ControlSuite

If you are not already logged in, please log into the Knowledge Base to see the articles contained within this section.

• Configuration

  ◦ Apache Tomcat Ghostcat vulnerability for ControlSuite Equitrac
  ◦ ControlSuite: Security Framework node information
  ◦ Equitrac: Fuji-Xerox and Xerox device limit for DWS
  ◦ Equitrac 6: LDAP / Active Directory filtering
  ◦ Equitrac Web Client removes spaces in Scan to Folder workflows when a space exists in the Folder name
  ◦ How to connect ControlSuite Equitrac 6.1 to the SQL database when using Local System to run the Core Accounting Service
  ◦ How to Upgrade from Equitrac 5 to ControlSuite Equitrac whilst retaining Certificate Pinning when using Ricoh Unified Client

• Install / Uninstall

  ◦ ControlSuite and DRS 8.0 : Upgrading from DRS 7.12 and earlier requires workaround
• Product Information

  ◦ ControlSuite: How to obtain a Not For Resale (NFR) Entitlement
  ◦ ControlSuite: How to request an Evaluation license
  ◦ Equitrac: NFC enabled phones for authentication
  ◦ What are the Antivirus Exceptions required for ControlSuite?

• Troubleshooting

  ◦ ControlSuite: “Connection attempt failed!” error; can’t log in to Output Manager Console
  ◦ ControlSuite: “Equitrac security policies could not be retrieved” error in Configuration Assistant
  ◦ ControlSuite: "Insufficient security rights.." error; can’t log in to Output Manager Console
  ◦ ControlSuite: "Invalid Credentials" error when trying to start services
  ◦ ControlSuite: “Missing security framework credentials...” error message
  ◦ ControlSuite: “Time out has expired and the operation has not been completed“ error
  ◦ ControlSuite: Configuration Assistant will not open / No errors
  ◦ ControlSuite: Unable to map a Not For Resale (NFR) entitlement
  ◦ ControlSuite CNC form
  ◦ ControlSuite: "CREATE DATABASE permission denied.." and "database operation failed" errors
  ◦ ControlSuite / Equitrac login issues or system becomes unlicensed
  ◦ Equitrac: Konica Minolta device does not print jobs
  ◦ Printer Driver Uploader Utility - Unable to Import Newly Created ZIP Package