Equitrac Office / Express

• Configuration

- Access Card Login fails even after user claims to have completed the Card Auto Registration Process on a Konica Minolta Device
- Access Permissions Required for the Account Running the EQCAS Service to Run Active Directory Synchronization
- Account Privileges Required for the CAS and EQCluster Service Accounts to Run in a Cluster Environment
- Apache Tomcat Ghostcat vulnerability for Equitrac Office / Express 5.x
- AutoStore - Equitrac - Ricoh PCC 4 - Single Sign On (SSO)
- Best Practice When Relocating and/or Renaming a Physical Printer
- Can System Manager Be Configured to Include All Equitrac Administrative Modules?
- Does EQ SSL Certificate Manager Support Subject Alternate Name When Creating a Certificate Request
- DRE will not draw license after CAS server name is changed
- DRE/DRC and Follow-You Printing Minimum disk space setting in Equitrac Office/Express 5.7
- Enterprise Licensing - Is a License Released When an Account Is Locked?
- EO/EE: SSL and TLS support for SMTP
- EO/EE 5.6: Cannot disable tracking for a fax printer if there is another printer instance for the same print device
- EO/EE 5.7 - Windows security messages appears even when Silent Install is selected
- Equitrac: Migrating eqcas SQL database from local to remote database
- Equitrac - Can printing from a Mac be tracked
- Equitrac and ShareScan 5.x : Single Sign On using Ricoh AAA with PCC 4
- Equitrac Office / Express: How to change the logo that appears on the User Dashboard page

https://knowledge.kofax.com/MFD_Productivity/Equitrac_Office_Express
Updated: Thu, 10 Dec 2020 12:59:54 GMT
Powered by mindtouch
How to Apply Enterprise Licensing

◦ How to change the session timeout of Equitrac Web Client
◦ How to Configure Active Directory Synchronization for Multiple Domains in Equitrac System Manager
◦ How to Export Users, Billing Codes and Departments to a HTML, CSV or XML Format
◦ How to Force the Workstation Client to Track Printing When the DRE Is Not Installed
◦ How to import a third party certificate in Equitrac if the Certificate Request has been deleted from the certificate store
◦ How to Import RightFax Transactions into Equitrac
◦ How to Manually Convert an Equitrac Printer Port Back to a Standard Port
◦ How to Manually Convert a Printer to Use an Equitrac Port
◦ How to Move the EQSpool Folder
◦ How to Move the Windows Print Spool Folder
◦ How to Obtain Information on the Equitrac Database Structure to Create Custom Reports
◦ How to Prevent All Desktop Printer from Being Tracked on a Single Workstation
◦ How to Prevent Users with Insufficient Funds from Copying and Printing on Specific Devices
◦ How to reconfigure the PCC5.1 Embedded Client when the Device Control Engine (DCE) Certificate Expires
◦ How to remove access to the "deleted objects" AD container using EQModifyDeletedContainerSecurity?
◦ How to set up Mobile Print release using an iOS device?
◦ How to track a user name from non-windows operating systems (AS400)
◦ Is it possible to map Active Directory OUs as User's department field when configuring Active Directory Synchronization?
◦ Konica Minolta embedded changing authentication settings
◦ LDAP import not working when using port 636 (SSL).
◦ Scanning with Ricoh MP C407, 501, IM 430F results in paper being only fed in partway
◦ Syntax to Set Color Quota to Unlimited Using the EQCmd Command
◦ The Web Deposit database seems to be corrupt. Please contact your Equitrac Express administrator
◦ Unable to access WebTools after adding new Security Certificate
◦ Unable to open User Dashboard Reports in Equitrac Office or Express 5.5
◦ Unable to use an alternative certificate with DWS
◦ USB keyboard driver settings for Canon MFP with embedded clients
◦ User Account Balances Display a Negative Balance When Enforced Account Limits Is Enabled
◦ VMWare Host Server Resource Allocation Recommendations for Equitrac Software
◦ What Happens When AD Synchronization Is Run with the "Deletes" Option Selected
◦ What needs to be done on the Equitrac server if the domain name changes?
◦ What permissions are required for the Equitrac Service Account
• Hotfixes

- EO/EE 5.6: Multi-Server follow-you printing is no longer functional after applying EQ56-HF-329097-CAS hotfix
- EO/EE 5.7 - Problem connecting to server after applying DCE hotfix
- EO/EE 5.7 - Server list of the Embedded object in System Manager is empty after applying System Manager hotfix

• Install/Uninstall

- Best Practices for Upgrading Equitrac Office or Equitrac Express Running in a Cluster Environment
- Can Equitrac server software Be Installed on a Domain Controller?
- EO/EE: Software install fails and rolls back, log shows logon error
- EO/EE - Firewall Exceptions
- EO/EE - Not able to see secured jobs from remote DREs which were installed using the silent method
- EO/EE 4.2.6 / 5.4 enterprise upgrade
- Equitrac Express - WebDeposit database is not being automatically created
- Equitrac Express/Office 5.x: Konica Minolta AU-205H card reader
- Equitrac installation fails when part of the username contains domain name
- Equitrac Mac client installation error "Can't save CAS Server configuration"
- Equitrac Office and Express 5.7 installation fails and rolls back
- Equitrac Office / Equitrac Express 5.7: Cannot install hotfix
- Equitrac Office / Equitrac Express 5.7: Unable to install
- Equitrac Office/Express 5.7 - Invalid Login when installing
- Equitrac Workstation Client for Windows: Can this be installed on a virtual PC?
Error when logging in Web Deposit Page: The Web Deposit Database seems to be corrupt. Please Contact your Equitrac Express Administrator

- How big do we make the EQSpool Folder?
- How to Convert Equitrac Ports Back to TCP/IP Ports Using the Equitrac Printer Conversion Wizard
- How to Create a New ODBC Connection to Equitrac After Moving the SQL Server
- How to Install system manager on a workstation
- How to Manually Activate an Equitrac License
- How to Move Equitrac Office or Equitrac Express to a New Server
- How to Replace a Demonstration License with a Full License
- How to verify that DWS and Tomcat are uninstalled after removing DWS from EO/EE
- Is There a Best Practices Order in Which Multiple Hotfixes Should Be Installed?
- Migrating from Equitrac Office/Express Version 4.2.6 to 5.x
- No workstation popups functional on Windows 8/8.1/10
- PCC 4 and Kofax capture products on Ricoh MFP: Installation order
- Requesting Equitrac Office or Express ELC files
- Upgrading from EO/EE 4.2.x to 5.2 fails and the installation rolls back
- USB plugin for Fuji Xerox running XCP 1.1.x
- Where to locate the name of the Equitrac System ID

### Product Information

- Can Equitrac Support Host Names longer than 15 Characters
- Does Equitrac Capture and Send use SMB?
- Does Equitrac store network passwords in DCE cache?
- Does SQL Server AlwaysOn option work with Equitrac Office and Express
- Does the Equitrac user Directory Services Synchronization feature support OpenLDAP?
- DWS Logs are enabled after the service or server has been restarted
- EFI Fiery and Xerox support
- EO/EE 5.6: Konica-Minolta MFP registration fails with "Response is empty. Please check the OpenAPI configuration"
- EO/EE 5.7 - Security concerns for Couchbase

https://knowledge.kofax.com/MFD_Productivity/Equitrac_Office_Express

Updated: Thu, 10 Dec 2020 12:59:54 GMT

Powered by mindtouch
Equitrac: Fuji-Xerox and Xerox device limit for DWS
- Equitrac - Performance issues running reports and other intensive tasks
- Equitrac - What card reader can read magnetic stripe cards?
- Equitrac and Microsoft Print Driver Isolation
- Equitrac compatibility and requirements for MSXML
- Equitrac Express/Office 5: Apache Tomcat FAQ
- Equitrac Office and Equitrac Express - Active ports required for communication
- Equitrac Office / Express 5.7 System Dependencies
- Equitrac Office/Express: End of Life, End of Support dates
- Equitrac Office/Express 5.6 and 5.7 - Alternatives to e-queues
- Equitrac: PCC compatibility
- Equitrac reports do not match device counts or 3rd party reports
- Equitrac: Security and system hardening regarding TLS
- Equitrac Workstation Client Compatibility with MacOS Versions
- How long does the DCE Cache keep logged in user information
- How to protect the Equitrac software from POODLE Attacks
- How/When Does Equitrac Generate the SSL Certificate?
- ID Controller Password policy
- Implications for the Equitrac software and users' ability to print if maintenance expires before it is renewed
- Is printing from a Windows 8 Metro Application to an I-Queue (DRC) supported?
- Is SNMP Counting supported with DRC or I-Queue(DRC) queues?
- Kofax Ethernet Card Reader
- Nuance response on WannaCry vulnerability
- PageControl Touch Bulletin
- Recommended Exclusions for Antivirus Software for Equitrac Office or Express
- ShareScan / Equitrac: support for Cost Recovery 3.5 protocol
- What are the Equitrac Office & Express .NET requirements for version 5.4?
- What Does the Status "Printed: Accounting" in Print Queue Viewer Mean?
- What Printer Language Definitions Does Equitrac Currently Support?
- Which Print Client License Is Required for the Macintosh Client?
• Troubleshooting

- "Allow this job" action does not hold jobs in Equitrac Office/Express 5.6 and later on standard TCP/IP queues
- "HTTP Error 403 " error message appears when opening System Manager
- "Redirect this job" to a secure printing queue does not hold jobs in Equitrac Office/Express 5.6 and later on standard TCP/IP queues
- 404 - page cannot be displayed Error Message Appears When Attempting to Access Webtools
- Active Directory Synchronization Imports Users that are not in the Containers Specified
- An error is presented to the user when selecting the Scan Client in the Equitrac Web Client
- A User does not have access to reports in Systems Manager
- Basic Troubleshooting for Equitrac Card Readers
- Billing Code Pop-up dialog box fails to appear on workstations running Windows 7 64-bit
- Billing Code Pop-up Dialog Box Is Missing When Running a Workstation in a Workgroup
- Capture and Send and Scan-To-Me workflows do not work in Equitrac 5.7 high availability load balancing environment.
- Command to import the RightFax transactions is not working
- Copying charged to billing code terminated if user account limit exceeded
- Core Accounting Server is currently unavailable error when logging into the Equitrac Web Client
- DCE Service Listening on Port 9898 Interferes with the Tripwire Application
- Device Registration Service - Collecting logs
- Device Web Service - How to capture trace logs
- Discrepancy on Page Counts Between Equitrac Reports and MFP Device
- DRE Fails to Failover Properly in a Cluster After Upgrading the Version of Equitrac Office or Equitrac Express
- EE: Integrating WebDeposit with PayPal Express Checkout API (Classic)
- EO/EE Equitrac Capture and Send - error 36405
- EO/EE: An IPPClient user is seen in reports when performing IPP printing through Equitrac on Xerox devices
- EO/EE: Initialization of a Konica-Minolta embedded is failing without any error message or failure code
- EO/EE: PCC4 goes offline when primary DCE is down
- EO/EE: Print jobs pausing and not printing when using MAC Clients DRC option
EO/EE - Not able to see Print Jobs in Follow-You
- EO/EE - Scan jobs not delivered to a specific user
- EO/EE 5.4 - Unable to scan using Fuji-Xerox ECSP when Location is set in CentreWare
- EO/EE 5.7: Adding a second embedded device to a physical device it defaulted to Web Release instead of eCopy
- EO/EE 5.7: MachineKeys Folder keeps growing in size
- EO/EE 5.7 - Exception setting up Couchbase indexes
- EO/EE 5.7 - Spooler crashing when printing some reports from Internet
- EO/EE 5.x: Enterprise License Assignment View remains unchanged after modifying users
- EO/EE 5.x: How to collect EQWebClient logs
- EO/EE with HP: Job Accounting Service Error 48.A1.01
- Equitrac: 'Scan to Me' from Konica-Minolta embedded client
- Equitrac: Error 403 when accessing System Manager on Windows 2008
- Equitrac: Kofax Ethernet Card Reader Discovery Fails
- Equitrac: Konica Minolta device does not print jobs
- Equitrac: Printing from Windows Edge browser causes duplicate prints
- Equitrac: Print Workstation Client no longer displays certain popup after Windows Update
- Equitrac (EQ) Services Fail to Start
- Equitrac - Jobs can be seen in Print queue viewer and in the release queue on the device but when selecting print nothing comes out
- Equitrac - Konica Minolta Combined Client - trace log collection
- Equitrac - Nuance Combined Client for Konica-Minolta cannot be initialized with DRS 7.10 or 7.11
- Equitrac Embedded for Fuji-Xerox ECSP shows main menu instead of Follow-You Printing after login
- Equitrac Gen. 2 USB card readers - HID Prox Decoding
- Equitrac Office / Express - SLP Implementation Information
- Equitrac Printer Conversion Wizard Is Slow to Return the List of Printers Available for Conversion
- Equitrac Release Station is Unlicensed
- Equitrac Send To printing/Print Distribution client (EQPDToolTray.exe) - Trace log collection
- Equitrac SPE - Error: '36404' appears when doing scans
- Equitrac System Manager: Collecting trace logs
- Equitrac Workstation Client for Mac - Log collection
- EQ Reports Manager Fails with a SQL Error Message
- Failed Login Attempt Error Message Appears When Attempting to Log on to WebTools
- Failed to load product catalogue.... Error Message Appears When Applying Equitrac Enterprise Licenses
- First released print job is being tracked but not printed out when Riverbed Network Optimization is installed
- Force Monochrome Print Rules Do Not Force the Print to Be Monochrome
- Force Mono and Duplex Rules Not Working as Expected with Epson WF-C21000 Standard Driver
- How to capture trace logs for Equitrac Reports Manager
- How to clear a Licence Error 25 on Equitrac Office/Express
- How to Clear the Device Control Engine (DCE) Cache
- How to Clear the Document Routing Engine (DRE) Cache
- How to Delete a Specific Record Instead of Records Based on Time
- How to enable XPS Job Submitter logs for DRC I-Queue troubleshooting
- How to Generate a Print Job to File for Troubleshooting Purposes
- How to Locate the Name of the CAS Server from the DRE Server
- How to make the server selection reappear in Print Queue Viewer
- How to troubleshoot Active Directory Synchronization?
- How to use Logging options in Equitrac Office / Express 5.6
- How to verify if the EQModifyDeletedContainerSecurity was successfully executed?
- HP OXPD unable to select function to lock
- HTTP Error 500.21- Internal Server Error Message Appears When Starting Web Client on Equitrac Office\Express 5.X
- In EQPrintQueueViewer - Print jobs from Optix application showing as "Grouped" status
- Jobs printed from Equitrac Workstation Client get stuck with a "Registered" status
- Jobs Sent to an E-Queue Cannot Be Released at a Physical Device
- Jobs stuck in Print Queue Viewer
- Kofax Unified Client - MFP displays "Please wait" after server reboot
- Long delay for print jobs to start printing after a user releases the job on an HP device
- NetworkCommunication::write data'. Error: [10054] Error Message Appearing in the Windows Event Log on the CAS and DRE
- Nuance DRS does not allow changes to be saved or new applications / devices to be added
- Nuance ID Controller status lights
- NUC for Toshiba - Certificate error appears on MFP panel
- NUC for Toshiba - Certificate Mismatch error in DRS
- On some Konica Minolta MDF's with attached TPC/Pagecounter, print jobs are not being printed out
- Output Manager 4: Send print jobs from Output Manager to Equitrac through LPR
- Out of paper error message appears in the DME Console when the printer is not out of paper
- Pen Testing shows DWS has vulnerabilities for Apache Tomcat
- Performance Issue with Authentication After Upgrading
- Printers Using Equitrac Ports Do Not Appear in System Manager
- Print Client License Error Message Appears on the Client Workstation
- Print jobs fail to print when released from a secure queue
- Print Jobs Released at a Sharp OSA (MX model) Embedded Device Do Not Print
Print Job ownership is being mixed up on environments based on Windows Server 2008R2 Terminal Services (and Citrix).

Print Queues Disappear After Restarting the Server

Product is currently unlicensed Error Message Appears When Attempting to Release a Document

Randomly some printed jobs will stay in the windows queue with the Status "Sending to Printer"

Ricoh USB error: Incompatible USB device

Rule based on AD group not functioning across trusted domains

Scheduled Task doesn't run unless the EQ Scheduler Service is restarted

Server Error when accessing User Dashboard in Equitrac Web Client

Server Offline on Canon Embedded

ShareScan: SSO with PCC 4 and eCopy may not work properly when more than 1 DCE is configured

Significant delay before Billing Code Pop-up dialog box appears when printing to a Xerox device

System ID Appears as the Computer Name Instead of the Cluster Name in a Cluster Environment

There are no reports on this server. Message Appears in Reports Manager

The Same Job Is Duplicated in Reports

Troubleshoot SMTP issues using PowerShell

Troubleshoot SMTP issues using telnet

Two Physical Device Entries Appear in System Manager After Installing Equitrac Embedded Software

Unable to add 25 and 50 pack of embedded device license

Unable to Import Users Using Active Directory Synchronization

Unable to Print and a "DRE Error - Disk Drive is Full, Print job could not be Processed" Error Message Appears in the Event Viewer

Unable to Print to a Device Using an Equitrac IP Port

Unable to Release Jobs That Appear in the Job List

Unidentified User Appears on Reports for All Copy Transactions Generated on Xerox 73xx Devices

Unidentified User Appears on Reports for Print Transactions, But Not Copy Transactions

Unknown Appears in the Application Column on the Usage by Application Report

Users can only see print jobs waiting on the local print server and not on any remote DRE servers when CAS is installed in a cluster environment without the DRE/DCE service.

Users move to a different OU in Active Directory remain active in Equitrac database after AD Sync

Users prompted for Department ID and PIN when printing to a Canon with Equitrac Embedded for EP5

What does Error 47552 mean? -Failed notification email from Capture and Send

What logs are required for Equitrac troubleshooting?

When printing jobs via I-Queue on a workstation there is a noticeable 20 second delay between job release and the start of printing