

# Nuance<sup>®</sup> Document Imaging

## AutoStore

Version 7.0 SP3

## Installation Guide

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# Installation of AutoStore 7.0

This guide describes options and procedures to install or upgrade AutoStore server and how to license installed components.

The installation installs the AutoStore server and workflow components for capturing, processing, and routing of documents within an enterprise. Client applications included with the installation can be installed separately on the server or distributed to install on user workstations.

During installation of the server, you can accept the default settings or select to install individual components. After installation of the server, availability of installed components depends on licensing.

## In This Guide

Section	Description
<a href="#"><i>Prepare for Installation</i></a>	Describes how to prepare a computer for AutoStore: <ul style="list-style-type: none"><li>• System requirements</li><li>• Download software</li><li>• Turn off Microsoft Windows Firewall</li></ul>
<a href="#"><i>Install AutoStore</i></a>	Steps through a new install of AutoStore 7.0.
<a href="#"><i>Upgrade AutoStore</i></a>	Describes steps to upgrade from a previous version of AutoStore.
<a href="#"><i>License AutoStore</i></a>	Describes how to license AutoStore server and its components.
<a href="#"><i>AutoStore tutorial</i></a>	Describes how to start the AutoStore Process Designer and build and run a simple workflow.
<a href="#"><i>Communication port reference</i></a>	Provides general information on ports and protocols for AutoStore components.
<a href="#"><i>Troubleshooting tips</i></a>	Provides tips to solve known issues.


# Prepare to install AutoStore

Depending on your requirements, the AutoStore 7.0 setup application installs a new instance of AutoStore, upgrades an existing instance, or provides maintenance options. Topics in this section address important considerations for the computer where AutoStore will be installed. Before you install AutoStore review the information in this section.

## System requirements

This topic describes system prerequisites before you run setup for AutoStore 7.0.

Category	Requirement
Processor	Small deployment recommendation: <ul style="list-style-type: none"><li>Single dual core desktop CPU — 2 GHz or higher</li></ul> Medium deployment recommendation: <ul style="list-style-type: none"><li>XEON or Opteron CPU — 2MB or more 2nd-level cache, 1 or 2 CPUs/cores</li></ul> Large deployment recommendation: <ul style="list-style-type: none"><li>XEON or Opteron CPU — 2MB or more 2nd-level cache, multiple CPUs/cores</li></ul>
Memory	Small deployment recommendation: <ul style="list-style-type: none"><li>2 GB of RAM</li></ul> Medium deployment recommendation: <ul style="list-style-type: none"><li>2 — 4 GB of RAM</li></ul> Large deployment recommendation: <ul style="list-style-type: none"><li>At least 4 GB of RAM</li></ul>
Hard disk space	Small deployment recommendation: <ul style="list-style-type: none"><li>10 GB</li></ul> Medium deployment recommendation: <ul style="list-style-type: none"><li>40 GB</li></ul> Large deployment recommendation: <ul style="list-style-type: none"><li>100 GB</li></ul>
Network card	<ul style="list-style-type: none"><li>NIC card</li></ul>
Operating system	Server: <ul style="list-style-type: none"><li>Windows Server 2012 R2 — Standard and Datacenter</li><li>Windows Server 2012 — Standard and Datacenter</li></ul>

Category	Requirement
	<ul style="list-style-type: none"> <li>Windows Server 2008 R2 — Standard, Enterprise, and Datacenter</li> <li>Windows Server 2008 (32\64 bit) — Standard, Enterprise, and Datacenter</li> <li>Windows 10 (32\64 bit) — Pro and Enterprise</li> <li>Windows 8.0<sup>*</sup>/8.1 (32\64 bit) — Pro and Enterprise</li> <li>Windows 7 (32\64 bit) — Professional, Ultimate, and Enterprise</li> </ul> <p> <b>Note:</b> Small Business Server / domain controllers are not supported for installing AutoStore.</p> <p>Client:</p> <ul style="list-style-type: none"> <li>Windows 7 (32\64 bit) — Professional, Ultimate, and Enterprise</li> <li>Windows 8.0<sup>*</sup>/8.1 (32\64 bit) — Pro and Enterprise</li> <li>Windows 10 (32\64 bit) — Pro and Enterprise</li> </ul> <p>For all platforms, Microsoft recommends that you upgrade to the latest Windows Service Pack and critical updates available from the <a href="#">Windows Update website</a> to ensure the best compatibility and security. Installation of the latest Windows Service Pack may be required on some operating systems.</p>
Software	<p>Internet browser for viewing Notable Solutions web Help:</p> <ul style="list-style-type: none"> <li>Internet Explorer 9.0 or greater</li> <li>Edge on Windows 10</li> <li>Firefox 4.0 or greater</li> <li>Google Chrome 10.0 or greater</li> </ul> <p>Database management:<sup>†</sup></p> <ul style="list-style-type: none"> <li>Microsoft SQL Server Express (32 bit)<sup>‡</sup></li> <li>Microsoft SQL Server 2005 (32-bit)</li> <li>Microsoft SQL Server 2008 (32- and 64-bit)</li> </ul>
Framework	<p>The AutoStore installation prompts to install required versions of Microsoft .NET Framework if they are not already available on a host machine.</p> <ul style="list-style-type: none"> <li>Microsoft .NET Framework 3.5</li> <li>Microsoft .NET Framework 4.0</li> <li>Microsoft .NET Framework 4.5</li> </ul>
Virtualization platform	<p>This release of AutoStore has been tested for migrating virtual machines between physical servers with VMware VMotion.</p>

Remaining prerequisites are installed during the installation process.

<sup>\*</sup> Windows 8.0 is supported when running the latest service pack from Microsoft.

<sup>†</sup> Prerequisite for Device Registration Service.

<sup>‡</sup> SQL Server Express is included with the AutoStore distributable as the default database server for Device Registration Service. SQL Server Express is not recommended to run in a high availability enterprise environment.

## Download software

A single self-extracting ZIP file contains the installation software for AutoStore and Device Registration Service. Download the executable package from the [Nuance Web License Tool](#) and double-click it to unzip the contents to a temporary location on the computer. Before installing software, review the `setup.htm` file from the unzipped installation package.

After you expand the installation package, the AutoStore installation executable (`AutoStore7SP3.exe`) is located in the `AutoStore Installation` folder.

## Turn off Microsoft Windows Firewall

Turn off Microsoft Windows Firewall before installing the AutoStore software and setting up your AutoStore environment. Turning off the firewall ensures that the AutoStore server can communicate with AutoStore components on the network. After you install AutoStore and set up your environment, you can turn on the firewall and coordinate with your network administrator to ensure that the firewall does not block access to the ports that the server and components use to communicate. If you cannot turn off the firewall because of security protocols, coordinate with your network administrator prior to installation to configure port access.

Refer to Microsoft Help for information on how to turn off Microsoft Windows Firewall.

The [Communication port reference](#) on page 23 topic provides more information on default port assignments for network-enabled components and lists port assignments that you can modify.

# Install AutoStore

Complete the steps in this procedure for a new installation of the AutoStore software.

1. Turn on Microsoft Windows Updates to enable the installation wizard to install Microsoft Windows Identity Foundation.



**Tip:** If the installation wizard fails to install Microsoft Windows Identity Foundation, cancel the installation, verify that Microsoft Windows Updates is turned on, and restart the installation. You can restore the Microsoft Windows Updates settings after installing the AutoStore software.

2. Start the installation executable file from the `AutoStore\installation` subfolder in the installation package described in [Download software](#) on page 6.

Administrator permissions are required to install AutoStore. Usually you can right-click the executable file (for example, `AutoStore7.0SP3.exe`) and click **Run as administrator**.

3. If the installation wizard prompts you to install required software, click **Install**.
4. After the installation wizard installs the required software, click **Next**.
5. Review and accept the license agreement.
6. On the **Customer Information** screen, type a user name and organization.
7. On the **Custom Setup** screen, select the AutoStore components that you want to install.



**Important:** By default, all capture and process components are selected for installation. Route components that require client software are not selected by default. If you select a route component that requires client software, verify that the client software is on the local machine. The installation fails if you select a route component and its client software is not on the machine.

8. If necessary, change the location where the installation wizard installs the software.  
If you change the default location, use a location on the local machine. Do not use a location on a network drive.
9. On the **Ready to Install the Program** screen, click **Install**.

In AutoStore 7.0, some AutoStore 6.0 components were moved to a Sunset category. Sunset components are listed in the product release notes. Nuance no longer releases software updates for these components, although it still supports their use with AutoStore 7.0. Sunset components are not included in the default AutoStore installation. To install Sunset components, use **Software Updates** in AutoStore Process Designer to download and install the updates.

# Upgrade a previous installation of AutoStore

You can run the AutoStore 7.0 installation executable to upgrade earlier versions of AutoStore 7.0 to AutoStore 7.0. To upgrade an AutoStore 6.0 server, you must first uninstall AutoStore before performing the AutoStore 7.0 installation.

Refer to information in the following topics to perform an upgrade.

- [Upgrade checklist](#) on page 8
- [Upgrade AutoStore](#) on page 8
- [Upgrade with expired licenses](#) on page 9

## Upgrade checklist

Complete the items in the following checklist when upgrading from an earlier version of AutoStore 7.0 to AutoStore 7.0:

- ☐ Verify that you have administrator rights on the machine.
- ☐ Verify that your test and production environments satisfy the requirements described in [System requirements](#) on page 4.



**Important:** A simple upgrade is only supported for earlier installations of AutoStore 7.0.

For earlier versions of AutoStore (6 or earlier), you must first remove the earlier version of AutoStore before you install AutoStore 7.0.

When upgrading AutoStore 7.0 to the latest Service Pack, ensure that all AutoStore-related processes are stopped and that all AutoStore applications are closed.

- ☐ Verify that your license maintenance contract is current.

## Upgrade AutoStore

Complete the steps in this procedure to upgrade the AutoStore software from an earlier version of AutoStore 7.0.

Make sure that you stop the AutoStore service and close AutoStore application windows as described in this procedure before you begin the upgrade.


1. Review the [Upgrade checklist](#) on page 8.
2. Open **AutoStore Process Designer**.
3. On the **Home** ribbon, click **Stop** to stop the AutoStore service.
4. Close the **AutoStore Process Designer** window.



5. Close the AutoStore **Status Monitor** window if it is open.
6. Install the new version of the AutoStore software as described in [Install AutoStore](#) on page 7.
7. After the install program completes, open **AutoStore Process Designer**.
8. On the **Home** ribbon, click **About**, and verify that the about screen shows AutoStore 7.0.
9. On the **Home** ribbon, click **Start** to start the AutoStore service.
10. On the **Home** ribbon, click **Status Monitor** to start AutoStore **Status Monitor**.
11. If you installed the new AutoStore software in a test environment, use your test plan to test your workflows.

The evaluation license allows you to test before migrating the new software to the production environment.

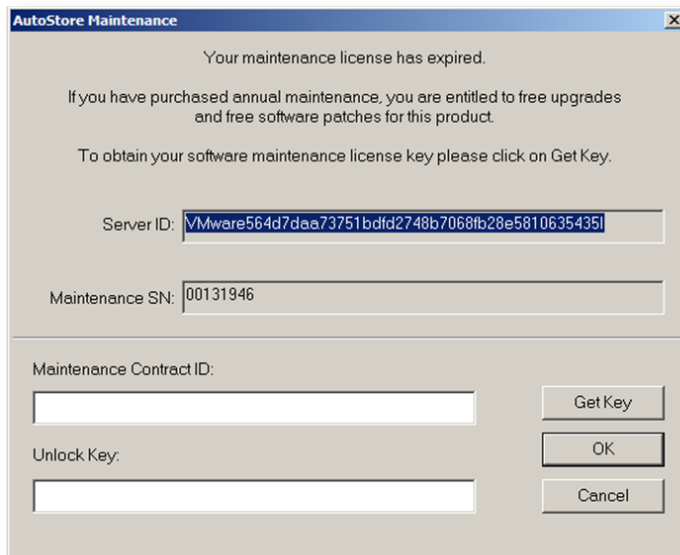
12. After successful testing, migrate the new software to the production environment.
13. If necessary, license the AutoStore 7.0 components as described in [License AutoStore](#) on page 11.

 **Note:** Existing AutoStore 7.0 licenses are migrated to AutoStore 7.0 during the upgrade.

## Upgrade with expired licenses

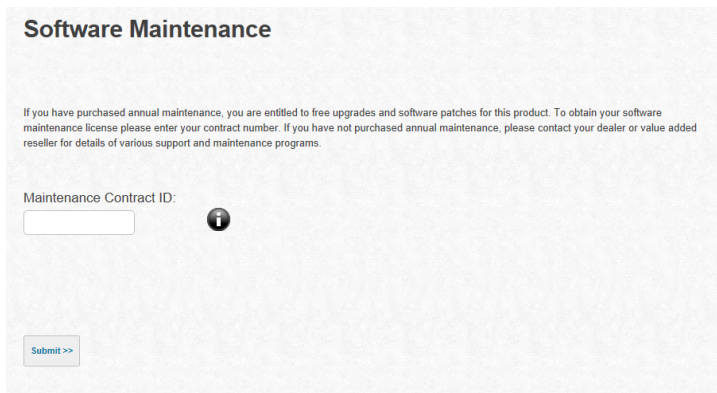
To upgrade an environment with expired licenses, get a software maintenance key so you can download the AutoStore software.

1. Verify that your maintenance contract is active.
2. Type your **Maintenance Contract ID** and then click **Get Key**.



The image shows a screenshot of the 'AutoStore Maintenance' dialog box. The title bar says 'AutoStore Maintenance'. The main text reads: 'Your maintenance license has expired. If you have purchased annual maintenance, you are entitled to free upgrades and free software patches for this product. To obtain your software maintenance license key please click on Get Key.' Below this, there are two input fields: 'Server ID:' with a pre-filled value 'VMware564d7daa73751bdfd2748b7068fb28e5810635435f' and 'Maintenance SN:' with a pre-filled value '00131946'. At the bottom, there are two more input fields: 'Maintenance Contract ID:' and 'Unlock Key:'. To the right of these fields are three buttons: 'Get Key', 'OK', and 'Cancel'.

The **Software Maintenance** page appears with the Maintenance Contract ID that you entered.



**Software Maintenance**

If you have purchased annual maintenance, you are entitled to free upgrades and software patches for this product. To obtain your software maintenance license please enter your contract number. If you have not purchased annual maintenance, please contact your dealer or value added reseller for details of various support and maintenance programs.


Maintenance Contract ID:

3. Click **Submit**.

If the Maintenance Contract ID is valid, the next page shows your unlock key.

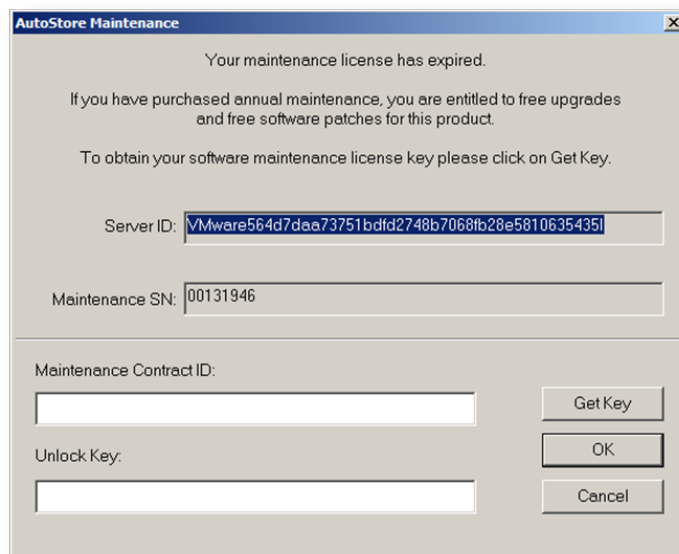


**Software Maintenance**

Your software maintenance license key is 

4. Right-click the selected text and click **Copy** to copy the key to the clipboard.

5. Paste the key in the **Unlock Key** field and click **OK**.



**AutoStore Maintenance**

Your maintenance license has expired.

If you have purchased annual maintenance, you are entitled to free upgrades and free software patches for this product.

To obtain your software maintenance license key please click on Get Key.

Server ID:

Maintenance SN:

Maintenance Contract ID:

Unlock Key:

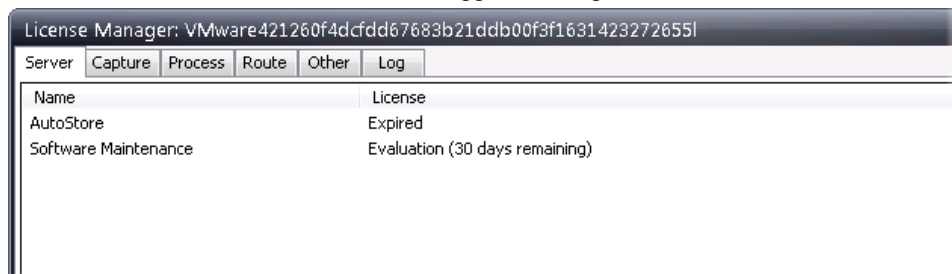
6. Complete the procedure in [Upgrade AutoStore](#) on page 8.

# License AutoStore

This procedure explains how to license AutoStore for a new installation and an installation in an environment that has active licenses.

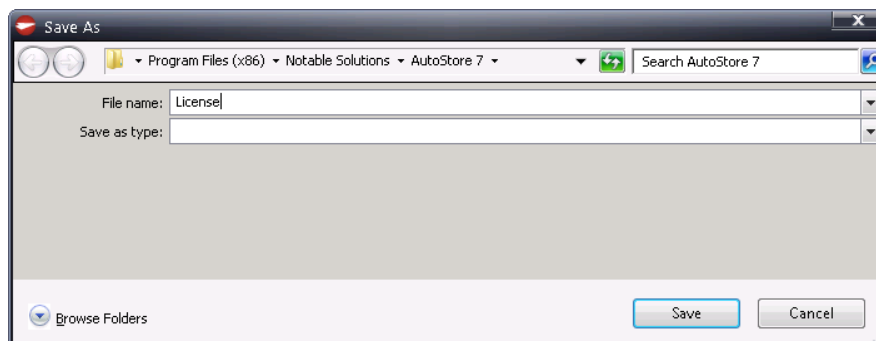
1. On the Microsoft Windows taskbar, click **Start > All Programs > Notable Solutions > AutoStore 7 > AutoStore 7 Process Designer**.
2. On the **Home** tab of the ribbon, click the **License Manager** button.

On the **Server** tab, the AutoStore license appears as expired for a new installation:



For environments that have active or expired licenses, the tab shows the licenses, their statuses, and the software maintenance status.

3. Click **Create Request**.
4. In the **Save As** dialog box, type a license file name and save the file locally. Note the file location.



5. Click **Web License**.

The [Nuance Web License Tool](#) page opens in a browser.

If you are a new user, continue with step 6 on page 11.

If you have a user account, go to step 7 on page 12.

6. Create an account:
  - a) Click **Create account**
  - b) Enter the requested information and click **Create My Account**.

**NUANCE Web License Tool** English | Login

**Create New Account**

**Personal Information:**

First Name \*

Last Name \*

Phone \*

Company \*

City

State/Province \*

Postal Code \*

Country

**User ID and Password:**

Email \*

Confirm Email \*

Password \*


Confirm Password \*

**Image Verification**  
Verify that you are a human not robot, please choose Lock

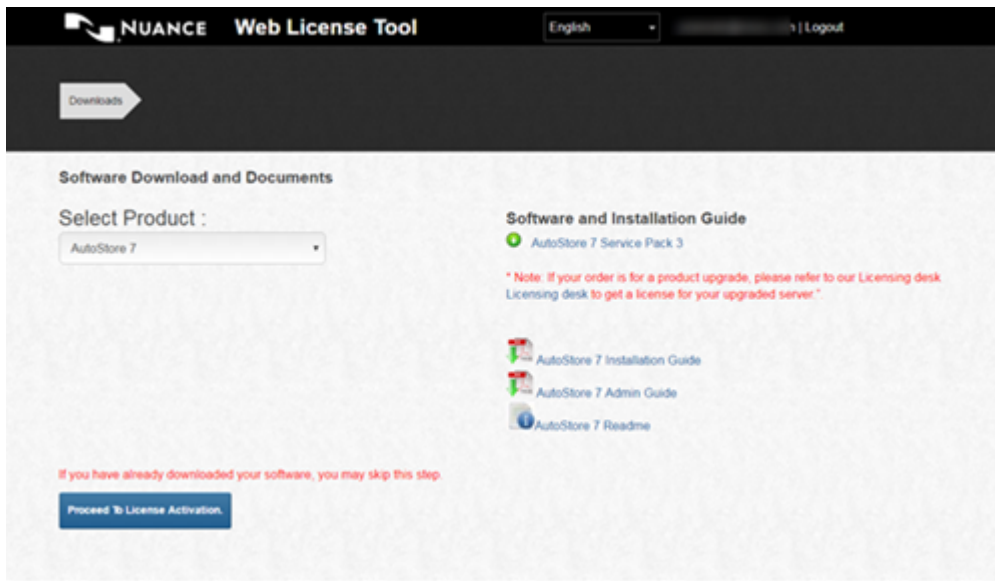
☐ ☐ ☐ ☐ ☐

By clicking the "Create My Account" button below, I certify that I have read and agree to the [NSi Terms of Service](#), [NSi Privacy Policy](#) and [Communications Terms of Service](#), and to receive account related communications from NSi electronically.

[Create My Account >>](#)

 **Note:** Do not use free email accounts such as Hotmail or Gmail.

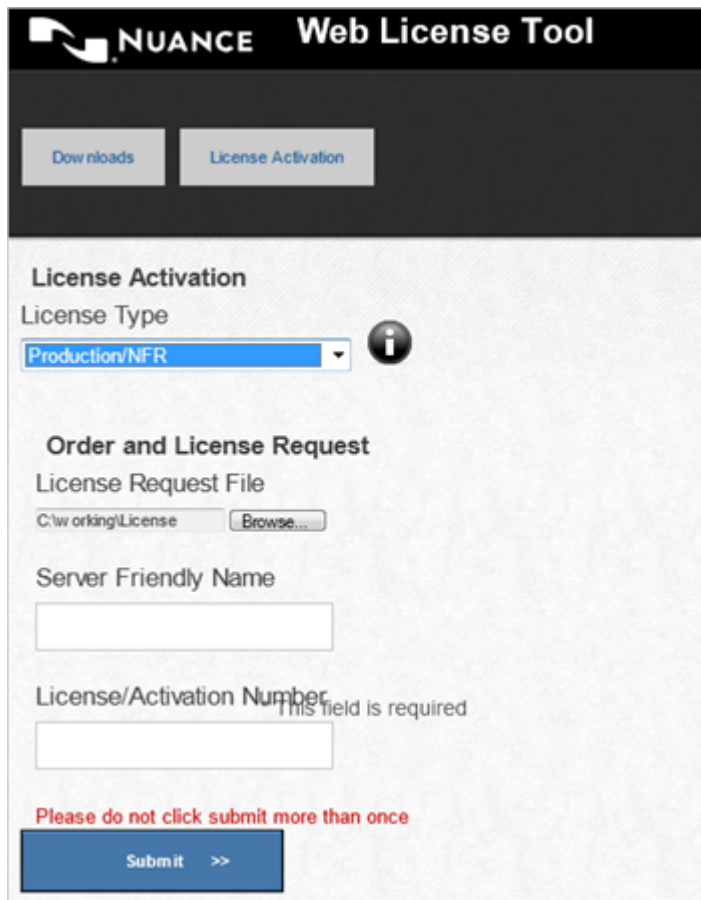
- c) In the confirmation email that you receive, click the link to confirm your account registration.  
If the confirmation email is not in your inbox, check your SPAM folder or junk email folder.
- d) Return to the [Nuance Web License Tool](#) page.
7. Enter your login credentials and click **Login**.
8. Choose the AutoStore 7 in the **Select Product** box, and click **Proceed to License Activation**.



9. Choose the license type from the **License Type** drop-down list box:
- If you choose Evaluation/Extension, click **Browse** and browse to the license file that you created in step 4 on page 11. Click **Submit** and go to 13 on page 15.

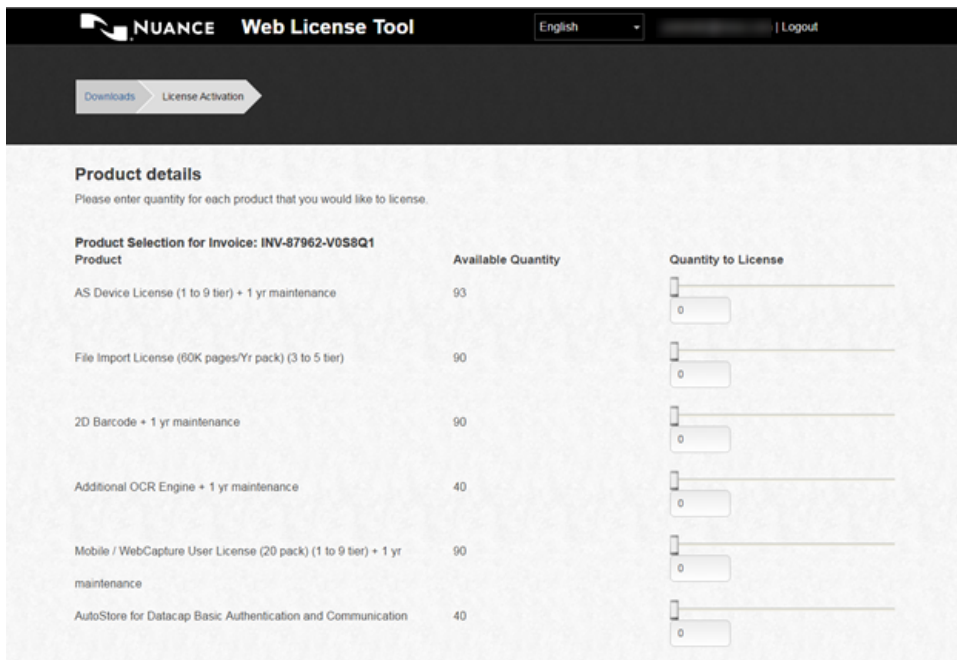
The screenshot shows the 'License Activation' section of the 'Web License Tool'. It has a header with the Nuance logo and 'Web License Tool', and two buttons: 'Downloads' and 'License Activation'. The 'License Activation' section includes a 'License Type' dropdown menu set to 'Production/NFR' with an information icon. Below this is the 'Order and License Request' section, which contains a 'License Request File' field with a 'Browse...' button, a 'Server Friendly Name' text input field, and a 'License/Activation Number' text input field with a red asterisk and the text 'This field is required'. A red warning message at the bottom says 'Please do not click submit more than once'. At the very bottom is a blue 'Submit' button with a right-pointing arrow.

- If you select **Production/NFR**, click **Browse** and browse to the license file that you created in step 4 on page 11. Enter a **License/Activation Number**. Click **Submit** and continue with step 10 on page 14.



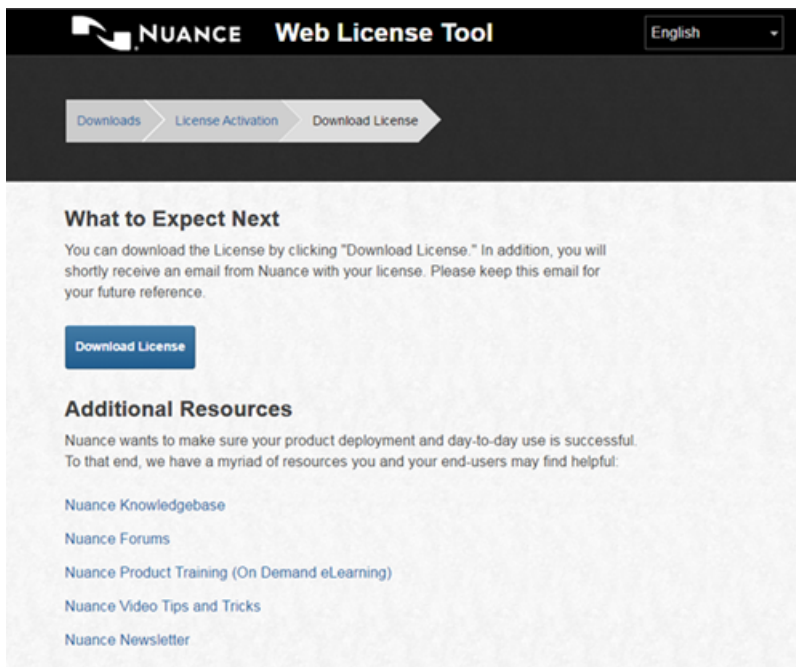
The image shows the Nuance Web License Tool interface. At the top, there is a black header with the Nuance logo and the text "Web License Tool". Below the header, there are two buttons: "Downloads" and "License Activation". The "License Activation" button is selected. The main content area is titled "License Activation". Under this title, there is a "License Type" dropdown menu with "Production/NFR" selected. To the right of the dropdown is an information icon (i). Below this, there is a section titled "Order and License Request". Under this section, there is a "License Request File" label, a text box containing "C:\working\License", and a "Browse..." button. Below this, there is a "Server Friendly Name" label and an empty text box. Below that, there is a "License/Activation Number" label, a text box, and a red message "This field is required". At the bottom, there is a red warning message "Please do not click submit more than once" and a blue "Submit >>" button.

10. On the **Product details** page, specify the number of licenses and click **Submit**.



Product	Available Quantity	Quantity to License
AS Device License (1 to 9 tier) + 1 yr maintenance	93	0
File Import License (60K pages/Yr pack) (3 to 5 tier)	90	0
2D Barcode + 1 yr maintenance	90	0
Additional OCR Engine + 1 yr maintenance	40	0
Mobile / WebCapture User License (20 pack) (1 to 9 tier) + 1 yr maintenance	90	0
AutoStore for Datacap Basic Authentication and Communication	40	0

11. Click **Download License**.



**What to Expect Next**

You can download the License by clicking "Download License." In addition, you will shortly receive an email from Nuance with your license. Please keep this email for your future reference.

[Download License](#)

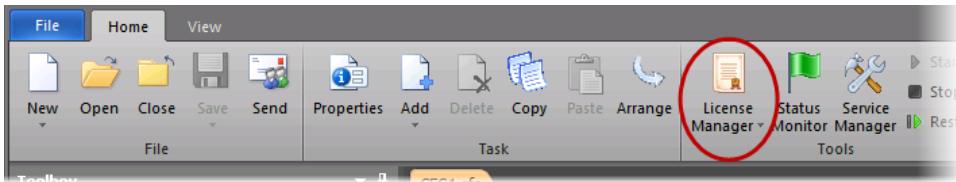
**Additional Resources**

Nuance wants to make sure your product deployment and day-to-day use is successful. To that end, we have a myriad of resources you and your end-users may find helpful:

- [Nuance Knowledgebase](#)
- [Nuance Forums](#)
- [Nuance Product Training \(On Demand eLearning\)](#)
- [Nuance Video Tips and Tricks](#)
- [Nuance Newsletter](#)

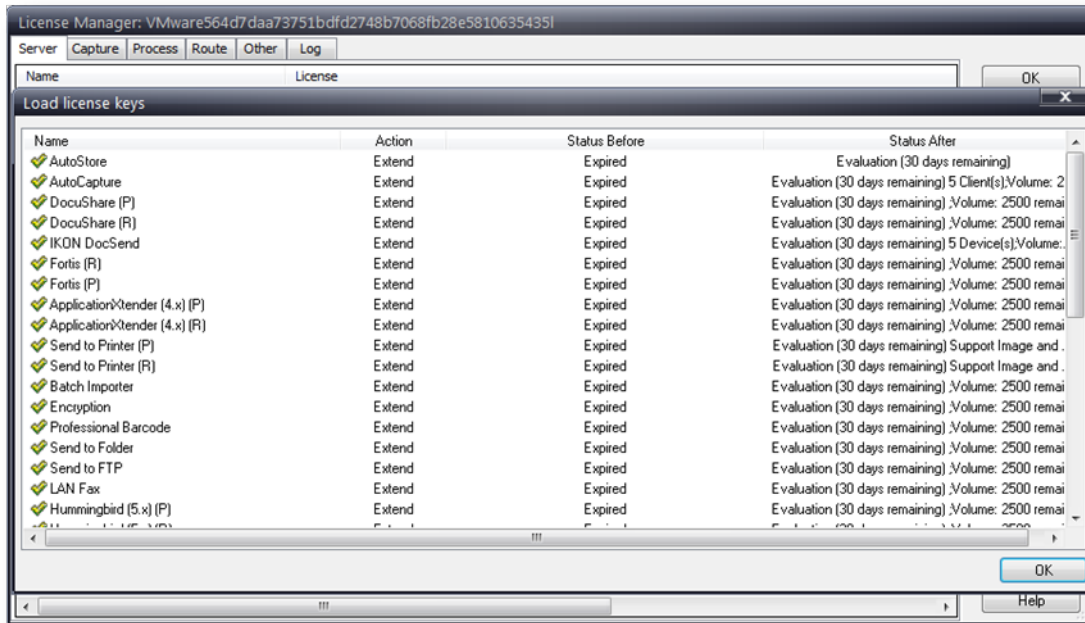
12. Save the file locally and note the location of the file.

13. Open **AutoStore Process Designer**, and on the **Home** tab, click **License Manager**.



14. Click **Load Keys** and then select the location of the license file that was downloaded.

15. On the **Load license keys** dialog box, click **OK**.



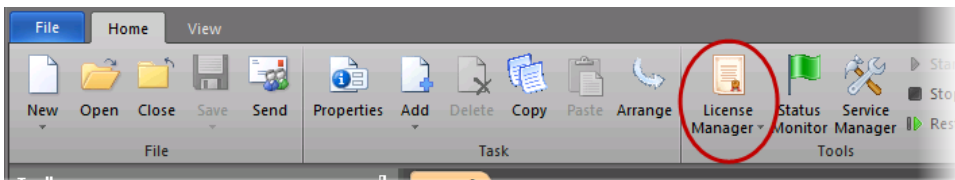
The new license status appears.



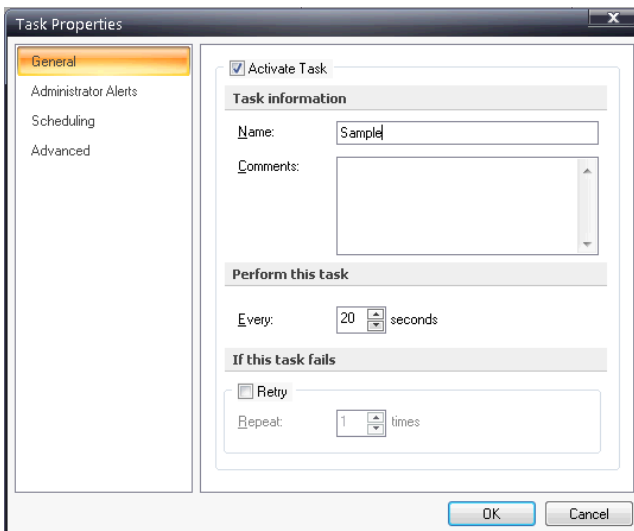
# AutoStore tutorial

To get familiar with AutoStore, complete the following tutorial. The tutorial explains how to use AutoStore Process Designer to design a simple task that routes documents from one folder to another folder.

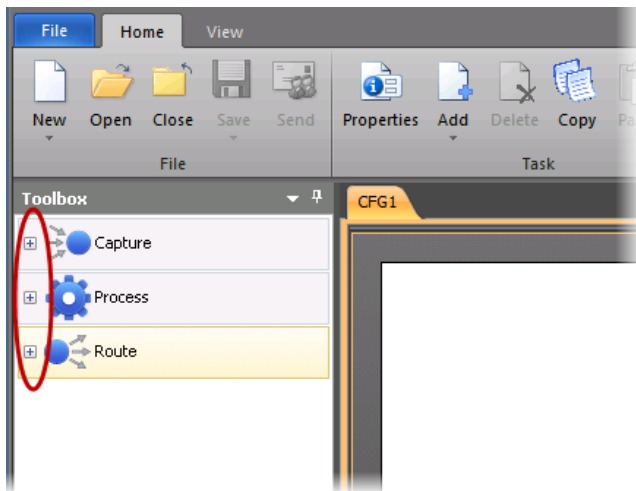
1. Click **Start** on the Microsoft Windows taskbar and click **All Programs > Notable Solutions > AutoStore 7 > AutoStore 7 Process Designer**.
2. If Microsoft Windows prompts you for permission to make changes to the computer, click **Yes**.
3. On the **AutoStore Process Designer** ribbon, click **License Manager** to verify that the component licenses are current. If licenses are not current, review [License AutoStore](#) on page 11 or contact your Nuance sales representative for instructions.



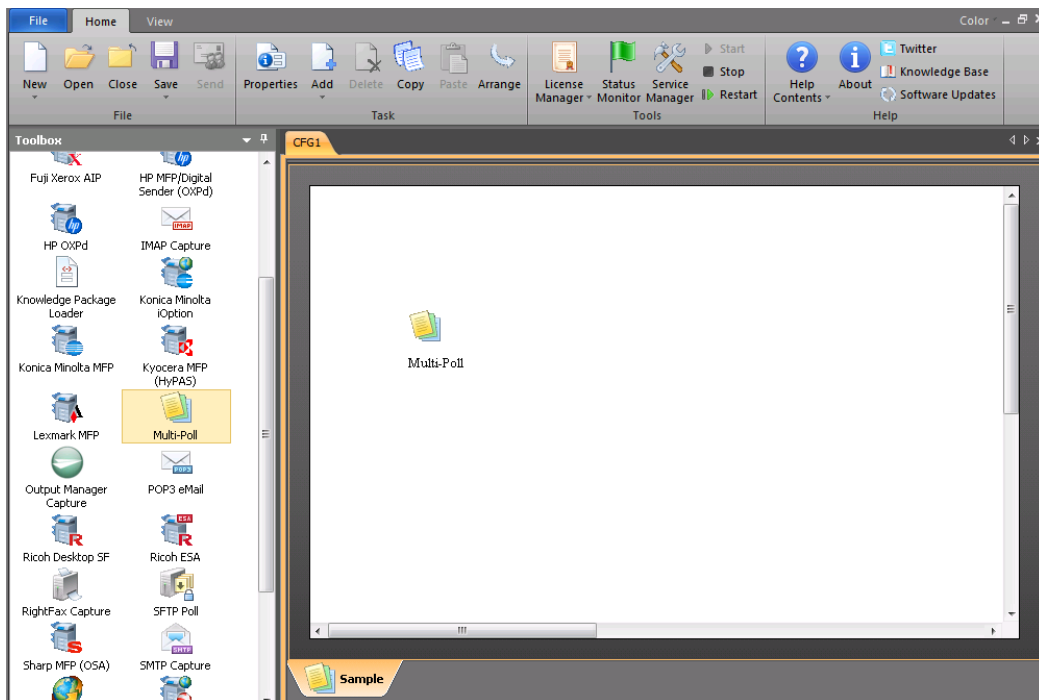
4. Click **New** to create a configuration file.  
Within the configuration, you create a workflow process with capture and route components. Type **Sample** in the **Name** field. Use the default values for the other options.



5. In the **Toolbox**, expand Capture, Process and Route to show capture, process, and route components.

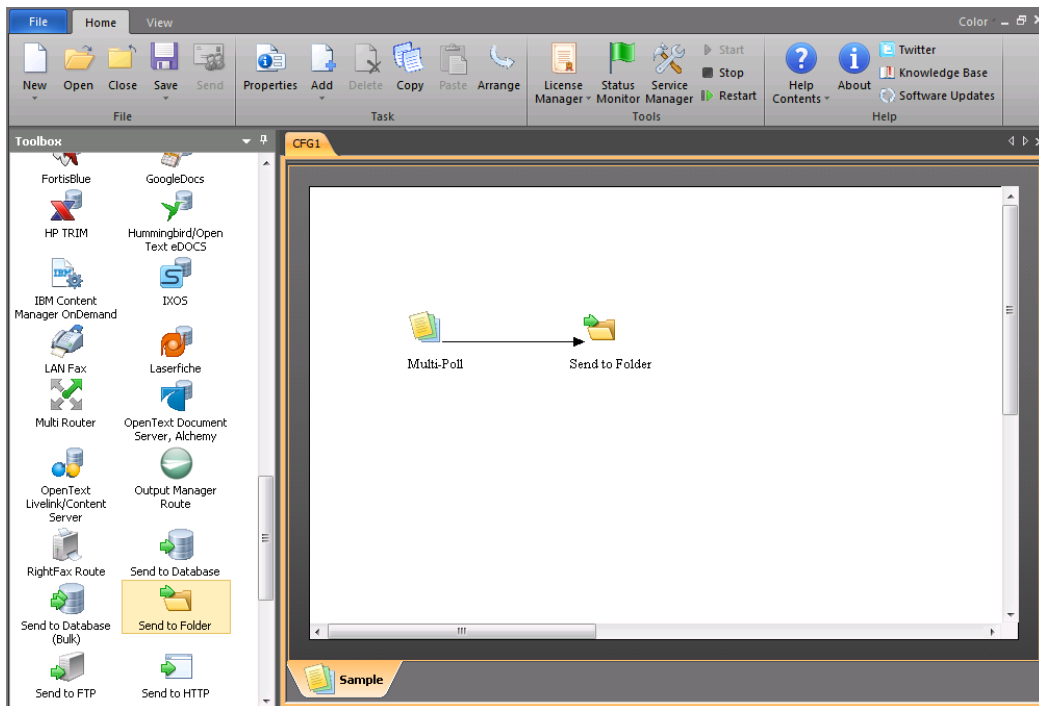


6. In the **Capture** tab, click and drag the Multi-Poll component onto the **Sample** configuration file workspace.

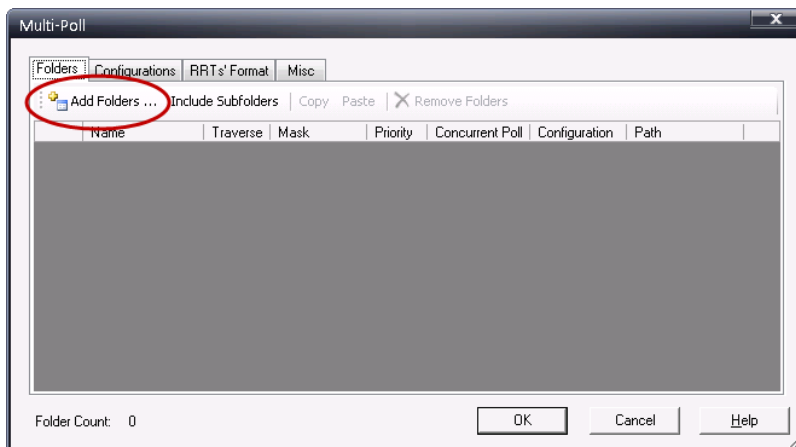


7. In the **Route** tab, click the **Send to Folder** component and drag it onto the workspace.

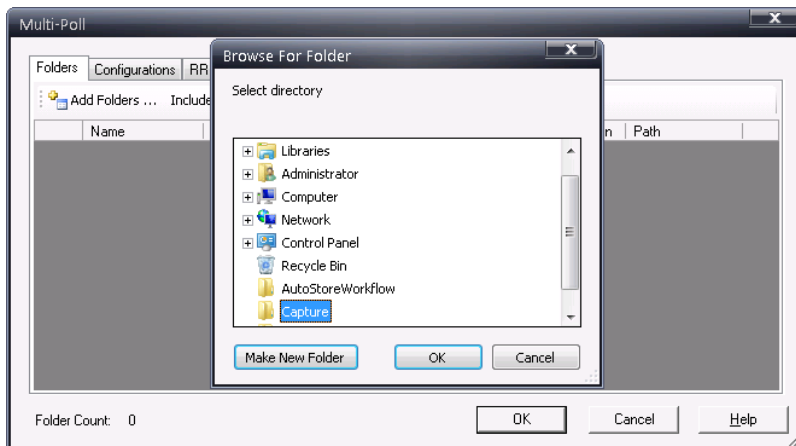
An arrow connects the components. The arrow shows the logical flow from the **Multi-Poll** component to the **Send to Folder** component.



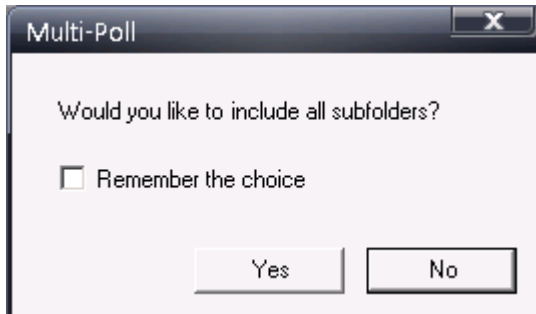
8. Double-click the **Multi-Poll** component on the workspace.
9. On the **Folders** tab, click **Add Folders**.



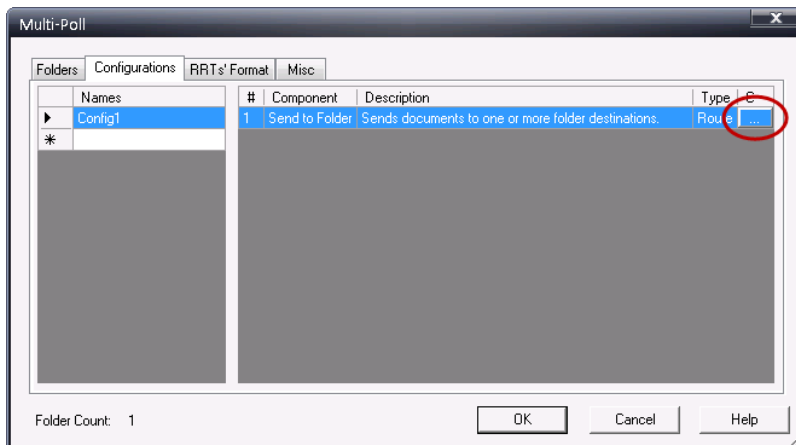
10. Click **Make New Folder**, and create a folder to contain the files to be captured.  
For this example, name the folder **Capture**.



11. In the next **Multi-Poll** dialog box that appears, clear **Remember the choice**, and then click **No**.  
If you click **Yes**, the component captures all documents in the `Capture` folder and documents in subfolders.

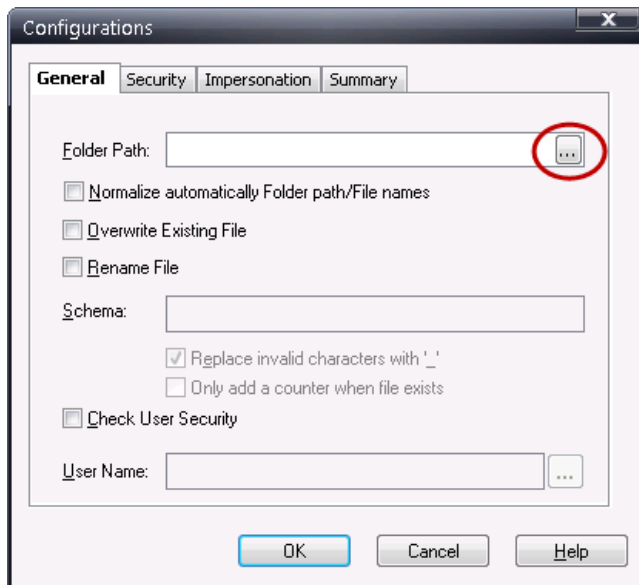


12. Click the **Configurations** tab and then click the browse button (...).

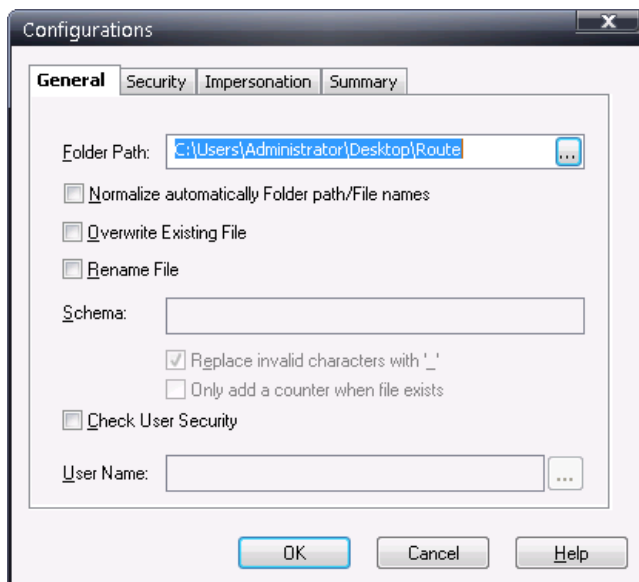


The **Send to Folder** dialog box appears.

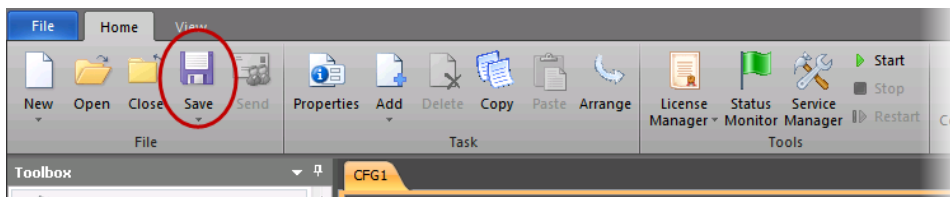
13. Configure the **Send to Folder** route component:
- On the **Send to Folder** dialog box, click **Add**.
  - Click the **Folder Path** browse button (...).



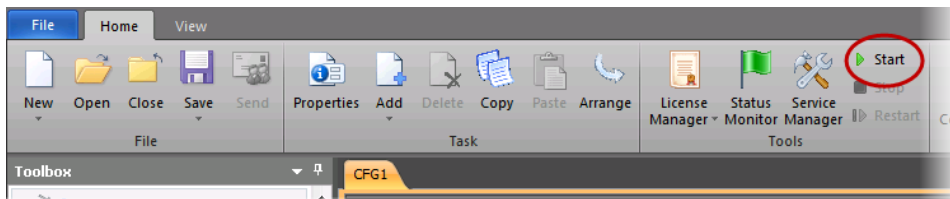
- c) On the **Browse for Folder** dialog box, click **Make New Folder** and make a destination folder named `Route`.  
This folder stores all documents that have been captured to the `Capture` folder.
- d) On the **Configurations** dialog box, use the default values.



14. On the **AutoStore Process Designer** ribbon, click **Save** and save the configuration file.



15. Click **Start** to start the AutoStore service.



16. Test the workflow by placing a file in the Capture folder.

AutoStore polls the folder according to the **Every** interval as shown in step 4 on page 17. When AutoStore finds the file, AutoStore routes it to the Route folder.

# Communication port reference

The following tables provide general information on ports and protocols for AutoStore components. The component Help files contain information on configuring the components.

**Table 1: Capture Components (Table 1 of 2)**

Component	Supported Authentication Types	Supports SSL for Data and Images?	Device Authentication Protocol
AutoCapture	Not supported	Yes	HTTP, HTTPS
Fuji Xerox AIP	Microsoft Windows, Custom Script	Yes	HTTP, HTTPS, Device
HP MFP/Digital Sender (OXPd)	Standard, Novell NetWare, Custom Plugin	Yes	HTTP, HTTPS
HP OXPd	Standard, Novell NetWare, Custom Plugin	Yes	HTTP, HTTPS
IMAP Capture	Not supported	Yes	IMAP
Konica Minolta iOption	Microsoft Windows, Custom Script	Yes	HTTPS
Konica Minolta MFP	Standard, Novell NetWare, Custom Plugin	Yes	SOAP/XML
Kyocera MFP (HyPAS)	Microsoft Windows, Novell NetWare, Custom Script	Yes	HTTP, HTTPS
Lexmark MFP	Standard, Novell NetWare, Custom Plugin	Yes	HTTP, HTTPS
Output Manager Capture			
POP3 eMail	Not supported	Yes	SMTP
Ricoh Desktop SF	Standard, Novell NetWare, Custom Plugin	Yes	HTTP, HTTPS
Ricoh ESA	Microsoft Windows, Active Directory, Novell	Yes	HTTP, HTTPS

Component	Supported Authentication Types	Supports SSL for Data and Images?	Device Authentication Protocol
	NetWare, Script, Script (No Prompt)		
RightFax Capture	NT Authentication	The component relies on the API. It does not control communication protocols and ports. Refer to the vendor documentation for more information.	Native
Samsung	Microsoft Windows, Custom Script	No	HTTP
Samsung Smart UX	Microsoft Windows, Custom Script	Yes	HTTP, HTTPS
Sharp MFP (OSA)	Microsoft Windows, Novell NetWare, Custom Script	No	HTTP, HTTPS
SMTP Capture	Not supported	No	Limited by IP address
Toshiba Unified Client	Microsoft Windows, Custom Script	No	HTTP, HTTPS
Web Capture	Integrated Windows, Active Directory, LDAP, Custom Script	Yes	Integrated Windows, Active Directory, LDAP, Custom Script
Xerox EIP Connect	Microsoft Windows, Novell NetWare, Custom Script	No	HTTP, HTTPS, Device
Xerox WorkCentre Pro	Not supported	No	Native Device

**Table 2: Capture Components (Table 2 of 2)**

Component	Device Display Menu Protocol	Device File Transport Protocol	Default Communication Port Numbers	Port Modifiable?	Required Device Components and Notes
AutoCapture	HTTP, HTTPS	HTTP, HTTPS	8085	Yes	Client Client communicates with AutoStore server.



Component	Device Display Menu Protocol	Device File Transport Protocol	Default Communication Port Numbers	Port Modifiable?	Required Device Components and Notes
Fuji Xerox AIP	HTTP, HTTPS	FTP	Web server: 3242 FTP: 3281	Yes	
HP MFP/Digital Sender (OXPd)	HTTP, HTTPS	HTTP, HTTPS	HTTP: 3233 HTTPS: 3234	No	
HP OXPd	HTTP, HTTPS	HTTP, HTTPS	HTTP: 3233 HTTPS: 3234	No	HP OXPd package
IMAP Capture	Not supported	IMAP	143 SSL: 993	Yes	No applet
Konica Minolta iOption	HTTP, HTTPS	FTP/WebDAV	Web server: 3348 FTP: 3281 Application OpenAPI : 13351 Authority OpenAPI :13352 WebDAV: 13391	Yes	
Konica Minolta MFP	SOAP/XML	FTP/WebDAV	50001 SSL: 50003	Yes	
Kyocera MFP (HyPAS)	HTTP, HTTPS	HTTP, HTTPS	HTTP: 3250 HTTPS: 3251	Yes	Application package  The application package is distributed with the component and is required to communicate with the AutoStore server.
Lexmark MFP	HTTP, HTTPS	HTTP, HTTPS	3233 SSL: 3234	Yes	The application package is distributed with the component and is required

Component	Device Display Menu Protocol	Device File Transport Protocol	Default Communication Port Numbers	Port Modifiable?	Required Device Components and Notes
					to communicate with the AutoStore server. It is a signed JAR file.
Output Manager Capture		Net.Tcp	8064	Yes	
POP3 eMail	Not supported	SMTP	110	Yes	Not applet
Ricoh Desktop SF	HTTP, HTTPS	HTTP, HTTPS	3233 SSL: 3234	Yes	The application package is distributed with the component and is required to communicate with the AutoStore server. It is a signed JAR file.
Ricoh ESA	HTTP, HTTPS	HTTP, HTTPS	8084	Yes	Xlet Java Xlet VM card with AutoStore Xlet on the device for communication with the AutoStore server.
RightFax Capture	Not supported	Native	Refer to RightFax documentation for more information.	No	
Samsung	HTTP	FTP/WebDAV	<ul style="list-style-type: none"> <li>Web application: 3349</li> <li>FTP port: 3281</li> <li>WebDAV port: 13392</li> </ul>	Yes	

Component	Device Display Menu Protocol	Device File Transport Protocol	Default Communication Port Numbers	Port Modifiable?	Required Device Components and Notes
Samsung Smart UX	HTTP, HTTPS	HTTP, HTTPS	3300	Yes	
Sharp MFP (OSA)	HTTP, HTTPS	FTP	3240	Yes	No applet IIS web application connects to the AutoStore web service. The device connects to the IIS web application.
SMTP Capture	Not applicable	SMTP	25	Yes	
Toshiba Unified Client	HTTP, HTTPS	HTTP, HTTPS	3310	Yes	
Web Capture	HTTP, HTTPS	HTTP, HTTPS	3290	Yes	No applet
Xerox EIP Connect	HTTP, HTTPS	FTP/SMB	3241	Yes	No applet IIS web application connects to the AutoStore web service. The device connects to the IIS web application.
Xerox WorkCentre Pro	FTP/SMB	FTP/SMB	21/SMB	FTP Port - Yes	No applet

**Table 3: Additional Components**

Component	Protocol	Default Communication Port Numbers	Port Modifiable?
Autonomy WorkSite 9	The component relies on the API. It does not control communication protocols and ports.		
Box	HTTPS	443	N

Component	Protocol	Default Communication Port Numbers	Port Modifiable?
d.3	Refer to d.3 vendor documentation for more information.	3400	Y
Datacap 8.1	HTTP and HTTPS for communicating with the server.	HTTP: 808 HTTPS: 443	Y
Documentum	HTTP, HTTPS, DFC	HTTP, HTTPS: No default DFC: 1489	Y
DocuShare	HTTP, HTTPS	HTTP on IIS: 80 HTTP on Tomcat: 8080 HTTPS: 443	Y
DocuWare	Native, HTTP, HTTPS	Native: Refer to DocuWare vendor documentation for more information. HTTP, HTTPS: No default	Native: N HTTP, HTTPS: Y
Dropbox	HTTP and HTTPS for the authorization service and communicating with the DMS.	Authorization service: 3240 DMS HTTP: 80 DMS HTTPS: 443	<ul style="list-style-type: none"> <li>Authorization service: Y</li> <li>DMS: N</li> </ul> Refer to SharpBox API documentation for more information on DMS implementations.
FileNet P8	HTTP, HTTPS	7001	Y
FileNet	Native	Refer to FileNet vendor documentation for more information.	N
Fortis	ODBC	TCP 1433 (SQL Server)/1521 (ORACLE)	N
FortisBlue	HTTP, HTTPS	No default	Y
GoogleDocs	HTTP, HTTPS	No default	Y

Component	Protocol	Default Communication Port Numbers	Port Modifiable?
HP TRIM	HTTP and HTTPS for communicating through web services.  Protocol is unknown for client communication.	Communicating through web services: <ul style="list-style-type: none"> <li>• HTTP: 80</li> <li>• HTTPS: 443</li> </ul> Client communication: 1137	Communicating through web services: Y  Client: Y
Hummingbird/Open Text eDOCS	Refer to Hummingbird/Open Text eDOCS vendor documentation for more information.	No default	N
IBM Content Manager	Refer to IBM Content Manager vendor documentation for more information.	No default	N
IBM Content Manager OnDemand	Uses the Microsoft Windows File Management API for file operations.	Not applicable	Not applicable
Laserfiche	Native	No default	N
OpenText Document Server, Alchemy	Native	Refer to OpenText Document Server, Alchemy vendor documentation for more information	Refer to OpenText Document Server, Alchemy vendor documentation for more information
OpenText Livelink/Content Server	Native, HTTP, HTTPS	Native: 2099 HTTP: 80 HTTPS: 443	Y
Output Manager Route	Net.Tcp, HTTP, HTTPS	Net.Tcp: 8072 HTTP: 8066 HTTPS: 8067	N
RightFax Route	Native	Refer to RightFax vendor documentation for more information	N

Component	Protocol	Default Communication Port Numbers	Port Modifiable?
Send to Database	Not applicable	TCP 1433 (SQL Server)/1521 (ORACLE)/None	N
Send to Folder	Uses the Microsoft Windows File Management API for file operations.	Not applicable	Not applicable
Send to FTP	FTP	21	Y
Send to HTTP	HTTP, HTTPS	80	Y
Send to Mail Recipient	Native, SMTP, HTTP, HTTPS	Native: Refer to vendor documentation for more information. SMTP: 25, 465 HTTP: 80 HTTPS: 443	Native: N SMTP: Y HTTP, HTTPS: Y
Send to PC	TCP (for file transport)	3711	Y
Send to Printer	Port and protocol details are specific to the device and driver.	Not applicable	Not applicable
Send to SFTP	SFTP	22	Y
SharePoint 2007	HTTP, HTTPS	HTTP: 80 HTTPS: 443	Y
SharePoint 2010	HTTP, HTTPS	HTTP: 80 HTTPS: 443	Y
WebDAV Route	HTTP, HTTPS	HTTP: 80 HTTPS: 443	Y
Windream	DCOM, TCP/IP	<ul style="list-style-type: none"> <li>TCP/IP 32-bit: 534</li> <li>TCP/IP 64-bit: 53464</li> </ul>	N
WORLDQX	NetBIOS	Native/NetBIOS	N

# Troubleshooting tips

This topic provides tips for issues that have been identified while installing AutoStore.

Problem	Cause	Solution
Unable to license AutoStore server on an Intel NUC computer because of Invalid Server ID.	AutoStore requires the system serial number for licensing. The Invalid Server ID message is received when licensing AutoStore if the serial number in the System Information is not set on an Intel Next Unit of Computing (NUC) computer.	The serial number on a NUC computer is part of the SMBIOS and may be set manually using the Intel Integrator Toolkit (ITK). The ITK is available for download at the <a href="#">Intel Download Center</a> . Use the option to <b>Customize this Computer's BIOS file</b> to set an SMBIOS serial number with the ITK.