Equitrac Professional

- Clients

  - EP5 - Auto Login on Windows Client Fails
  - EP5 - Scheduled Report not sending to email
  - EP5 Print Client not popping up on new installation
  - EP5 User unable to login to Web Client
  - EP5 Web Client displays error box, "Critical Error has Occurred" after login
  - Equitrac: Print Workstation Client no longer displays certain popup after Windows Update
  - Equitrac Professional Print Client does not engage when printing a document
  - Equitrac Professional Print Client returns "unable to contact search server" message when trying to search Client/Matter numbers
  - Equitrac Professional Print Client returns error code 1920 when installing the *msi file
  - Equitrac Workstation Client for Mac - Log collection
  - Error 1935 returned when installing Print Client
  - Error Message Appears When Attempting to Access the Equitrac Web Client
  - Error Updating AppInit DLLs in the registry when installing EP5 print client
  - Getting two popups when printing from a Citrix session to a local workstation printer
  - How can a user change the fields displayed in the EP5 Web Exceptions Editing grid in the Web Client
  - Improved Sign Off experience with Ricoh Embedded on ShareScan 5.4 and Equitrac Professional 5
  - Incorrect Codes Appear in Most Recently Used (MRU) and History Lists on Some Workstations
  - In EP5 EQClient when running any report, the report does not display in the web browser, but Export to PDF is successful. Error: ‘bobj’ is undefined.
  - Labels are missing on all fields in the Web Client Reports schedule reports window in EP5
  - Multiple EP5 print client popups when printing to a Fiery print device from a MAC workstation
  - Not getting print client popup when printing to specific DRE Printer
  - Not seeing all Users when adding disbursements in the disbursement tab in the EP 5 Web Client
  - No EP5 print popup from Internet Explorer or Google Chrome
  - No popup for non DRE printers and no application name or page count displayed in the print evaluation box when printing.
No Popup when Printing to DRE Printers
- No print client Pop-up for user printing from DMS
- No Print Pop-up Dialog Box Appears or Print Transaction Recorded After Switching to Workstation Printing
- No Print Pop-up Dialog box Appears When Printing to a Non-DRE Printer
- No workstation popups functional on Windows 8/8.1/10
- Page unavailable Error Message Appears When Running the Web Client on any Machine Other than the Equitrac Server
- PDF documents are printing out of order
- Plotter becomes permanently paused when printing through an Equitrac port (MAC Print Client)
- Print jobs are paused and must be manually resumed after updating print driver
- Print Pop-Up Dialog Box Fails to Appear When Printing; Job Still Prints, EP5
- Server Error in '/EQClient' Application. error message when logging in to the Web Client in EP5
- Slow Print Popup with Toshiba Universal Printer 2 Driver
- The custom date range fields for reports not functioning in the web client using IE
- The incorrect usercode is populated in Print Client Popup when printing non-DMS documents on a shared workstation
- Unable to delete a filter within Equitrac Web Client
- Unable to Populate a Validation Field from a Search Window in the Print Pop-up Dialog Box Is Not Populated After Selecting Validation Data from a Search Window
- Users Are Unable to Access the Web Client.
- User is not being prompted for a client/matter number when placing long distance calls
- User unable to view transactions using the Transactions Screen in EP5 Web Client
- Web Client pages are not displaying properly since CAS Software was moved to the new 2008 R2 Server.
- Windows Authentication Dialog Box Appears Instead of the Equitrac Web Client Logon Page with Internet Explorer 11 on Windows 2012 Server
- Workstation displays a blue Equitrac splash screen when booting.

• Configuration

Best Practice When Relocating and/or Renaming a Physical Printer
- Buttons are missing within the WebClient tool while accessing through Internet Explorer 10 or 11
- Can EP 5 send mail through a hosted Office 365 mail server?
Can Equitrac server software Be Installed on a Domain Controller?
- Client and Matter numbers not being imported into Equitrac Professional after changing ODBC sources
- Combining Exception rule and Requires Approval rules together in EP5
- Custom Exception Email format has changed
- Does Equitrac Support VMware or Microsoft Virtual Server Environments?
- EP5: How can the system be configured to allow more control over telephone rates?
- Equitrac Professional 5: Configure a PageCounter for Follow-You Printing
- Equitrac Professional and eCopy ShareScan Integration
- How to Add a Physical Device in Equitrac System Manager
- How To Adjust the Validation Import Schedule in Equitrac Professional 5?
- How to Capture Copy Extended Attributes with a TouchPoint Console
- How to configure a TABs TDevice export for a firm with Task Based Billing Clients
- How to Configure Print Tracking to Hide the Pop-up for Specific Printers?
- How to Disable Any Scheduled Task in EP5
- How to edit an existing export to export data to a new location using the Export Wizard
- How to Hide the Color and Black and White Count Fields in an Export Using the Split Color Flag
- How to Move the EQSpool Folder
- How to Prevent the Print Pop-up From Appearing on Laptops When Outside of the Office
- How to update device descriptions that show on the EP5 Reports
- HTTP 403 Error Message Appears When Configuring Diagnostic Settings for Non-CAS Components on Windows 2008 Server and Windows 7
- Is There a Best Practices Order in Which Multiple Hotfixes Should Be Installed?
- LDAP search not working on new TPC with Version 2 firmware
- New users are not importing via ODBC import
- Open Ports Required for the Equitrac Professional 5 Print Client to Communicate with the Equitrac Server
- Print job does not print out at printer when 1 particular user prints through EP 5 DRE printer port in Citrix session.
- Recommended Exclusions for Antivirus Software on an Equitrac Professional Server
- Scan-to-me is not sending scan to a email address
- Scheduled Tasks Fail to Run and Cannot Be Run Manually
- Some Print jobs are not being assigned the correct rate
- Some User IDs Are Not Available at Terminals When Using Active Directory Synchronization
- Timekeeper surname change in AD fails to update
- User [user full name] contains a duplicate pin. User has been added with no pin. Error Message Appears in Event Viewer after AD Sync Runs
- Validation file fails to import, task runs for 0 seconds.
- VMWare Host Server Resource Allocation Recommendations for Equitrac Software
What are acceptable scan file types from MFDs for EP5 EQ Document Capture?
- What are the Anti-virus Exclusions for EP5
- What are the commands that are used in the dial strings on Equitrac fax terminals?
- What is required from an EP5 client when they are changing Billing Systems?
- What models are supported in Canon MEAP embedded for Equitrac?
- What Printer Language Definitions Does Equitrac Currently Support?
- When using Secure Release in a remote location in a different time zone, how can you have the queued documents show the correct time on the TPC?
- Where can I find a list of Location Codes in EP5
- Which EQ Document Capture output formats require OCR licensing

- **Hardware**
  - After an EP5 server move, DCE, DME, DRE, Scheduler services do not show as registered with the new server name
  - Basic Troubleshooting for Equitrac Card Readers
  - Broadcast Fax Transactions Are Not Tracked with HP CM8050 Color MFP
  - Can HID iCLASS Wiegand Cards (2040, 2041, 2042) be read by Equitrac ID Card Readers?
  - Can the Sensitivity for Finger Taps/Touches Be Adjusted on a TouchPoint Console?
  - Card Reader: ShadowProx Kantech Secure Format compatibility
  - Copier is staying in ready mode with TPC disabled but will count.
  - Does the TPC support a USB HID Card Reader?
  - EP5 - Override copier type for Konica Minolta BizHub
  - EP5 - TPC.EXE Fatal Application Error Message Appears on the TouchPoint Console Screen Each Morning
  - Equitrac PageCounter displays Activity not sent message
  - Equitrac terminal has no power
  - Fatal Application Error Message Appears on the TouchPoint Console Display
  - How to troubleshoot a terminal not counting copies
  - How to Troubleshoot a TouchPoint Console Which is Offline
  - How to troubleshoot inaccurate keystokes appearing on TPC touchscreen
  - Invalid Fax Data Error Message Appears When Sending a Fax Using a TouchPoint Console
  - In EP5, All TPC’s are offline are showing offline.
  - Missing Client/Matter and Scan Destination Prompts on TPC in EP5
  - Netbuffer Is Beeping and Telephone Transactions Are Not Uploaded to Equitrac
  - New Users Are Unable to Log In at a PageCounter Terminal or TouchPoint Console
  - New Validation Data Is Not Accepted on a Remote TouchPoint Console

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Powered by mindtouch
No Scan Preview on TPC
- On some Konica Minolta MDF's with attached TPC/Pagecounter, print jobs are not being printed out
- PageControl Touch Bulletin
- PageCounter CDR Terminal beeps and displays "no CDR data"
- PageCounter displays "End of Day Processing" Message
- Preview Image Still Appears When the Auto Accept Feature for Omtool Scanning Is Enabled
- Requesting an Onsite Technician of Field Dispatch
- Scanning Prompts Are Missing on the TouchPoint Console Display
- Scan Destination field is not displayed on TouchPoint Console
- Scan Preview Fails to Appear When Using Document Capture Scan
- Scan Preview Is Missing on the TouchPoint Console When Using Scan to Network
- Screen is black on TPC
- Server Offline on Canon Embedded
- Telephone Data Is Missing From Reports and Exports for One or Multiple Locations
- TouchPoint Console (TPC) Is Offline
- TouchPoint Console Display Invalid Matter Error Message
- TouchPoint Console Fails to Count Scans Generated Using Xerox Network Scan
- TouchPoint Console is not tracking color from a Fuji Xerox Apeosport 5776
- TouchPoint Console Screen Is Unresponsive to Touches
- TouchPoint Console Unresponsive to Touch Screen or Keyboard
- TPCs displaying Fatal Application Error Application webs.exe has performed an illegal operation and will be shut down
- TPC is showing Invalid Fax Data when using Legacy Dialing
- TPC not counting copies
- TPC screen not responding to touch.
- TPC will not accept any validation
- Two Physical Device Entries Appear in System Manager After Installing Equitrac Embedded Software
- Unable to Send Faxes from a TouchPoint Console
- Unable to Send Faxes Using a TouchPoint Console
- Unable to Send Faxes When Using a TouchPoint Console
- Unable to send outgoing faxes with a PageCounter Pro: no dial tone
- Unable to set a PageCounter to not timeout
- Users are unable to scan. No scan preview file displayed on the TPC. No scan source file delivered to watch folder
- Users prompted for Department ID and PIN when printing to a Canon with Equitrac Embedded for EP5
- User Code Not Working at PageCounter Terminal
- Validation on a TouchPoint Console Is Not Current
- Validation on PageCounter Pro Terminal Is Not Current
  What to do if you have a black screen on PageCounter Professional terminal
  Xerox Accounting Screen Appears Instead of the Equitrac Client/Matter Screen When Using Equitrac Embedded for Xerox EIP

- Hotfixes

![Hotfix Icon]

- Active Directory Synchronization Fails to Import Telephone Extensions
- Client/Matter search doesn’t return all requested result for some specific accounts.
- Created new printers and now users are not getting popups
- DCE Service Stops Responding Unexpectedly
- EP5: Extended characters with an accent are case sensitive when using the search function in the print client
- In EP5, the "Notify by e-mail" and "Home folder" fields were not updated via a user import task.
- In Equitrac Professional 5.7, TPC scan may fail to deliver when a large number of multiple scans are scanned within a single TPC session.
- No Print Client Popup when printing to a Canon MFP from a Windows 64-bit system with client side rendering enabled
- Print pop up does not appear with EP 5.5 Equitrac Print Client.
- Print Server Status of "User Intervention Required" When TouchPoint Console Has Locked Copier
- Redirect print jobs option does not work in EP 5.5.
- The Windows print spooler may crash during a print if the DRE was unreachable when opening the Equitrac port
- TMP Files Are Not Being Deleted from the EQSPool Directory When Using PJL
- Transaction posting to EP5 was halted after a Smart Prompt entry containing more than 255 characters was entered.

- How To...

- Equitrac card check request process
- How can I tell how many print client licenses are available in EP5
- How can I use Transaction Editor to confirm whether there are disbursement transactions available for export to the billing system

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How do I change the hold timeout on a TouchPoint Console

How do you change the Company Name displayed on the reports in EP5?

How do you change the order of the delivery format list in Equitrac Document Capture

How do you change the priority of a price rule in EP5?

How do you generate EP5 print client trace logs for a Windows workstation

How do you purge the cache for the EQ Scheduler service

How to add Disbursement option to select TPC

How to add select users from Active Directory

How to Adjust Session Time-outs on TPC

How to adjust the Display and Audio settings on an Equitrac TouchPoint® Console

How to Calibrate a TPC

How to change Popup Styles for a Users class

How to change the web port for Equitrac

How to check for changes that need to be made to a client's print popup configuration when upgrading to EP5.7

How to Clear the Document Routing Engine (DRE) Cache

How to configure Equitrac Professional to accept an HID card to unlock a TouchPoint Console

How to create a custom price for one or more clients in EP5

How to create diagnostic logs for the Equitrac EP5 System Manager

How to Determine if Print Errors Are Equitrac or Windows Based

How to determine what Disbursement Types are defined within Equitrac Professional 5?

How to disable 'Render print jobs on client computers' on server 2003.

How to disable all DRE logging through System Manager.

How to disable DRC immediately on a workstation where it was installed inadvertently without re-running the Print Client install or rebooting.

How to enable Secure Printing in EP 5.

How to enable the alphabetical soft keyboard on a Pagecounter 100 terminal

How to find Pagecounter MAC address remotely

How to Generate Trace Logs in Equitrac Office, Equitrac Express, and Equitrac Professional

How to import a third party certificate in Equitrac if the Certificate Request has been deleted from the certificate store

How to Locate the Name of the CAS Server from the DRE Server

How to look at raw phone data on a EP5 Server

How to manually add or remove users in Equitrac Professional 5

How to Manually Convert a Printer to Use an Equitrac Port

How to manually uninstall the Equitrac EP5 MAC print client from a workstation.

How to Move the Windows Print Spool Folder
How to Perform a Fax Detect on a PageCounter 100/300 Terminal
- How to Prevent All Desktop Printer from Being Tracked on a Single Workstation
- How to protect the Equitrac software from POODLE Attacks
- How to re-cost Print transactions between a date range
- How to Re-Export Data in Equitrac Professional 5
- How to Reconcile Transaction(s) from a Third-Party Import File in Equitrac
- How to replace a PageCounter in EP5
- How to run reports in web client, using custom filter.
- How to setup the timing of LiteScape ODBC Interface to track Telephone on EP5 System
- How to set up a PageCounter terminal in EP to not prompt for client or matter for a specific user?
- Moved TPC to a different copier and now scanning is not working
- Where do I find the Equitrac EP5 Print Client cache files?
- Where to locate the name of the Equitrac System ID

- Install/Uninstall

  ![Install/Uninstall](image)

  - Default Admin Username and Password for a TouchPoint Console
  - EP5 Install Error 1904: Module ... CEReportSource.dll failed to register
  - How to Change the Landing Page in the Equitrac Web Client
  - How to Install a TouchPoint console
  - Print jobs are slow to start when Equitrac is installed

- Integrations

  - EP5 / eCopy client on ScanStation fails to timeout after user inactivity
  - Equitrac Applet Fails to Load on Machine Running eCopy ShareScan ScanStation
  - Equitrac Professional eCopy client with PageCounter Mini integration does not unlock the ScanStation
  - No copy transactions received from an Equitrac Embedded for eCopy & PCMini configuration
  - Omtool Embedded Directives Fail to Appear on a single TouchPoint Console; embedded directives display correctly on other TPCs
  - PC Law returns “bad matter number” when importing records

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Powered by mindtouch
Scans Not Being Counted When Using eCopy Scan Station

- Licensing
  - Can an Embedded License be Transferred to a New Manufacturer?
  - Equitrac embedded license is registered to the wrong manufacturer
  - Equitrac print client pulling an embedded license instead of a print client license
  - How to locate the serial number for Equitrac Professional 5
  - How to Manually Activate an Equitrac License
  - Licensing Error Dialog Box Appears on the IKON DocSend Client Workstation
  - Number of devices of type 'emb' reached license limit. Error Message Appears When Attempting to Initialize an Embedded Controller
  - Print Client License Error Message Appears on the Client Workstation
  - Print Jobs are pausing and not printing since replacing Print Server
  - Remote DRE Fails to Pull a License in System Manager
  - User is getting 'Failed to obtain Print Client License' the first time they print every morning

- Product Information
  - Can an Equitrac Professional 5 System collect telephone data from a TCP/IP port?
  - Can a Very Large EQCAS Database Log File Be Reduced in Size?
  - Customer would like to know what data would be included in the disbursement description field if it was added to their export file
  - Does EP5 support IPV6?
  - Does Equitrac store network passwords in DCE cache?
  - Do EP5 reports include Duplex information for print jobs?
  - EP5 - Does the Equitrac Print Client support Secure Boot in Windows 8 and Windows 10?
  - Nuance response on WannaCry vulnerability
  - What are the System Requirements for Equitrac EP 5.7?
  - What internet browsers are supported by the Web Client?
• Troubleshooting

- "Could not load file or assembly 'CrystalDecisions.Web..." appears when trying to generate a report
- "Failed to obtain an embedded device - ecopy license" message on eCopy Scanstation
- "Report Template Not Found" error running reports in EP5 EQClient
- Alert messages reporting Error 39 are sporadically transmitted from Equitrac Professional server after scanning documents
- Alert message warns the hard drive on the Equitrac server is running out of space
- All print jobs that meet a routing rule condition are not redirected by the Print Client
- Architecture mismatch error when setting up ODBC import in EP5
- A critical error has occurred. Please contact your administrator appears when trying to view telephone exceptions
- Clicking the cancel button on the print client pop-up does not cancel the print job
- Client/matter file created by Juris fails to import into Equitrac
- Color and Monochrome Counts on Copy by Device Summary Report Do Not Match Manual Meter Counts
- Cost recovery protocols 1 & 2 issues with ShareScan 5.2
- Critical Error has occurred. Error message appears when logging on to the web client after upgrading
- Critical Error Message Appears When Clicking the Additional Info Icon for Transactions in the Web Client
- Delay in printing to Ricoh 901S MFP
- Disk drive becomes full after generating large reports, EP5
- EO/EE: What attributes are queried and what permissions are required for AD synchronization
- EO/EE with HP: Job accounting service error 48.A1.01
- EP5: How to capture print client logs on a workstation client for Mac
- EP5: No popup for non DRE printers even though workstation print tracking is enabled
- EP5: Printers hang at pause when the MAC print client is engaged
- EP5: Scanned image from Xerox copier previews but is not delivered
- EP5: Scan delivery failure to server 2012 network shares from Ricoh and Xerox devices
- EP5: The same Client/Matter number always appears on the Most Recently Used button on the print pop-up dialog box
- EP5: WebRoot Anti-Virus preventing Equitrac Print Client from engaging
- EP5: When "Render print jobs on client computer" is disabled, users are not able to select a specific print tray when printing Word document to a Canon device
- EP5 - Unable to Scan to multiple network folders
- EP5 - When Konica-Minolta vendor mode is enabled, only BW files can be scanned
- EP5 banner / separator pages defined on devices at new print server / DRE do not display the user
- EP5 custom report filter results in "No Data"
- EP5 EQ Document Capture - error 36405 when processing a scan job
- EP5 Error message from CAS in Windows Event Viewer: Can't re-process transaction
- EP5 gives an error when starting System Manager after the EP5 computer was renamed.
- EP5 Print Client popup behavior not obeying popup rule based on page count
- EP5 print client still pops up on workstation when hide mode rule is matched on EP 5.7 server
- EP5 Scheduled Validation task stuck running
- EP5 users are getting exception notifications for print transactions
- Equitrac: Error 403 when accessing System Manager on Windows 2008
- Equitrac: Konica Minolta device does not print jobs
- Equitrac device tracks B/W copies but not color copies in EP5.
- Equitrac Professional: Windows Type 4 Print Drivers fail to convert to EQ Ports
- Error [403] error message returned when starting System Manager
- Error Connecting to the Core Accounting Server displays when you open System Manager
- Exception Email Notification Sent to User and Proxies But No Exceptions Transaction Appears in Web Client when they log on
- Export files are not being written to the correct location for import into time and billing systems
- Export File Is Not Created
- How to generate an MSinfo32 log
- HTTP Error 503. The Service is unavailable
- Invalid Print Stream Error Message Appears in the EP5 DRE Event Viewer When Printing
- Issue with the number of digits allowed for client/matter numbers at print popup and terminals
- Jobs stuck in Print Queue Viewer
- Matter numbers are being set to Inactive after importing Matter numbers from PC Law
- MFP goes offline whenever it is converted to an EQ port
- Microsoft Fax No Longer Functions After Modifying the Equitrac Configuration to Not Pause Print Jobs
- New Client/Matter numbers are not being recognized by Equitrac Professional
- New Validation Is Being Updated to Terminals But Old Validation Is Not Being Marked Inactive in the Database
- No EP5 print client popup to DRE printers when Citrix Virtual Desktop Agent is installed on workstation
- No Exported Transaction Data
No phone calls on EP5 Report for a specific extension

- Open is not recognized as....“ Error Message When Testing the FTP Connection for Rate Tables
- Printers disappear after a reboot of the EP5 server, and secure document release is no longer enabled for these printers.
- Printer Requiring Conversion to an Equitrac Port Fails to Appear in Equitrac Printer Conversion Wizard, EP5
- Printing - The network location cannot be reached... Error Message Appears When Printing a Job
- Printing very slow due to SQL server issues EP5
- Print jobs do not come out at DRE printers, but do print at Workstation printers.
- Print jobs fail to print when released from a secure queue
- Print job fails to print out at printer
- Print Job ownership is being mixed up on environments based on Windows Server 2008R2 Terminal Services (and Citrix).
- Releasing print jobs from the Equitrac Professional 5 Follow-You queue via the EQ Ricoh embedded results in multiple copies of the print job to print
- Report Template Not Found Error Message Appears When Attempting to Run Reports
- Report Template Not Found Error Message Appear When Running Reports
- Scan to email results in sender receiving scan job failure notification email
- Scheduled Task to Import Validation Data Fails, EP5
- Separator Page No Longer Appear After Upgrading from Equitrac Professional 5.1
- Some Client or Matter Validation Data Appears to Be Unavailable in Equitrac
- Some users see the "Reuse these values and suppress the dialogue XX minutes" option on the EP5 print popup, and some do not
- Transactions are not being recorded and data cannot be exported from Equitrac Professional after changing the name of the Equitrac Professional server
- Unable to locate a copy transaction from the billing system in EP5 when running copy reports
- 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
- Validation not updating in EP5 via ODBC import
- Very Large and Incorrect Print Page Count on Random Transactions