eCopy ShareScan

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 ShareScan
- Change SA and eCopy user password at localDB 2012 for eCopyShareScan
- Changing Network Interface Card (NIC) speeds on an eCopy ShareScan ScanStation
- Device Calibration Connector for eCopy ShareScan
- eCopy ShareScan - Supported Device List
- eCopy ShareScan considerations with eCopy Connector for Exchange
- Equitrac Professional and eCopy ShareScan Integration
- Explaining the 2:00 am ShareScan service restart
- How to adjust PDF versions between 1.4 and 1.6
- How to adjust the device connection timeout value
- How to append or insert new information into an existing PDF with ShareScan
- How to back up and restore ShareScan 5.2 LocalDB database
- How to configure Email Watching
- How to configure Folder Watching for eCopy ShareScan
- How to configure ShareScan Exchange connector for multiple URLs
- How to disable Exchange Cached Mode in Outlook 2003
- How to Disable FTP in Apache Tomcat for ShareScan 5.1
- How to enable a Twain or ISIS UI in ShareScan 5.x
- How to modify simulator images in eCopy ShareScan
How to move an "Activated" license to another Primary SQL server in ShareScan 5.x

- How to resolve error 407 (Proxy authentication required) in EWS connector
- How to review or delete users from ShareScan's Credential Cache
- Information on the ShareScan ProfileTool
- Information on using SSL enabled SharePoint servers with ShareScan 5.x
- Ports used by ShareScan 5.4, 5.2 and 5.1
- Removing the Device Calibration Settings in ShareScan 5.0
- ShareScan: Anti-Virus recommendations
- ShareScan: Certificate Manager Tool
- ShareScan: Information about the Job Monitor
- ShareScan: Java requirements
- ShareScan - How to update iManage.dll for WorkSite iManage
- ShareScan - Theory of Operation for eCopy Connector for Interwoven - "Trusted Login"
- ShareScan 5.1: How to create a self-signed certificate for webclient devices
- ShareScan 5.x integration with Ricoh CAP
- ShareScan 5.x license activation
- ShareScan 5 and 6: Configuration export
- ShareScan 6.1, 5.4, and 5.2 compatibility matrix and system requirements
- ShareScan email and folder watching service
- ShareScan Firewall Recommendations
- ShareScan v5 Failover Database Guide
- Sharing watch folder settings between multiple managers
- URL usage in the SharePoint Connector
- USB keyboard driver settings for Canon MFP with embedded clients

- Hotfixes

- "Scanning can not be started. Please try again later." error when scanning on FX devices - ShareScan 5.4 SP2
- "Some error occurred during scanning" when using Auto Color - ShareScan 5.4 SP2
- 2020 LDAP channel binding and LDAP signing requirements for Windows

https://knowledge.kofax.com/MFD_Productivity/eCopy_ShareScan
Updated: Sat, 28 Nov 2020 02:06:20 GMT
Powered by mindtouch
Active scan job lost after an error times out - ShareScan 5.4 SP2

- eCopy ShareScan 6.1 Hotfix list
- eCopy ShareScan 6.2 Hotfix list
- eCopy ShareScan 6.3 Hotfix list
- Intermittently some scanned pages may be missing from the output - ShareScan 5.4 SP2
- Intermittently the scan preview image does not appear on the Xerox device
- Occasionally the preview image will not be presented on the client (Xerox embedded) - ShareScan 5.4 SP2
- Orientation Issues with ScanStation on Konica Minolta - ShareScan 5.4 SP2
- Rotation issues on Ricoh embedded with Auto-Color - ShareScan 5.4 SP2
- Scanner settings lost with Netscaler Failover - ShareScan 5.4 SP2
- ScanStation / Copitrak - client does not lock when the user ends a session
- ShareScan 5.4 and 6.1 hotfixes can not be installed after installing Feb 2019 Microsoft patches
- ShareScan 5.4 SP2 - EWS login issues when externally hosted
- ShareScan 5.4 SP2 - HP Scanjet 7000nx or 7000n cannot be added
- ShareScan 6.1: License cannot be loaded because no activated upgradable license has been found
- ShareScan 6.1 - Flickering folders when selecting scan destination
- ShareScan 6.1 SP1 Hotfix 10534: Support for Konica Minolta devices with Chromium browser
- ShareScan Embedded for Xerox devices are displaying "Scanner warming up" - ShareScan 5.4 SP2
- ShareScan not using UPN as expected with Exchange EWS - ShareScan 5.4 SP2
- Smart Forms Extender - extracted from the matched template were applied for the wrong document - ShareScan 5.4 SP2
- Some jobs are stuck in processing state - ShareScan 5.4 SP2
- Unable to Scan with the Flatbed Option on Canon DR Scanners - ShareScan 5.4 SP2
- Web client slow to start - ShareScan 5.4 SP2
- When scanning to Worksite the document fails to upload - ShareScan 5.4 SP2

- Install/Uninstall

- Add multiple Canon devices to ShareScan 5.x with the import function
- Add multiple HP devices to ShareScan 5.x with the import function
- Add multiple Xerox devices to ShareScan 5.x with the import function
eCopy: Automatic activation for ShareScan 6.x licenses
- How to reinstall the ShareScan v5.x - v6.1 Database tables
- How to remove ShareScan 5.1 hotfixes
- How to remove ShareScan 5.4 hotfixes
- How to upgrade multiple ShareScan 5.0, 5.1, 5.2 or 5.4 managers with a shared database
- Installing Exchange Certificates on ShareScan Managers
- PCC 4 and Kofax capture products on Ricoh MFP: Installation order
- ShareScan: Recommendation for upgrading with a Shared SQL database to 5.x or 6.1 with a Service Pack
- ShareScan 5.4 SP2: Instructions for uninstalling
- ShareScan 6.1 - Installation "could not install the C++ 2015 runtime" on Windows 10 systems
- ShareScan 6.1 SP1: Instructions for uninstalling
- ShareScan 6.2 : Instructions for uninstalling
- ShareScan Extender (eCopy Business Automation Suite, Barcode Recognition, Image Enhancement, Bates Stamping) install
- Steps how to add HP ScanJet Enterprise 8500 fn1 or Digital Sender Flow 8500 fn1 MFD to ShareScan 5.x

- Product Information

- Does eCopy ShareScan support SFTP or FTPS?
- Does ShareScan work with OneDrive for Business?
- eCopy: Information on consolidating or co-terming licenses
- eCopy: Manual activation for ShareScan 6.x licenses
- eCopy Product Registration and Activation processes defined
- eCopy product registration FAQS
- eCopy ScanStation operating system upgrades
- eCopy ShareScan - Basic information for Service Request
- eCopy ShareScan 5.4 Hotfixes list
- eCopy ShareScan ScanStation - Operating System options
- eCopy ShareScan SDK 5.0 templates in Visual Studio 2010 or later
- End of Support, Sales dates for ShareScan
- How to create eCopy Registration site accounts & sub accounts
Image Compression in ShareScan 5.x
- Information on Send to eCopy ShareScan
- Information on ShareScan Key Resets
- Information on using multiple NICs with ShareScan 5.x
- INTERNAL - How to Request an NFR Key
- Is ICMP required for ShareScan?
- Is there a maximum number of pixels that ShareScan OCR can process?
- Manual activation for eCopy ShareScan 6.x and 5.x licenses
- Manual update of Apache Tomcat
- Microsoft Office 365 Support for Exchange and SharePoint with ShareScan
- OpenText Livelink Connector - Extended Technical Data
- Public available links to smart MFP videos
- Required fields with RightFax Connector
- Requirements for using the ShareScan SharePoint connector with SharePoint 365
- RightFax 10.6 support with ShareScan
- SDK Connectors and User Data Entry During Scan
- ShareScan: Apache Tomcat version requirements
- ShareScan: Canon Embedded Client compatibility
- ShareScan: How to Upgrade to the Latest Version
- ShareScan: Ricoh Embedded Client compatibility
- ShareScan - Activity Tracking Guide
- ShareScan - Add multiple Ricoh devices using the import function
- ShareScan - Can SMB be disabled on systems?
- ShareScan - FREAK Vulnerability Q&A
- ShareScan - Log on locally right requirements
- ShareScan - Modern Authentication with Office 365
- ShareScan - Windows 10 compatibility
- ShareScan 5.4 - What version of Apache Tomcat is used?
- ShareScan 5.x Hotfix policy
- ShareScan 6.1: More than one language Searchable text recognition [OCR] with Asian and Arabic languages
- ShareScan 6.x and 5.x Embedded client for Ricoh MFP download information
- ShareScan Embedded for Canon MEAP: Version 6.2 6.1 and 5.4 downloads
- ShareScan Extender (Highlight & Redact, Database Lookup, Authentication) install
- ShareScan PaperRiver Connectors (CloudPack, Exact, Docuware, HP Trim, Sage, Salesforce, Sharepoint Server Edition, Xerox Docushare) install
- ShareScan ScanStation: TWAIN drivers support

https://knowledge.kofax.com/MFD_Productivity/eCopy_ShareScan
Updated: Sat, 28 Nov 2020 02:06:20 GMT
Powered by mindtouch™
- ShareScan ScanStation and Windows 7 End of Support
- ShareScan software build information
- ShareScan support for WorkSite 9.4
- ShareScan / Equitrac: support for Cost Recovery 3.5 protocol
- Should ShareScan Agent be regularly restarted?
- SMTP authentication for eCopy ShareScan
- System requirements for ShareScan v5.0
- XP End of Life PC upgrade recommendations

• Troubleshooting

- "Error 1920.Service ShareScan Agent (ShareScanAgent) failed to start. Verify that you have sufficient privileges to start system services" during the installation of the ShareScan
- "Invalid TCP Header" error when adding device
- "The Apache Tomcat service failed to Start" error message during the installation of ShareScan 5.0
- All devices not able to connect and ShareScan Manager service stopped every morning
- Barcode Recognition Extender cannot be located in ShareScan v5 Administration Console
- Broadcom Errors in the Windows Event Log on ScanStation
- Checking SSL Certificate installation status
- Cursor on HP 6305 ScanStation appears malformed
- Data loss or black edges on the extreme edge of scanned B & W documents
- Date field missing on File Name when using data gathered through the Forms Processing Extender
- Determining the Exchange Web Services (EWS) URL for the ShareScan Exchange Connector
- Devices not adding to a ShareScan 5.x Manager
- Differences in OCR results
- Email and Folder Watcher Service TroubleShooting Guide
- EP5 / eCopy client on ScanStation fails to timeout after user inactivity
- Equitrac and ShareScan 5.x : Single Sign On using Ricoh AAA with PCC 4
- Equitrac Professional eCopy client with PageCounter Mini integration does not unlock the ScanStation
- Error when attempting to send email using the Lotus Notes connector
- Error when trying to restore an SQL database to an other SQL server with ShareScan v5
Exchange: "Server Access Error: The remote certificate is invalid according to the validation procedure" when testing the EWS connection

- Exchange */MAPI "trust relationship [1787]" or "Logon() failed with error code 1787" in Multi-domain environment
- Fax via Exchange (EWS) not sending scans to email-to-fax service
- Fax/LDAP via SMTP: Intermittently ShareScan manager service crashes when using eCopy Address Book
- Forgotten Windows password on the Scanstation
- How to collect 32-bit process dump of ShareScanManager.exe
- How to collect log for Send to eCopy issues
- How to connect to ShareScan LocalDb with SQL Server Management Studio Express
- How to enable trace logs for ShareScan hotfixes and installs
- How to enable Verbose Logging for WebDAV Protocol in eCopy ShareScan v5
- Installing ShareScan Embedded on Ricoh MFP - "Java not installed on the computer"
- Interactive Services Detection error when using Fax via Print connector - ShareScan 5.4 SP2
- Internet Explorer "Connection error!" in ShareScan Webclient Simulator
- Microsoft's Exchange Connectivity Test
- NIFTraceService fails to start or does not run
- NIF Trace Service restarts repeatedly
- Object is Not Set to an Instance of an Object - Error in ShareScan
- Object reference not set to an instance of an object error on NFR implementation - ShareScan 5.2 SP2
- Orientation problems with mixed originals
- Port Testing tool
- Ricoh USB error: Incompatible USB device
- ScannedFiles folder has subfolders that contain " DT" in the name
- Scanning with Ricoh MP C407, 501, IM 430F results in paper being only fed in partway
- ScanStation (RP5810) network card has flashing LEDs but NIC not visible in Windows device manager
- ScanStation client is unable to connect to the ShareScan Manager
- ScanStation fails to launch with the error: "ScanStation failed to initialize due to a configuration error"
- ScanStation locks up with "Processing" displayed in the lower right corner
- ScanStation Xerox TWAIN driver configuration fails with Windows 10
- Scan job output always in B&W
- ShareScan: "Tomcat Service Error 1067" appears
- ShareScan: Apache Tomcat service cannot start
- ShareScan: Black lines on the edge of scanned images from Xerox MFP
- ShareScan: Capture raw image files for troubleshooting
- ShareScan: Every device that you use with eCopy ShareScan requires a valid license
- ShareScan: Fax/SMTP - External Keyboard cannot be used for inputting Fax Numbers
- ShareScan: How to confirm the Hardware Fingerprint ID (HWFPID)
- ShareScan: HP Devices are not correctly scanning A3/A4 pages using Mixed Originals input size
- ShareScan: SSO with PCC 4 and eCopy may not work properly when more than 1 DCE is configured
- ShareScan: When selecting a Connector license, the file generated is not for the selected connector option
- ShareScan - Customer using Scan-To-Desktop or Quick connect to DFS file share and job is not delivered
- ShareScan - Document storing fails with Interwoven Worksite 8.5 or later with error message containing "NRT"
- ShareScan - Embedded for Canon MEAP - troubleshooting
- ShareScan - Installation rolls back
- ShareScan - Scans sent using the SMTP via LDAP connector is never received
- ShareScan - Scan to desktop shows a 7 or more second delay before rendering the preview form
- ShareScan 5.4: connecting to SharePoint 365 - Access is denied error when testing credentials
- ShareScan 5.4 - SharePoint 365 "The operation you are attempting to perform is not allowed because otherwise the list view threshold set by the administrator is exceeded."
- ShareScan 5.4 SP1 (and 6.1): Creating Excel files results in misformatted pages
- ShareScan 5.4 SP2 - Some Xerox devices cannot scan after upgrade
- ShareScan 5 and 6: How to export verbose trace files
- ShareScan 6.0 - Rotation issues with specific KM A4 devices
- ShareScan 6.1 - Rotation issues with bizhub C3851FS
- ShareScan 6.1 - ShareScan Manager error when running the highlight ad redact extender
- ShareScan Administration Console "Failed to connect to the Client"
- ShareScan Administration Console cannot start - error 0xc000002d
- ShareScan client for Canon MEAP: FILE NOTFOUND ERR
- ShareScan Connector / Extender (imanage worksite, EMC Documentum, Sharepoint, OpenText eDocs, Rightfax, Quick Connect, Cost Recovery) install
- ShareScan error message "Licenses are corrupted"
- ShareScan services do not start automatically upon reboot
- ShareScan Simulator does not start due to IP address change
- ShareScan webclient SSL certificate information
- ShareScan with Xerox - Error 18556 - server script error
- ShareScan / Interwoven Worksite: "Unable to store your document due to following error: This operations is currently not available due to flatspace filing restrictions"
- Slow performance when scanning with a ShareScan embedded client
- Smart Forms Extender not processing multi-page batch
- Some users are unable to authenticate Active Directory accounts through ShareScan
- Temporary files not being deleted
- The error "This implementation in not part of the Windows Platform FIPS validated cryptographic algorithms" appears when using eCopy ShareScan Administration Console.

https://knowledge.kofax.com/MFD_Productivity/eCopy_ShareScan
Updated: Sat, 28 Nov 2020 02:06:20 GMT
Powered by mindtouch
- Title field is not showing in the Sharepoint connector.
- Troubleshooter Tool: How to export the Full Check report (CheckResult.xml)
- Troubleshoot SMTP issues using PowerShell
- Troubleshoot SMTP issues using telnet
- Unable to open ShareScan Administration Console when Xerox Mobile Print DCE Service is installed
- Unable to add a Canon MFP with a Fiery controller to ShareScan
- Xerox ConnectKey Share to Cloud - Unable to connect to the remote server
- Xerox ScanStation Driver Timeout is Too Short