tungsten TotalAgility client software for the Fujitsu network scanner provides the following features.

- Management through Devices in the Tungsten TotalAgility Designer (Optional)

MFPs can self-register with Devices and automatically activate licenses, or you can also manually activate, deactivate, or remove MFPs from Tungsten TotalAgility. In Devices, you can open the Web page for the MFP if Tungsten TotalAgility can communicate over the network with the MFP. See the Devices Help for more information.

The number of MFPs you can use with Tungsten TotalAgility depends on your Tungsten Automation product license.

 Automatic discovery of Fujitsu network scanners on the network is not available.

- 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.

 Some MFP models do not include a Scan History button.

Status	Description
Pending	Submitted but not uploaded to server yet. or Ready to start scanning.


Status	Description
Completed	Successfully sent to destination.
Deleted	User deleted transaction from the inbox, or the administrator removed it during transaction review.

- Display confirmation messages

You can enable confirmation messages to be sent from 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, you can specify the language for the front panel. If the language specified is not supported by Tungsten TotalAgility, the default language English is used.

 Switching the language on the MFP initiates a restart and sets the MFP back to factory conditions. You must reinstall Tungsten TotalAgility after switching to another language.

- 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.

- 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 scan settings

Users can override the default resolution or other scanning options for a document by pressing the Settings button.

 Scanning different sized pages when the Multifeed Detection option is set to Length or Both generates an error.

- 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

The primary source of information about supported operating systems and other Tungsten TotalAgility requirements is the Technical Specifications.

Before setting up a network scanner with Tungsten TotalAgility, verify that the computer where you will install the client software of the scanner has .NET Framework 2.0 installed.

Chapter 3

Preparing for installation on the Network Scanner

Before installing the Tungsten TotalAgility client on the network scanner, do the following:

- Install Tungsten TotalAgility.
- Download the Fujitsu client software from Devices to your computer.
- Obtain the administrator user name and password for the network scanner.
- If you are upgrading Tungsten TotalAgility, uninstall the previous version before installing the new version. See [Uninstalling the Tungsten TotalAgility client software](#).

Downloading and installing the fi Network Scanner Admin Tool


1. In a browser window on your computer, enter the IP address for the network scanner (example: <http://111.1.1.1>).
2. When prompted, enter the administrator user name and password for the network scanner and click **Login**.
3. Next to the **fi Network Scanner Admin Tool** click **Next**.
4. In the download window, click **Download**.
5. In the **File Download** window, click **Run**.

The Setup Wizard guides you through the installation, which adds a **fi-scanner** menu item is added to the Programs menu.

Chapter 4

Installing the Tungsten client software

1. On your computer, on the Programs menu, select "**fi-scanner**" and then **fi Network Scanner Admin Tool**.
2. In the **Connect to** window, enter the IP address or name of the network scanner. Then, click **Connect**.
3. When prompted, enter the administrator user name and password for the network scanner and click **Login**.
4. On the top menu, select **Maintenance**.
5. On the left-hand menu, select **Add-in Manager**.
6. Locate the correct add-in module file in the folder where you downloaded and extracted the client software.
 - For Fujitsu fi-6000NS: TungstenFujitsuClient.fi6000NS
 - For Fujitsu fi-6010N: TungstenFujitsuClient.fi6010N
 - For Fujitsu N1800 and N7100: TungstenFujitsuClient.N1800
7. Click **Install**.
8. When prompted, click **OK** to install the client software and restart the network scanner.

 To verify that the file was successfully deployed on your network scanner, open the **fi Network Scanner Admin Tool** and check the system operation log records.

The Tungsten button appears on the network scanner main menu.


9. Press the Tungsten button.
The **Launch** Tungsten TotalAgility options appear.
10. Press **Launch** to start the client software or **Change Server Host** to change host connection information.
Depending on Devices settings, the MFP will self-register and license itself, and connect to the default device profile, if one is defined. See the Devices Help for details on self-registration and device profiles.

Chapter 5

Starting the client software

The first time you start Tungsten TotalAgility client software on the front panel of the network scanner, you need to specify the server on which Tungsten TotalAgility is located. To do so, have the server name or IP address ready.

Tungsten TotalAgility has a single sign on feature that can be used with Fujitsu network scanners. Users who log on to the network scanner as a domain user are authenticated when they start the Tungsten TotalAgility client software, and their personal destinations automatically appear. To use the single sign on feature, connect the Fujitsu network scanner to a domain controller and use Active Directory Network protocol as described in the documentation for the device. Then, set up domain user accounts.

 Fujitsu fi-6000NS does not support Active Directory Network protocol. Instead, use LDAP protocol as described in the device's documentation.

1. On the network scanner touch panel, enter the user name and password to log onto the network scanner as a user.
2. If you are planning to use HTTPS to connect to the Tungsten TotalAgility server, import the certificate to the device by using the ScanSnap application.
See the Fujitsu documentation for instructions.
3. On the network scanner **Main Menu**, press the Tungsten button.
The **Server Host Setting** window appears.
4. In the **Server Host Setting** window, do the following:
 - a. Enter the name or IP address for the Tungsten TotalAgility server.
 - b. If Tungsten TotalAgility uses a virtual directory, enter the name of the directory in the **Path** field. For example, if you are using the default path for an on-premise deployment of Tungsten TotalAgility, enter TotalAgility. If you are using Tungsten TotalAgility in a Software as a Service environment, leave the field blank.
 - c. Select the protocol for the connection from the network scanner to Tungsten TotalAgility. The default protocol is HTTP.
 - d. Enter the port for the connection.

 If you do not specify a port for HTTP, port 80 is used. For HTTPS, enter port 443.

- e. If you are using HTTPS, make sure that **Validate Certificate** is selected so that the client validates its certificate with the one on the specified Tungsten TotalAgility server. Clear the setting if you do not want the certificate validated.
This option cannot be selected when the protocol is set to HTTP.

i If you select **Validate Certificate** after it has been previously cleared, the client software needs to be restarted to validate the certificate.

- f. Press **OK**.

The network scanner main menu appears.

i If **Validate Certificate** is selected, and the client is unable to connect to the server or cannot validate the certificate, an error appears. Click **Retry**. If the validation still fails, click **Cancel**, and the **Server Host Setting** appears where you can change settings. A validation error also appears when you start the client software, and the certificate cannot be validated.

5. Press the Tungsten button to display the main menu for the Tungsten client software.

Changing the server host settings

Use this procedure to update the server host settings after starting the Tungsten TotalAgility client software.

1. On the **Main Menu**, press **Settings**.
2. Press **Server**.
The Server Host Setting window appears.
3. Update the settings and press **OK**.

Chapter 6

Device profiles updates

When a device profile associated with an MFP changes, the changes are reflected on the front panel of the MFP when it polls Tungsten TotalAgility. This poll occurs when the Tungsten TotalAgility client software button is pressed. To ensure the MFP contains the most current device profile information, do the following:

- Make changes to device profiles when there is low user activity, such as at night.
- Set the Auto Logout Time to a short period, such as 60–180 seconds, so that the next user who presses the Tungsten button retrieves the latest profile.

Chapter 7

Uninstalling the Tungsten TotalAgility client software

The network scanner is restarted automatically when you remove the software. Uninstall before upgrading to a newer version of Tungsten TotalAgility.

1. On your computer, on the Programs menu, select **fi-scanner** and then **fi Network Scanner Admin Tool**.
2. In the **Connect to** window, enter the IP address or name of the network scanner. Then, click **Connect**.
3. When prompted, enter the administrator user name and password for the network scanner. Then, click **Login**.
4. On the top menu, select **Maintenance**.
5. On the left-hand menu, select **Add-in Manager**.
6. Click **Uninstall**.
7. When prompted, click **OK** to uninstall the Tungsten TotalAgility client software and restart the network scanner.
8. To upgrade, follow the instructions in [Installing the Tungsten client software](#).

Chapter 8

Additional information

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

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.

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.