



Tungsten TotalAgility

Administrator's Guide for Xerox MFPs

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TUNGSTEN
AUTOMATION

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Table of Contents

Preface.....	4
Related documentation.....	4
Training.....	4
Getting help with Tungsten Automation products.....	4
Chapter 1: Features.....	6
Chapter 2: System requirements.....	8
Preparing for registration.....	8
Chapter 3: Registering the MFP with Tungsten TotalAgility.....	9
Registering Tungsten TotalAgility with the Xerox MFP.....	9
Registering a different Tungsten TotalAgility installation.....	10
Chapter 4: Additional information.....	12
Handling of incomplete jobs.....	12
Device profiles updates.....	12
Optimizing the image scan quality.....	12
Changing the scan mode.....	12
Handling of unsupported paper sizes.....	13
Image preview.....	13

Preface

This guide describes how to prepare a Xerox multifunction peripheral (MFP) to work with Tungsten TotalAgility.

❗ 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 following Tungsten TotalAgility features are available with the Xerox 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 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.

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*	Submitted to the server or configured FTP folder. or Ready to start scanning.
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.

Status	Description
Retrying*	The job is being resent after it failed in a previous attempt. This message indicates the number of the retry attempt.
Retry Pending*	The job failed to be sent and another attempt will be made. This message indicates the number of the retry attempt.
Canceling	The job is being cancelled by user request.
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 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. Retry attempts only applies to FTP mode, and it does not apply to HTTP mode.

- 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 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.

- Support for internal browsers

Tungsten TotalAgility supports any of the embedded browsers used by Xerox MFPs, first generation (ANT Galio S12), second generation (Webkit), and third generation (Webkit).

- 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 devices and other Tungsten TotalAgility requirements is the Technical Specifications document. The document is updated regularly, and we recommend that you review it carefully to ensure success with your product.

Tungsten TotalAgility uses the Xerox Extensible Interface Platform (EIP) to communicate with the Xerox MFPs. Only Xerox MFPs supporting the Extensible Interface Platform (EIP) and with Xerox Widgets Version Revision 2 or higher can be used. The latest firmware and EIP version have to be installed on the Xerox MFPs.

To enable EIP on the MFP, follow the instructions provided by Xerox:

1. Create a self-signed certificate or install your own certificate.

 When using HTTPS on Xerox MFPs with firmware version 073.xxx.xxx, add a Tungsten TotalAgility server certificate to the device with the exact server name.

2. Enable SSL.
3. Enable Extensible Service Setup, which is under Properties in General Setup. Make sure you enable the Extensible Services Browser.

Although you must enable SSL on the MFP, using SSL is not required to connect to Tungsten TotalAgility. However, connecting to Tungsten TotalAgility through SSL is recommended for data security.

Preparing for registration

Before registering Tungsten TotalAgility with the MFP:

- Install Tungsten TotalAgility.
- Download the Xerox client software from Devices.
- Verify that all Xerox MFPs connected to the same Tungsten TotalAgility have the same user name and password.
- Use low-resolution grayscale images to optimize performance. Resolutions greater than 200 dpi may adversely affect performance.

Chapter 3

Registering the MFP with Tungsten TotalAgility

To enable the MFP to communicate with Tungsten TotalAgility, run a client registration program to register the Tungsten TotalAgility client software on the MFP and provide the URL so the MFP can make the initial call to the Tungsten TotalAgility when the Tungsten client software is started on the MFP.

The TungstenXeroxRegistration.exe program is a standalone Windows application that can be run from any computer on or outside the network where the MFP is located. Follow the instructions to register a Tungsten TotalAgility or connect to a different Tungsten TotalAgility.

After registration, a Tungsten button should appear on the MFP front panel. Depending on the model and configuration, you may need to press a Services or Custom Services button to view the Tungsten button.

Registering Tungsten TotalAgility with the Xerox MFP

1. Go to the `registration` subfolder in the folder where you downloaded and extracted the client software, and run `TungstenXeroxRegistration.exe`.
The **Xerox Registration Client** window opens.
2. In the **Device Connection** section, 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, 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 **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 **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. The registration program registers each MFP in order until all of the ones listed in the file are registered.

3. In the **Xerox Administrator ID** and **Xerox Administrator Password** fields, enter administrator credentials for the specified MFPs.
4. In the **Browser Type** field, select the type of browser used by the MFPs.
Select **Auto** unless you know the type of browser supported by the MFPs. If you select **Auto**, the oldest version supported by the device and firmware version is selected.
If you select a browser that is not supported by a device, a message appears when you click **Register**.
5. Complete the **Registration** section as follows:
 - 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. 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.
 - 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** and close the client registration program.

Registering a different Tungsten TotalAgility installation

1. Go to `registration` in the folder where you downloaded and extracted the client software, and run `TungstenXeroxRegistration.exe`.
The **Xerox Registration Client** window opens.
2. Verify that the **Device Connection** section contains the information for the MFP.
3. Click **Unregister**.
4. Complete the **Registration** section with the new information and click **Register**.
5. When you receive the successful activation message, close the client registration program.

The MFP is now ready to use with Tungsten TotalAgility. The Tungsten button appears on the network scanner main menu. Depending on Devices settings, pressing the Tungsten button causes the MFP to self-register and license itself, and connect to the default device profile if one is defined. See Devices Help for information about self-registration and default device profiles.

Chapter 4

Additional information

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

Handling of incomplete jobs

A job is flagged as failed if it is incomplete for a certain period of time. By default, this is 60 minutes. You can change this duration on the **Settings - Advanced** tab in Devices. In the `mfp.xerox.properties` namespace, change the `server.max.job.age.mins` setting.

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.

Optimizing the image scan quality

Tungsten TotalAgility supports configuring several scan settings for the Xerox MFPs.

1. In Devices on the **Settings - Advanced** tab, locate the **mfp.xerox.properties** property.
2. Specify the scan settings as needed. The descriptions provide instructions.
3. Save your changes.

The changes are applied the next time a job is scanned. You do not have to restart Tungsten TotalAgility for the changes to take effect.


Changing the scan mode

By default, Tungsten TotalAgility uses Xerox HTTP(s) Scanning. You can change to Xerox FTP Scanning if you are unable to use HTTP/HTTPS. In Tungsten TotalAgility Designer, enable the Xerox

FTPFetch system task and use a Tungsten TotalAgility system task to set the interval for polling jobs. In Devices, create a new advanced setting to change the scanning mode.

Refer to the Devices Help for instructions on creating new advanced settings and create the following settings. For each setting, specify `mfp.xerox.properties` as the namespace.

Property	Description and Settings
<code>http.scan.enabled</code>	Enable Xerox HTTP(s) Scanning. <ul style="list-style-type: none"> • <code>true</code>: Use Xerox HTTP(s) Scanning • <code>false</code>: Use Xerox FTP Scanning
<code>ftp.server.host</code>	FTP server host used by Xerox device to send scanned image files. Note: a blank value will stop polling if no Xerox devices are used.
<code>ftp.server.lock.timeout</code>	FTP lock timeout, expressed in minutes. We recommend that you do not change the value unless instructed to do so by Technical Support personnel.
<code>ftp.server.password</code>	FTP user password.
<code>ftp.server.path</code>	Path on FTP server host where Tungsten TotalAgility files are stored, must start with <code>/</code> .
<code>ftp.server.username</code>	FTP user name, with the domain and user name separated by double backslashes (<code>\\</code>). Example: <code>domain\\user_name</code>

 If you are upgrading from a previous version of Tungsten TotalAgility, the FTP properties still appear in the Advanced tab. You still need to create the `http.scan.enabled` property.

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

Xerox 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.scan.preview` in the `mfp.xerox.properties` namespace to `true`.

The Scan Complete window shows the document you scanned and enables you to process it. Press `<` or `>` to scroll through the thumbnails.

Pages can be deleted before submitting a job. Press a page to select or unselect it. Then, press **Delete Pages** to delete the selected pages.

Use these buttons to process the document:

- **OK** to send this scan job and return to the main menu.
- **Cancel** to delete the entire job without submitting it.

If the client is left inactive and times out at the Scan Complete window, the job completes automatically and redirects to the window indicating that the job has been sent. If the client remains inactive and times out again, the client closes.