



# HP Embedded Capture (HP EC)

## Installation & Deployment Guide

**© Copyright 2014 Hewlett-Packard  
Development Company, L.P.**

Microsoft, Windows, and Windows NT are U.S.  
registered trademarks of Microsoft  
Corporation.

March 2014

Confidential computer software. Valid license  
from HP required for possession, use, or  
copying. Consistent with FAR 12.211 and  
12.212, Commercial Computer Software,  
Computer Software Documentation, and  
Technical Data for Commercial Items are  
licensed to the U.S. Government under  
vendor's standard commercial license.

The information contained herein is subject to  
change without notice. The only warranties for  
HP products and services are set forth in the  
express warranty statements accompanying  
such products and services. Nothing herein  
should be construed as constituting an  
additional warranty. HP shall not be liable for  
technical or editorial errors or omissions  
contained herein.

---

# Table of contents

<b>1 HP Embedded Capture (HP EC)</b> .....	<b>1</b>
1.1 Introduction .....	1
1.2 Hardware requirements .....	1
1.3 Software requirements .....	2
1.3.1 Supported operating systems .....	2
1.3.2 Minimum requirements .....	2
1.4 HP Embedded Capture (HP EC) Software download .....	2
1.4.1 Order Confirmation tab .....	5
1.4.2 Get Software tab .....	5
1.4.3 Get Licensing tab .....	8
1.4.4 Get Documentation tab .....	9
1.5 Installation process .....	10
1.5.1 TWAIN installation .....	11
1.5.1.1 Installing the driver .....	11
1.5.1.2 Configure Direct Scan mode (optional) .....	11
1.6 Uninstallation process .....	11
1.7 HP Embedded Capture Installer .....	12
1.7.1 Device list tab .....	12
1.7.1.1 Import devices .....	17
1.7.1.1.1 Import devices from Excel .....	17
1.7.2 Execution tab .....	20
<b>2 Licensing</b> .....	<b>26</b>
2.1 Trial licenses .....	26
2.2 Permanent license .....	26
2.2.1 License activation .....	27
2.2.2 Adding capacity .....	30
2.2.3 Importing License Key file .....	32
2.3 Changing the Administration PC .....	33
2.3.1 New/clean PC .....	33
2.3.2 PC already installed with HP Embedded Capture (HP EC) Console .....	34
2.4 License recovery (broken PC/Hdd) .....	34
2.5 Upgrading software .....	34
2.5.1 Upgrading HP Embedded Capture Installer software on PC .....	34
2.5.2 Upgrading solution to device .....	34
2.5.3 Upgrading a workflow .....	35

<b>3 Troubleshooting .....</b>	<b>36</b>
3.1 HP Embedded Capture Workflow Designer .....	36
3.1.1 Workflow Designer installation .....	36
3.2 HP Embedded Capture Installer .....	36
3.2.1 HP Embedded Capture Installer installation .....	36
3.2.2 Solution deployment process .....	36
3.2.3 Workflow upload errors .....	37
3.2.4 Log retrieval .....	38

---

# List of figures

Figure 1-1	License email .....	3
Figure 1-2	Electronic download .....	4
Figure 1-3	Customer sign in .....	4
Figure 1-4	Accept terms and conditions .....	5
Figure 1-5	Order Confirmation tab .....	5
Figure 1-6	Get Software, Download .....	6
Figure 1-7	Get License / Get Entitlement Certificate links .....	7
Figure 1-8	HP's Software Licensing Portal .....	7
Figure 1-9	License Entitlement Certificate .....	8
Figure 1-10	Get Licensing tab .....	9
Figure 1-11	Get Documentation tab .....	10
Figure 1-12	Device list and Execution tabs .....	12
Figure 1-13	Device list designer tab .....	13
Figure 1-14	Import devices from Excel .....	17
Figure 1-15	Execution tab .....	21
Figure 1-16	License status .....	22
Figure 1-17	Scheduled executions .....	23
Figure 1-18	FDT Executions list .....	24
Figure 1-19	Log viewer .....	25
Figure 2-1	Reading USB Key ID .....	27
Figure 2-2	HP Licensing for Software .....	28
Figure 2-3	Embedded Capture Installer .....	33
Figure 3-1	Invalid scan settings example .....	38
Figure 3-2	Get HP Embedded Capture (HP EC) Logs tool .....	39



---

# 1 HP Embedded Capture (HP EC)

## 1.1 Introduction

This guide provides detailed instructions for the installation of HP Embedded Capture (HP EC) components, and using the Installer component for licensing and deployment of Embedded Capture and workflows to your fleet of MFP devices.

The Embedded Capture client tools are comprised of the following:

- Installer
- Workflow Designer
- TWAIN

## 1.2 Hardware requirements

HP Embedded Capture (HP EC) hardware requirements are defined as follows:

### Administration PC

The PC used for the administration of Embedded Capture should meet the following criteria:

- **Processor:** One or more processor core, with at least a 1GHz of frequency.
  - Decreasing the processing power reduces the number of devices that can be configured in parallel.
- **Memory:** 512MB of RAM.
- **Hard Drive:** Up to 500 MB of available space may be required.
- **USB drive:** The product license is provided on a USB Key that has to be connected to a PC. It is recommended that the administrator PC have at least one USB slot.
  - Local port 49152 should not be occupied by any process.



**NOTE:** It is recommended that the Windows user doing the Embedded Capture installation have Administrator permissions on the PC. **Full Control** permissions to the Embedded Capture installation folder and subfolders is needed to ensure that all temporary and log files can be written.

### Device

For the Embedded Capture Workflow Designer to function properly, the PC should be able to access the following printer ports:

- **80 & 443:** Ports that enable access to the Embedded Capture webserver for installation, workflow deployment, and log/monitoring purposes.
- **7627 & 57627:** Web services ports for Embedded Capture licensing process.
- **161 (UDP):** Port used for SNMP traffic required during Embedded Capture installation.
- **Port forwarding:** With an intermediate router/server, port forwarding is an acceptable option.

## 1.3 Software requirements

The following sections list supported operating systems and minimum requirements for running Embedded Capture.

### 1.3.1 Supported operating systems

- Windows Server 2003
- Windows Server 2008
- Windows Server 2012
- Windows Vista
- Windows 7
- Windows 8

*Platforms: 32/64 bit*

### 1.3.2 Minimum requirements

- .NET 4.0 Extended and .NET Framework 3.5 SP1
- Or .NET 4.0 Extended and .NET 3.5 features activated (Windows 8)
- .NET Framework 3.5 SP1 and 4 should be installed on the PC. If the framework is not installed, a Windows prompt will appear, asking to download and install it from internet.

## 1.4 HP Embedded Capture (HP EC) Software download

After HP Embedded Capture (HP EC) has been purchased, the customer will need to complete the steps provided in this section in order to access the Embedded Capture software.



---

**NOTE:** For a trial version of HP Embedded Capture (HP EC) Software, contact your HP representative.

---

1. Customer will receive the following email containing a link to access the order contents (i.e. entitlement certificate, user guides, license information, etc.).



Figure 1-1 License email

**hp** Electronic Delivery Receipt

Dear Customer,

Thank you for your order with Hewlett-Packard. To access your electronic goods, click on the link below:

[https://h20576.www2.hp.com/e-commerce/efulfillment/downloadpage.do?downloadKey=522838568&lc=EN\\_US](https://h20576.www2.hp.com/e-commerce/efulfillment/downloadpage.do?downloadKey=522838568&lc=EN_US)

In the Electronic Delivery site, enter the email address and confirmation number contained in this email.

If you have questions about this order, contact your HP representative or search the help section on the customer website where the order was placed.

For information about HP software downloads, review the Frequently Asked Questions or click the Contact HP button on the Electronic Delivery website.

Sincerely,  
Hewlett-Packard Company

**Transaction Information**

Confirmation Number :  
HP Order Number:  
Distributor Purchase Order Number:  
Transaction Date:

Transaction information

**Ship-To Address**

Name:  
Company:  
Address:  
City:  
State:  
Postal Code:  
Country:  
Phone:  
Email:

Ship to address information

**Customer / Partner Address**

Name:  
Company:  
Address:  
City:  
State:  
Postal Code:  
Country:  
Phone:  
Email:

Customer information

Item	Product Name	Product #	Quantity
10	licenca para dispositivo unico	C2T58AAE	1

**NOTE:** As this email is sent from a generic email address, some customers may not see it in their inbox. Please also check your SPAM/Junk folder.

**NOTE:** Until August 2013, emails were sent from: Hewlett-Packard.esdproa@hp.com OR Hewlett-Packard.esdproB@hp.com

From September 11, 2013 forward, emails will be sent from: Hewlett-Packard.PR-ESDC@hp.com OR Hewlett-Packard.PR-ESDD@hp.com

2. The link provided in this email provides access to the electronic download web page. Click the appropriate link to sign in using an existing HP Passport account, or for new users, to create an HP Passport account.

Figure 1-2 Electronic download



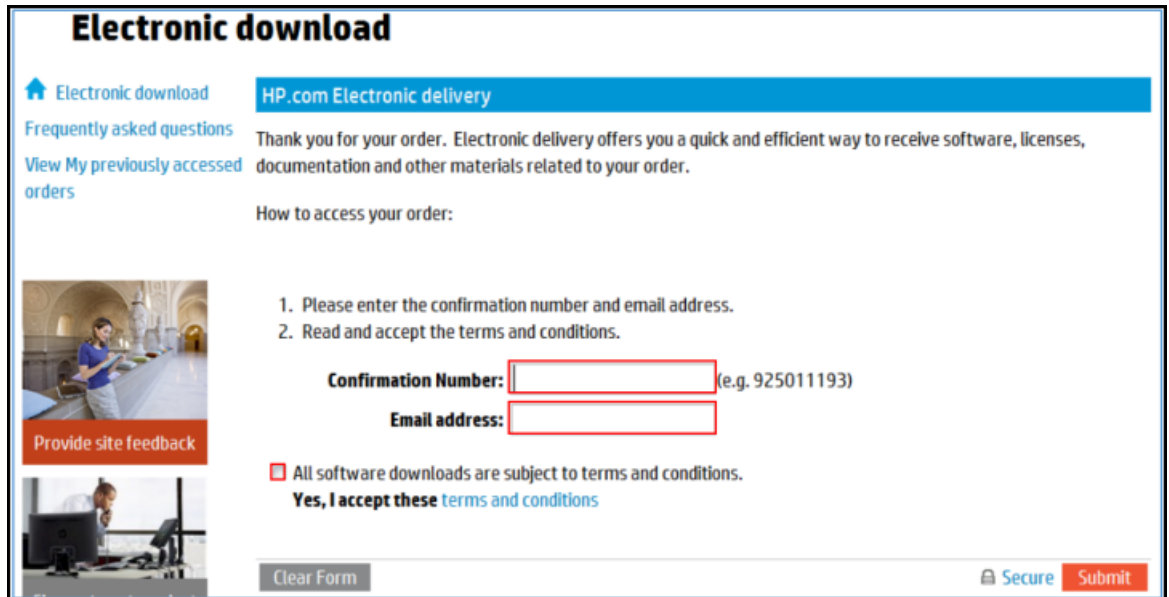
3. Enter your HP Passport credentials (HP Passport credentials can be requested prior to entering the confirmation number and email).

Figure 1-3 Customer sign in

The screenshot shows the 'Sign in' form on HP.com. The heading is 'Sign in' with a sub-heading 'Sign in using HP Passport'. There are two required fields: 'User ID' and 'Password'. The 'User ID' field has a placeholder text: 'Your user ID may be your email. [Forgot User ID](#)'. The 'Password' field has a placeholder text: '[Forgot Password](#)'. There is a checkbox labeled 'Remember me on this computer'. At the bottom, there are two buttons: 'Create an account' and 'Sign in'. Below the buttons, there is a security notice: 'HP Passport is secure' with a question mark icon.

4. Enter Confirmation Number (this number auto-populates if the link provided in the email is used) and Email address, and accept the terms and conditions.

**Figure 1-4** Accept terms and conditions



The screenshot shows a web page titled "Electronic download" with a blue header "HP.com Electronic delivery". On the left, there are links for "Electronic download", "Frequently asked questions", and "View My previously accessed orders". The main content area says "Thank you for your order. Electronic delivery offers you a quick and efficient way to receive software, licenses, documentation and other materials related to your order." Below this, it asks "How to access your order:" and lists two steps: "1. Please enter the confirmation number and email address." and "2. Read and accept the terms and conditions." There are two input fields: "Confirmation Number:" (with a red box around it and the example "e.g. 925011193") and "Email address:". Below the fields is a checkbox labeled "All software downloads are subject to terms and conditions." with the text "Yes, I accept these terms and conditions" below it. At the bottom, there is a "Clear Form" button, a "Secure" lock icon, and a "Submit" button. On the left side of the form, there is a small image of a person at a desk and a "Provide site feedback" button.

5. Once inside the order, you can access the Order Confirmation, Get Software, Get Licensing, and Get Documentation tabs.

### 1.4.1 Order Confirmation tab

Confirmation information for the software purchase is provided in the Order Confirmation tab.

**Figure 1-5** Order Confirmation tab



### 1.4.2 Get Software tab

To download the software, click the **Get Software** tab, scroll down and click **Download**, or use the HP Download Manager. For large files, it is suggested that you use the HP Download Manager.

Figure 1-6 Get Software, Download

Order Confirmation
Get Software
Get Licensing
Get Documentation

Please follow these steps to get your electronic download:

- In the **Items ordered** section: either choose to display all of the software products for the order (select the first item "0 Show all software products") or software products for a particular item on the order by clicking on that item / using the search function.
- In the **Software products** section: highlight the software you are looking for by clicking on that item / using the search function.
- In the **Electronic downloads** section: select a single download file and either click on **Download Directly** or **Use HP Download Manager** to download now, or click on **Add to download cart** to download later.

**1. Items ordered**

Search ordered product:  Clear

Ordered product name

- 0 : Show all software products
- 10 : licenca para dispositivo unico

**2. Software products**

Search software product:  Clear

Software product name

- licenca para dispositivo uni

Search electronic downloads:  Clear

Electronic downloads

- HP Embedded Capture Software

**3. Selected media product information**

Item #:	0
Product #:	C2T58AAE
Product name:	licenca para dispositivo unico
Version:	-
Software specification:	HP Embedded Capture Software
Special instructions:	
Download filename:	HP_Embedded_Capture_Software_C2T58-10504.zip

Download
Add to download cart

Use HP Download Manager

File size: 55.44 MB

MDS checksum:  bca9cb3f6cb2709687c0947dfe24815e

License: [Get License K1Z052641001](#)


[Get Entitlement Certificate](#)

Toward the bottom of the Get Software page, you can access the license activation. To do this, click **Get License** to activate the license from the **HP Licensing for Software** site.

Figure 1-7 Get License / Get Entitlement Certificate links

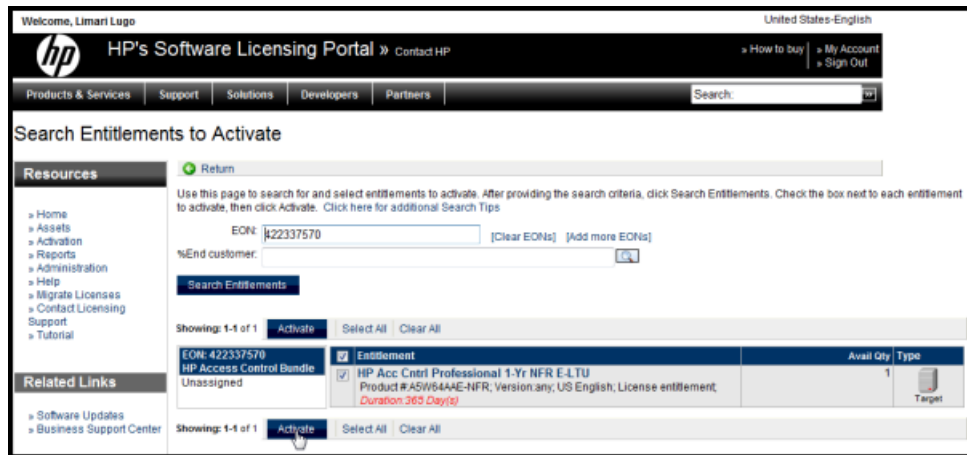
<b>File size:</b>	55.44 MB
<b>MD5 checksum:</b> 	bca9cb3f6cb2709687c0947dfe24815e
<b>License:</b>	<a href="#">Get License K1Z052641001</a>
	<a href="#">Get Entitlement Certificate</a>

- Click **Get License K1Z052641001** to go to the HP Software Licensing Portal (as shown here).

 **NOTE:** The License number **K1Z052641001** used in this example, is for illustration purposes only. Each order has a unique License number.

**Get License / Get Entitlement Certificate** links will not show up for the trial product.

Figure 1-8 HP's Software Licensing Portal



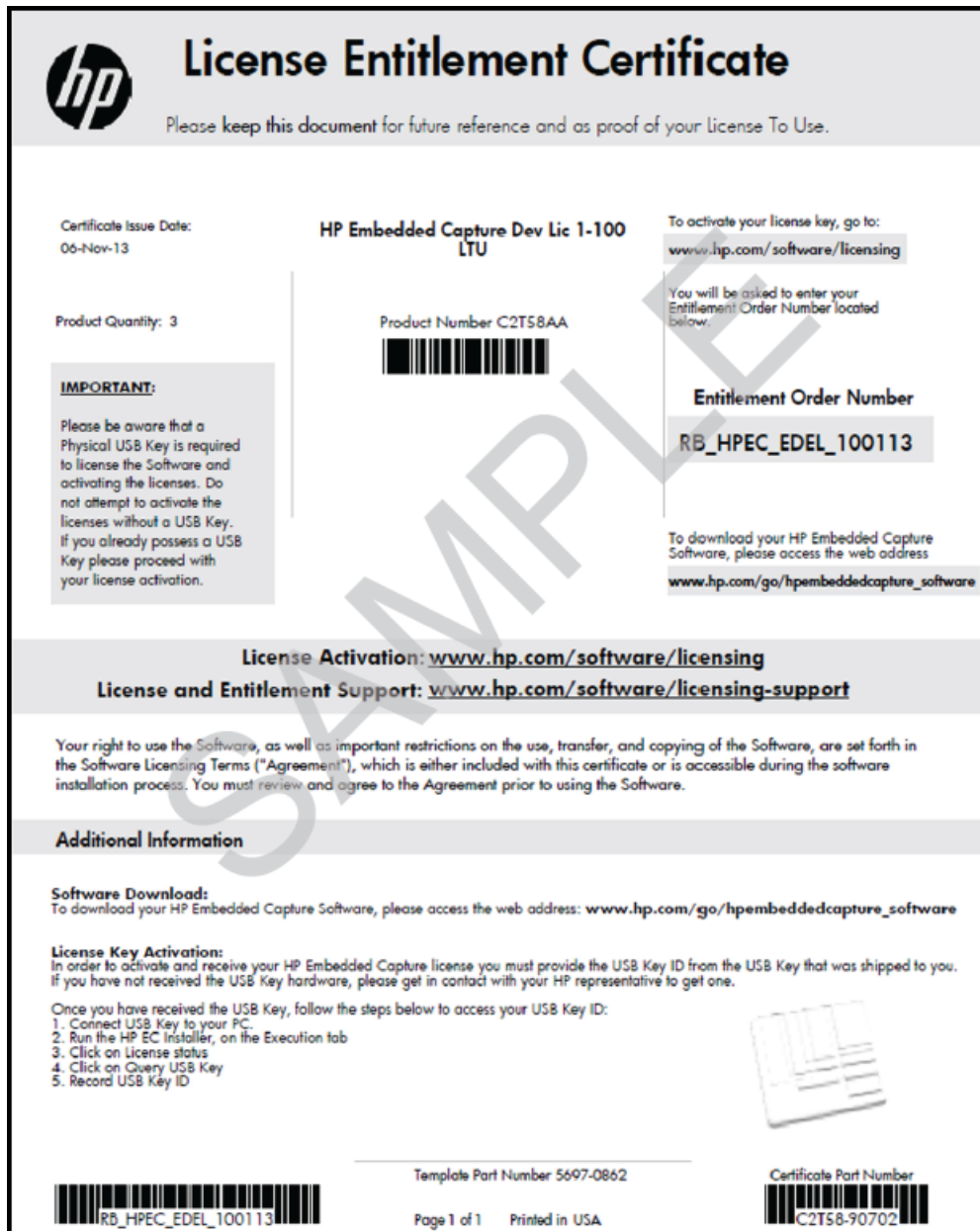
The screenshot shows the HP Software Licensing Portal interface. At the top, it says "Welcome, Limari Lugo" and "United States-English". The main header includes the HP logo and "HP's Software Licensing Portal" with a "Contact HP" link. Navigation tabs include "Products & Services", "Support", "Solutions", "Developers", and "Partners". A search bar is present. The main content area is titled "Search Entitlements to Activate" and includes a "Return" link. Below this, there are instructions: "Use this page to search for and select entitlements to activate. After providing the search criteria, click Search Entitlements. Check the box next to each entitlement to activate, then click Activate. Click here for additional Search Tips". Search criteria include "EON: k22337570" and "%End customer:". A "Search Entitlements" button is visible. Below the search results, it says "Showing: 1-1 of 1" and "Activate Select All Clear All". The search results table is as follows:

EON: 422337570	Entitlement	Avail Qty	Type
HP Access Control Bundle Unassigned	<input checked="" type="checkbox"/> HP Acc Cntrl Professional 1-Yr NFR E-LTU Product # ASW644AE-NFR; Version any; US English; License entitlement; Duration 365 Day(s)	1	Target

At the bottom of the results, it says "Showing: 1-1 of 1" and "Activate Select All Clear All".

- Click **Entitlement Certificate** to open the License Entitlement Certificate (as shown here).

**Figure 1-9** License Entitlement Certificate



### 1.4.3 Get Licensing tab

You can also access License and Entitlement information from the **Get Licensing** tab.

**Figure 1-10** Get Licensing tab

Order Confirmation      Get Software      **Get Licensing**      Get Documentation

To get your electronic license, select an entry from the product name list or use the search function.

Search product:  [Clear](#)

**1. Product name**

10 : licenca para dispositivo unico

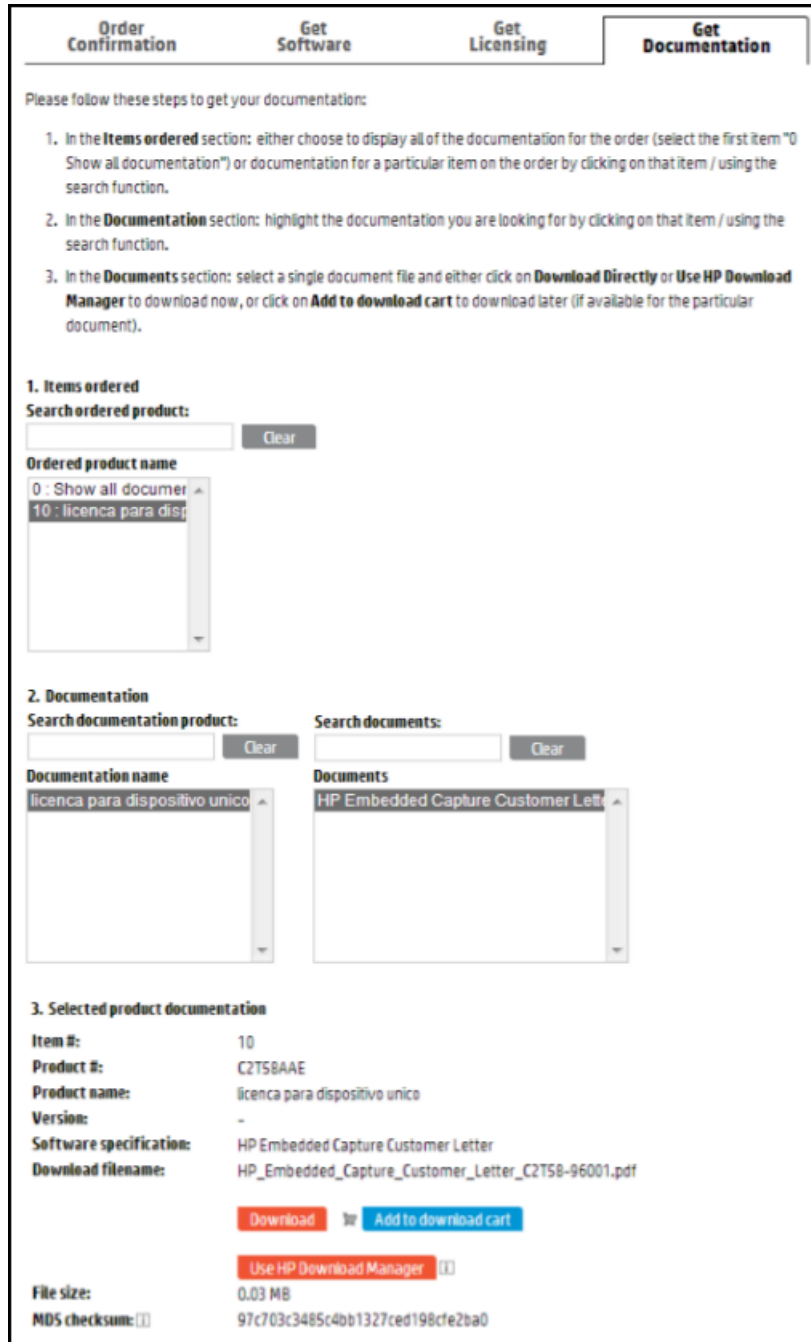
**2. Selected product license information**

Item #: 10  
Product #: C2T58AAE  
Product name: licenca para dispositivo unico  
Special instructions:  
Qty: 1  
License #: [Get License K12052641001](#)  
[Get Entitlement Certificate](#)

### 1.4.4 Get Documentation tab

Available documentation such as Terms of Use, Post-Sales support, Customer letter, etc. can be accessed from the **Get Documentation** tab.

Figure 1-11 Get Documentation tab



Once software download completes, you can continue with the next section, **Installation Process**.

## 1.5 Installation process

HP Embedded Capture (HP EC) does not require licensing during its installation, however licensing is important for HP Embedded Capture (HP EC) deployment to MFP devices.

Complete the following steps to install the client software on a PC:



1. Double click **EmbeddedCaptureInstaller.msi**

Follow the installation steps until the process finishes (the default selected options are the recommended ones).

2. Double click **EmbeddedCaptureWorkflowDesigner.msi**

Follow the installation steps until the process finishes (the default selected options are the recommended ones). For detailed functionalities of the HP Embedded Capture (HP EC) Workflow, please refer to the HP Embedded Capture (HP EC) Administration Guide.

## 1.5.1 TWAIN installation

### 1.5.1.1 Installing the driver

1. Extract installation files from EmbeddedCapture-Twain-2.0.6.ECtwain-2.0.5.X.zip package.
2. (optional) Add/Remove languages by adding/removing the corresponding xml files in the /lang folder extracted from the package.
3. (optional) Modify the default settings by editing Config.xml.
4. Launch the Embedded Capture TWAIN Driver.msi file contained in the application package.
5. Follow the instructions provided by the installer.

At the end of the installation process, the TWAIN Manager application will be added to the HP Embedded Capture folder of the Windows startup list.



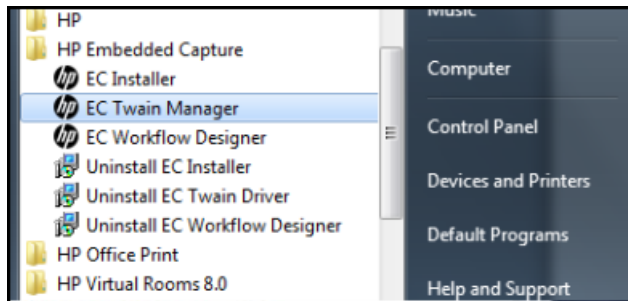
**NOTE:** The installation automatically removes any previous versions of HP Embedded Capture (HP EC) TWAIN driver.

### 1.5.1.2 Configure Direct Scan mode (optional)

If **Direct Scan** (as described in Direct Scan mode section of this guide) is the preferred scan mode, it must be configured by setting `SILENT_MODE=true` in the `mfp_hp.config` file located in `%WINDIR%`. Administrator permissions are required to complete this configuration.

The default value is “false” (queued scan mode).

To open the HP Embedded Capture client tools, go to Start > All Programs > HP Embedded Capture.




## 1.6 Uninstallation process


Complete the following steps to uninstall the different HP Embedded Capture (HP EC) components:

1. Navigate to:  
Start > Control Panel > Programs > Uninstall a program

A listing of all applications opens.

2. Scroll to Embedded Capture, right-click and select **Uninstall**.

 **NOTE:** The uninstallation process of the HP Embedded Capture Installer will keep the License database under the path: E:\InstallationPath\resources\licensedDevices.dat

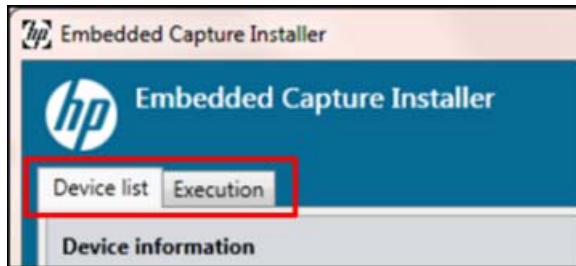
 **IMPORTANT:** It is vital to keep this file if you would like to reinstall HP Embedded Capture (HP EC) without losing licenses.

---

## 1.7 HP Embedded Capture Installer

Functions of the HP Embedded Capture Installer are in two tabs: **Device list** and **Execution**.

**Figure 1-12** Device list and Execution tabs



### Device list tab

From the Device list tab, you can manage devices that will be involved in the stage operation. The device list can be populated:

- Add the devices to the system manually.
- Discover the devices within and IP range.
- Import the devices from an external source such as FIS or MSL sheet along with its information.

### Execution tab

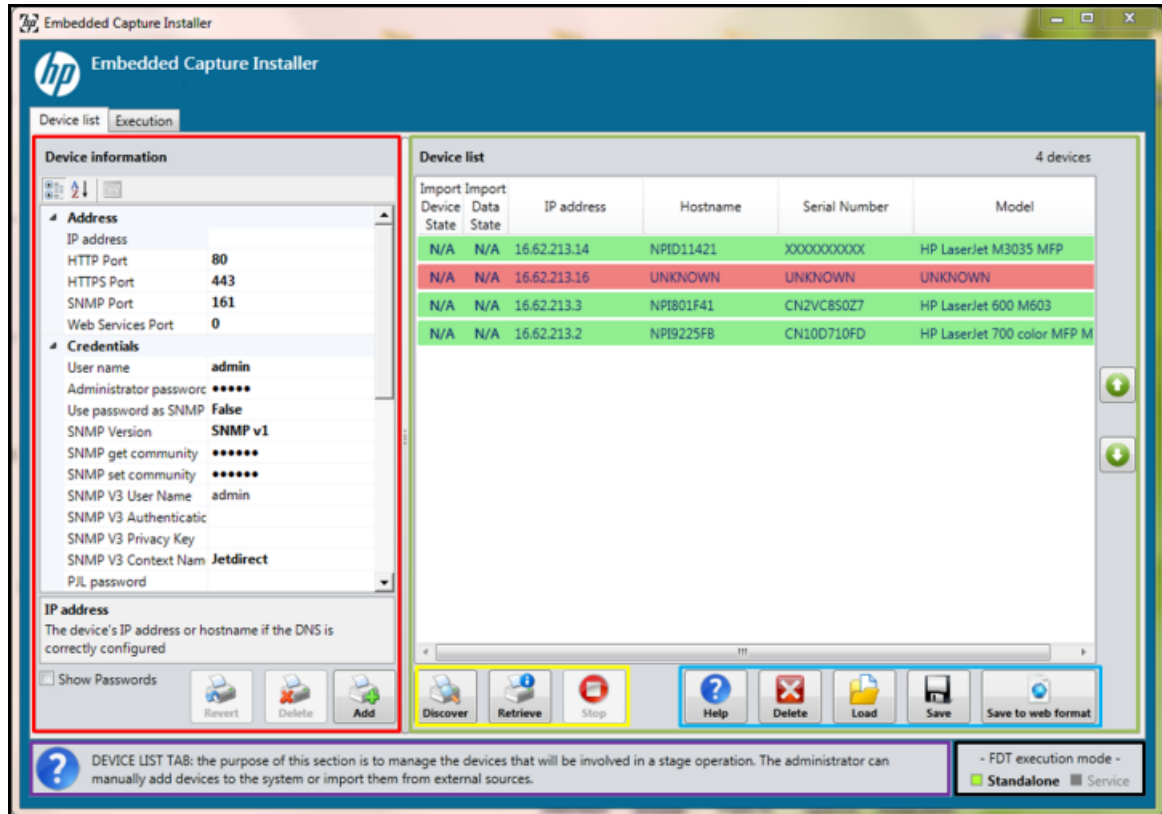
Launch an HP Embedded Capture (HP EC) deployment operation, or schedule it to be executed later. In addition, this tab displays information from past operations, as well as those currently in progress.

#### 1.7.1 Device list tab

The user navigates to this tab to manage devices for deployment operations. The user can manually define a list, or can import it from an external source.

The following screen displays the different sections of the Device list designer tab:

Figure 1-13 Device list designer tab



### Device list section (green)

- This section enumerates the devices contained in the current device list. For each device in the list, the following information is displayed:

#### Availability status

- While the FDT (Fleet Deployment Tool) is retrieving the device information, the device is highlighted in yellow:

Import Device State	Import Data State	IP address	Hostname	Serial number	Model
N/A	N/A	16.24.97.105	xoliva7000	XXXXXXXXXX	HP Scanjet Enterprise 7000n Document Capture Workstation

- If device is reachable, it will be highlighted in green:

Import Device State	Import Data State	IP address	Hostname	Serial number	Model
N/A	N/A	16.24.97.105	xoliva7000	XXXXXXXXXX	HP Scanjet Enterprise 7000n Document Capture Workstation

- If device is reachable, but not all the information has been successfully retrieved (typically occurs when credentials are not correct), the device is highlighted in orange:

Import Device State	Import Data State	IP address	Hostname	Serial number	Model
N/A	N/A	16.24.97.105	xoliva7000	XXXXXXXXXX	HP Scanjet Enterprise 7000n Document Capture Workstation

- **Import device state / Import data state:** See the *Import devices from Excel* section of this guide.
- **IP address:** The IP address of the device.
- **Hostname:** The host name of the device.
- **Serial number:** The serial number of the device.
- **Device model:** The device model.

Selecting a device from the Device list section will cause the Device information section to be updated with information related to the selected device. The arrow buttons on the right allow the user to reorder the devices in the list.

### Import / export section (blue)

- This section explains how the user can import a device from an external source, as well as how to export the current list to an external file.
  - FDT supports importing devices from “\*.XDL” files (FDT XML device list), “\*.CDL” files (FDT CSV device list) and Excel files. See section *Import devices* for further details regarding the import operation.
  - A device list in FDT can be exported to a “\*.CDL” or “\*.XDL” file.

Pressing **Save to web format** exports the device list so that it is readable by the FDT Web client. The FDT client is not included in the HP Embedded Capture (HP EC) package. If you are interested in the FDT Web client, please contact your HP representative.

### Device information section (red)

- This section allows the HP Embedded Capture (HP EC) user to define the parameters for each device in the list as well as to verify that the information regarding a specific device is the expected one. The user can add the current device to the list, delete it from the list or modify an existing device in the list. In addition, the user can create a new device based on the selected one pressing the **Add** button.

The information displayed in the *Device information* section for a particular device includes:

- **Address parameters**

The user can define the IP address of the device, as well as the ports used for HTTP, HTTPS, Web services, and SNMP communications.

Address	
IP address	
HTTP Port	80
HTTPS Port	443
SNMP Port	161
Web Services Port	0

- **Credentials parameters**

This section allows the HP Embedded Capture (HP EC) user to define the EWS credentials, the SNMP credentials and version to be used to communicate with the device (v1, v2, and v3 supported), and the PJI password, if configured for the selected device.

Credentials	
User name	admin
Administrator password	•••••
Use password as SNMP	False
SNMP Version	SNMP v1
SNMP get community	••••••
SNMP set community	••••••
SNMP V3 User Name	admin
SNMP V3 Authentication	
SNMP V3 Privacy Key	
SNMP V3 Context Name	Jetdirect
PJI password	

- **Device specific settings**

In this section, the user can define information related to a particular device. Once defined, it can be referenced later in any FDT task or FDT EWS template via a macro. That FDT functionality is not exposed by the HP Embedded Capture Installer. If you are interested in more information about FDT, please contact your HP representative.

<table border="1"> <thead> <tr> <th colspan="2">Device specific settings</th> </tr> </thead> <tbody> <tr> <td>Custom attributes</td> <td>7 attributes ...</td> </tr> <tr> <td>New hostname</td> <td></td> </tr> <tr> <td>New IP address</td> <td></td> </tr> <tr> <td>Company Name</td> <td></td> </tr> <tr> <td>Location</td> <td></td> </tr> <tr> <td>Contact Person</td> <td></td> </tr> <tr> <td>Asset Number</td> <td></td> </tr> <tr> <td>Control Panel Icon</td> <td></td> </tr> </tbody> </table>	Device specific settings		Custom attributes	7 attributes ...	New hostname		New IP address		Company Name		Location		Contact Person		Asset Number		Control Panel Icon		<p>The device specific settings provided by default with FDT are displayed in the picture on the left. However, <b>the user can create new device specific settings</b> via the "... " button and therefore extend the device information.</p>
Device specific settings																			
Custom attributes	7 attributes ...																		
New hostname																			
New IP address																			
Company Name																			
Location																			
Contact Person																			
Asset Number																			
Control Panel Icon																			

- **Device state**

This section contains the Retrieve state, Import state, and Data import state. See the *Import devices from Excel and Discover and retrieve* section, below, for more details.

Device state	
Retrieve state	Idle
Import state	Device not imported from external source
Data import state	Device information not imported from external source

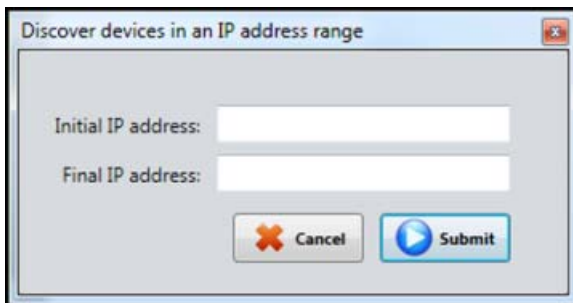
- **Retrieved from device (read only):**

These attributes are automatically gathered from the device when a “Discovery” or “Retrieve” operation occurs.

Retrieved from the device	
Family	HP FutureSmart MFPs
Model	HP LaserJet 700 color MFP M775
Hostname	NP19225FE
Factory Default Hostname	NP19225FE
MAC Address	80C16E9225FE
Firmware version	2201057_231933
Firmware date	08/12/2012
RAM memory (MB)	1536
Serial Number	CN10D710CY
Sleep state	Sleep mode on
Time since initialization	8120198

### Discover and retrieve section (yellow)

- Pressing the **Retrieve** button makes FDT gather information from each of the devices in the device list. Once gathered, the information is updated accordingly in the Device list section. Double clicking a device performs a “Retrieve” operation on the selected device.
- Pressing the **Discover** button opens the Discover dialog where user can define a range of IP addresses: FDT will look for supported devices within the specified range and, if found, will be automatically added to the device list section.



- Pressing the **Stop** button cancels any discovery or retrieves operation currently in progress.

The *Retrieve state* for a particular device can be:

- **IDLE:** No information from the device has been retrieved yet.
- **SUCCESS:** All device information has been retrieved successfully.
- **PARTIAL:** Not all device information has been retrieved successfully. This typically occurs because of wrong credentials.

### Contextual help (purple)

- Displays helpful information related to the active tab in the UI.

### Execution mode (black)

- Displays the current FDT execution; the possible execution modes are “Service” or “Standalone”.

### 1.7.1.1 Import devices

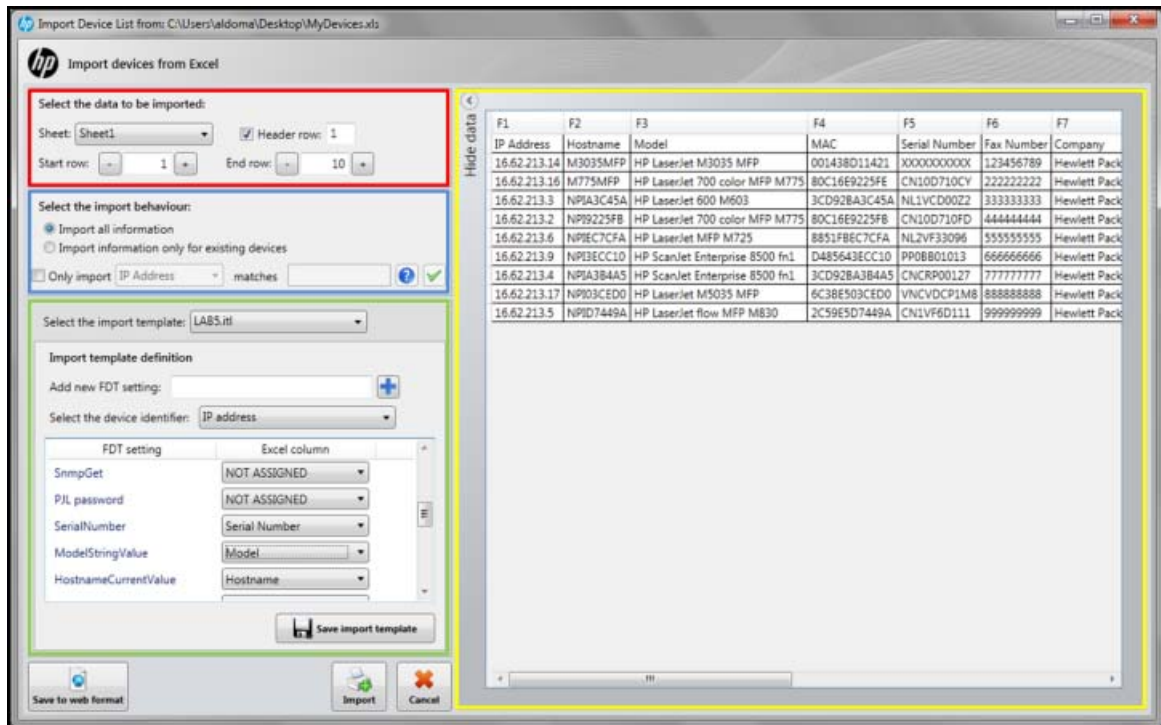
FDT allows importing devices from external sources. Supported data sources are:

- **\*.XDL** files (FDT XML device list)
- **\*.CDL/ \*.CSV** files (FDT CSV device list)
- **Excel** files

#### 1.7.1.1.1 Import devices from Excel

When clicking the **Load** button and selecting an Excel file as data source, FDT reads the file contents and displays the “Import from Excel” dialog that allows the user to define the parameters and behavior of the import operation. The picture below displays the different sections in the “Import devices from Excel” dialog:

**Figure 1-14** Import devices from Excel



#### Data section (yellow)

- Displays the contents of the Excel file.

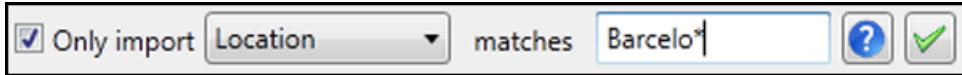
#### Select data to be imported section (red)

- Allows user to specify the Excel sheet containing the data to be imported, as well as the range of rows to be included in the import operation. In addition, it allows the user to specify if there is a row containing the headers for each of the Excel columns in order to improve the usability when defining the import template.

**Select the import behavior section (blue)**

- Allows the user to specify if all devices selected in the previous section should be imported into FDT or not. If the user selects to import information only for existing devices, the information from the Excel file will be merged with the devices present in the current device list and any additional device present in the Excel file will not be imported.

In addition, this section allows the user to filter the Excel data to be imported. If the filtering condition is defined, only the rows matching the filtering condition will be included in the import operation.



It's possible to define a regular expression when filtering imported data: the "?" button displays some help about defining regular expressions and the "✓" button can be used to test the Excel contents against the regular expression prior to importing the data.



**Import template definition section (green):**

- Allows the user to define how the Excel columns should be mapped into the FDT settings. This collection of mappings is also known as import template.

Select the import template: None

Import template definition

Add new FDT setting:  +

Select the device identifier: IP address

FDT setting	Excel column
IP address	HP_IP Address
Port (HTTP)	NOT ASSIGNED
Port (HTTPS)	NOT ASSIGNED
Port (WebService)	NOT ASSIGNED
Port (SNMP)	NOT ASSIGNED
User name	NOT ASSIGNED
Admin password	NOT ASSIGNED
SNMP set community	NOT ASSIGNED
Use EWS password in SNMP	NOT ASSIGNED
SNMP get community	NOT ASSIGNED
PJL password	NOT ASSIGNED
Serial Number	Serial Number
Model	Model Name
Hostname	Hostname_Match
FactoryDefaultHostName	NOT ASSIGNED
MACAddress	NOT ASSIGNED
Set hostname	NOT ASSIGNED
Set IP address	NOT ASSIGNED
Company Name	NOT ASSIGNED
Location	NOT ASSIGNED
Contact Person	NOT ASSIGNED

Save import template

First identify which FDT settings have a direct mapping in the Excel file. Once identified, the appropriate relationships between FDT settings and Excel columns should be created. The picture on the right side displays how an import template could look.

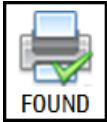

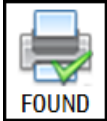

In addition, you will need to define which field should be considered as device identifier. The import operation will look for a device in the current device list having the same identifier in order to determine if the device is already present in the list.

You can load an existing import template via the “Select the import template combo” box and save the current one for future use via the **Save import template** button.

You can also extend the device parameters via the “Add new FDT setting” text box and pressing the + button. Once done, you can define how the Excel information should be mapped into this new setting. After importing, FDT will create a device specific setting containing this information that can be referenced across FDT via macros.

Pressing the **Import** button will cause all selected data from the Excel to be loaded in FDT. While loading the new devices, FDT automatically retrieves real data from the devices, and based on the result, each of the imported devices will have an import device state and an import data state. The following table provides descriptions of possible values:

**Table 1-1 Import Device / Data states**

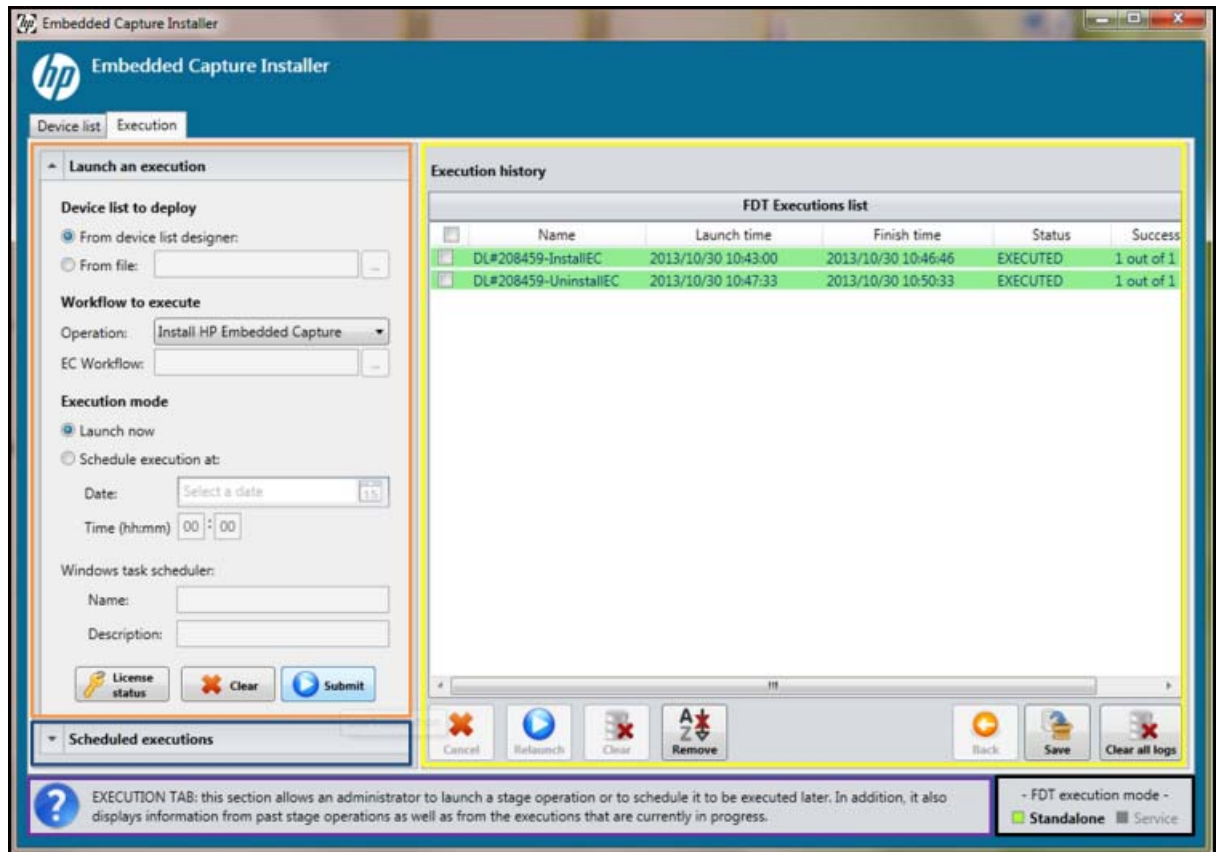
Import Device State	Description
	The imported device was already present in the device list.
	The imported device was not in the device list.
Import Data State	Description
	The value of the device read only attributes coming from the Excel and defined as part of the import template match the device real values. These attributes are: serial number, MAC address, device model, IP Address, hostname, and factory default hostname.
	There is a mismatch in the device read-only attributes coming from Excel. This scenario is considered as a conflict.

Pressing the **Save to web format** button exports the data selected from the Excel to web device list format to make it readable by the FDT Web client, which is not included by default in the Embedded Capture installation package. If you are interested in the FDT Web client, please contact your HP representative.

## 1.7.2 Execution tab

This section explains how to launch an Embedded Capture deployment operation, or schedule it to be executed later. In addition, it also displays information from past stage operations, as well as from the executions that are currently in progress.

Figure 1-15 Execution tab





### Launch an execution section (orange)

- Specify the Embedded Capture operation to be performed, and the device list to be used for the stage operation that is being defined.

When specifying the devices to be configured, you can reference the device list currently active in the Device list tab, or you can reference a device list contained in an external file.

The following operations can be started:

- **Install HP EC in a fleet of devices:** Installs HP Embedded Capture (HP EC) in a fleet of devices composed of either FutureSmart and/or Non-FutureSmart devices.
- 
-  **NOTE:** In order to perform an installation, all the devices must be online and with the correct credentials set.
- 
- **Uninstall HP EC from a fleet of devices:** Uninstalls HP Embedded Capture (HP EC) from a fleet of devices composed of either FutureSmart and/or Non-FutureSmart devices.
  - **Upload a HP EC workflow to a fleet of devices:** Uploads an HP Embedded Capture (HP EC) workflow to a fleet of devices that includes either FutureSmart and/or Non-FutureSmart devices. Both “Advanced” and “Compatible” Workflows can be uploaded using this operation.
- 
-  **NOTE:** Advanced workflows can be uploaded only to FutureSmart devices.
- 
- **Remove a HP EC workflow from a fleet of devices:** Removes an HP Embedded Capture (HP EC) workflow from a fleet of devices that includes either FutureSmart and/or Non-FutureSmart devices. The operation deletes completely all jobs and restores the button information.

- **Upload HP EC plugins to a fleet of devices:** Synchronizes HP Embedded Capture (HP EC) plugins stored in a local path with those stored in a fleet of FutureSmart devices. Synchronization consists of updating newer plugin versions, uploading plugins not present on the device, and removing from the device any not present in the folder.

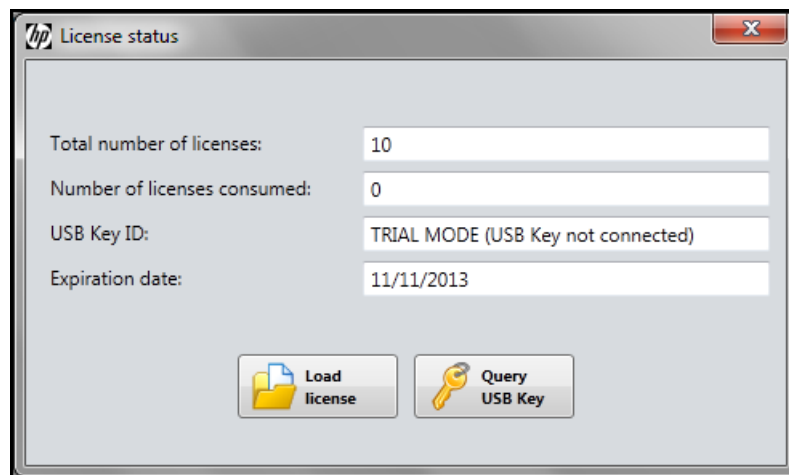
 **NOTE:** This operation is not supported by Non-FutureSmart devices.

In addition, you can decide if the stage operation has to be launched immediately, or should be scheduled to execute later. The **Submit** button starts or schedules the Embedded Capture deployment operation. The **Clear** button resets the control contents to default values.

Pressing the **License status** button displays information about:

- The total number of HP Embedded Capture (HP EC) license purchased
- The number of HP Embedded Capture (HP EC) licenses consumed
- The ID of the USB Key, if present
- The solution expiration date

**Figure 1-16** License status



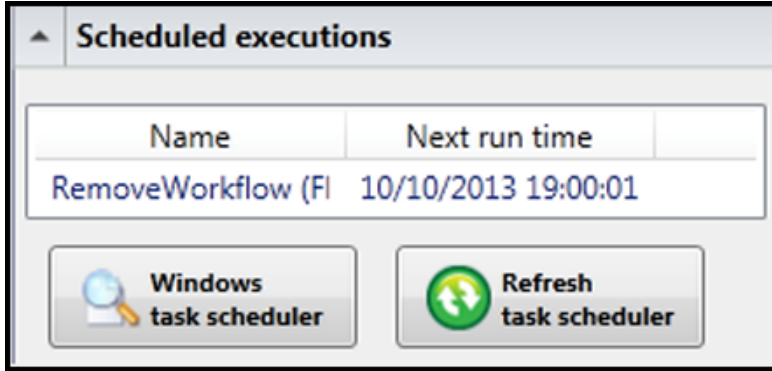
The **Load license** button provides the ability to import an HP Embedded Capture (HP EC) license file into the system.

The **Query USB Key** button refreshes the licensing information with the contents from the USB Key.

### Scheduled executions section (blue)

- Displays pending executions. The list can be refreshed via the **Refresh task scheduler** button. The **Windows task scheduler** button opens the Windows scheduler to manage the FDT scheduled executions.

Figure 1-17 Scheduled executions



### FDT executions list section (yellow)

- Displays information regarding current and past Embedded Capture deployment operations (also known as executions). This information is organized in different levels:

#### 1. First level (execution level)

Displays all past and current executions. For each execution, the following information is displayed: execution name, launch and finish time, execution status, and how many devices in the execution have been successfully configured.

<input type="checkbox"/>	Name	Launch time	Finish time	Status	Success devices
<input type="checkbox"/>	DL#148926-WF#778926	2013/09/20 08:47:24	2013/09/20 08:47:33	EXECUTED	1 out of 1

Possible execution statuses are:

- **RUNNING / CANCELING** (orange): The execution is currently in progress or being canceled.
- **EXECUTED** (green): The execution has completed successfully.
- **EXEC\_ERROR / CANCELED\_ERROR** (red): The execution has finished with errors, has been cancelled, or some errors occurred while canceling it, respectively.

Each entry displayed in the Execution history viewer has a check box on the left side that can be used to mark one or several executions and:

- **Cancel them** if they are currently running.
- **Relaunch them:** for each of the selected executions, an identical execution will be launched.
- **Clear the data** related to the selected executions.

Also, from this section you can remove all data from past FDT executions (Clear all logs), and export the current view to an external CSV file (Save).

## Contextual menu

A contextual menu at the execution level exposes the following functionalities:

- **Show log:** Opens the log viewer with the execution log.
- **Export log:** Creates a ZIP package with all log files associated with the selected execution.
- **Load the device list / Load workflow:** Loads the device list or workflow of the execution on the Device List tab or Workflow tab.
- **Save device list / Save workflow:** Saves the device list or workflow of the execution to an external file.

**Figure 1-18** FDT Executions list

FDT Executions list						
	Name	Launch time	Finish time	Status	Success de	
<input type="checkbox"/>	DL#148926-WF#778926	2013/09/20 08:47:24	2013/09/20 08:47:33	EXECUTED	1 out of 1	
<input type="checkbox"/>	DL#148926-WF#778926	2013/09/20 08:48:06		ERROR	0 out of 1	Show log
<input type="checkbox"/>	DL#148926-WF#778926	2013/09/20 08:49:21		UTED	1 out of 1	Export log
<input type="checkbox"/>	DL#148926-WF#778926	2013/09/20 08:50:26		UTED	1 out of 1	Load device list
<input type="checkbox"/>	DL#148926-WF#778926	2013/09/20 08:52:05		ERROR	0 out of 1	Save device list
<input type="checkbox"/>	DL#148926-WF#778926	2013/09/20 08:53:56		UTED	1 out of 1	Load workflow
						Save workflow

### 2. Second level (device level)

Double-clicking an execution displays all the devices involved in this particular execution. For each device, the following information is displayed: IP address, device model, launch and finish time, execution status, and the latest status message.

	IP Address	Model	Launch time	Finish time	Status	Status message
<input type="checkbox"/>	16.62.213.14	HP LaserJet M3035	2013/09/20 08:47:24	2013/09/20 08:47:33	EXECUTED	Tasks in workflow: 1 (1 started / 1 finished / 1 success)

Selection box next to each device can be used to select several devices and:

- Cancel the execution on the selected devices if it's still in progress.
- Relaunch the execution of the current workflow in the selected devices.

**Contextual menu:** The contextual menu at device level provides ability to examine the device log file.

### 3. Third level (task level)

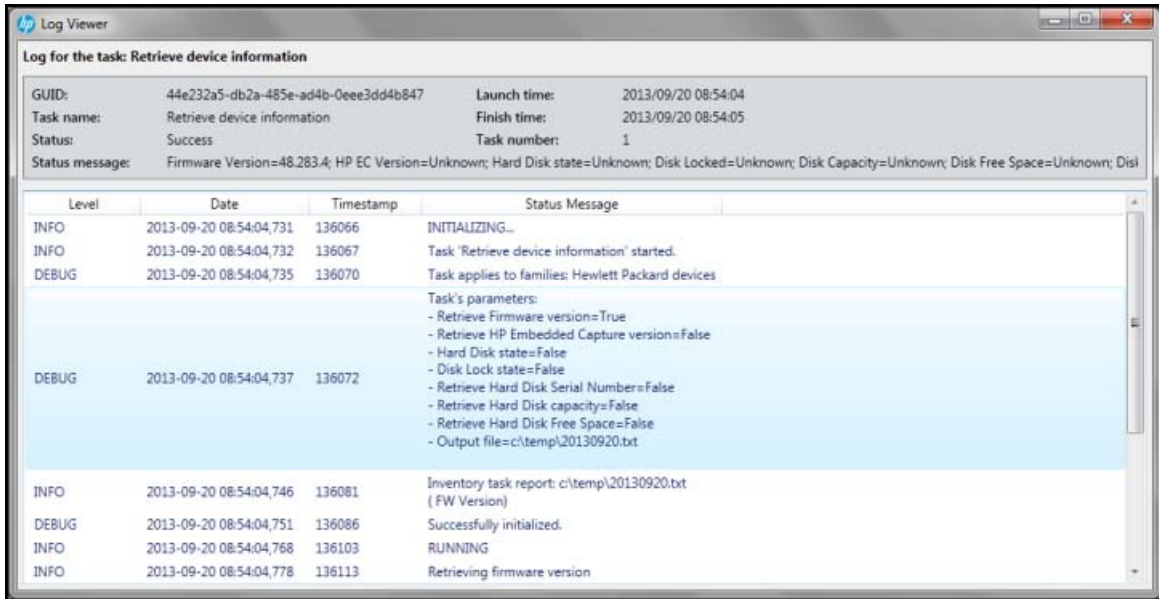
Double-click a device to show the list of tasks executed or pending to be executed in that particular device. For each of these tasks, the following information is displayed: Task name, Launch time, Finish time, execution Status, and the latest Status message.

Task name	Launch time	Finish time	Status	Status message
Check if printing port is available	2013/10/09 10:35:11	2013/10/09 10:35:11	SUCCESS	Print port is accessible.

**Contextual menu:** The contextual menu at task level provides the ability to examine the task log file.

The Log Viewer screen displays when the user selects to examine the execution, device, or task log files.

**Figure 1-19** Log viewer



**Sorting the execution information:** Sort the data displayed in each of the levels to ease its management: Click a column header to sort the information based on that column. In the sample below, executions are alphabetically sorted based by **Status**.

FDT Executions list					
	Name	Launch time	Finish time	Status 0 ▼	Success device
<input type="checkbox"/>	DeviceList_634834910755	17/09/2012 16:26:05	17/09/2012 16:26:06	EXECUTED	1 out of 1
<input type="checkbox"/>	DeviceList_634834910755	17/09/2012 15:04:38	17/09/2012 15:04:40	EXECUTED	1 out of 1
<input type="checkbox"/>	DeviceList_634826332791	07/09/2012 16:48:02	07/09/2012 16:48:03	EXEC_ERROR	0 out of 1

Click an additional column header to indicate that it should be used as second sorting criteria. In the sample below, executions are alphabetically sorted based on **Status** and **Launch time**.

FDT Executions list					
	Name	Launch time 1 ▼	Finish time	Status 0 ▼	Success devices
<input type="checkbox"/>	DeviceList_634834910755	17/09/2012 15:04:38	17/09/2012 15:04:40	EXECUTED	1 out of 1
<input type="checkbox"/>	DeviceList_634834910755	17/09/2012 16:26:05	17/09/2012 16:26:06	EXECUTED	1 out of 1
<input type="checkbox"/>	DeviceList_634826332791	07/09/2012 16:48:02	07/09/2012 16:48:03	EXEC_ERROR	0 out of 1

Press the **Remove** button to clear all current sorting criteria from the FDT Executions list.



- **Contextual help** (purple): Displays help information related to the active tab in the UI.
- **Execution mode** (black): Displays the current FDT execution mode; the possible execution modes are Service mode or Standalone mode.



---

## 2 Licensing

### 2.1 Trial licenses

By default, HP Embedded Capture (HP EC) comes with a (60) day trial license for up to 10 devices. The trial period starts on the date that HP Embedded Capture Installer is set up on the administration PC.

Once the trial period is finished, Embedded Capture will stop working on the installed devices. If a licence is purchased, the trial devices should be reinstalled (uninstall Embedded Capture and reinstall again with the new license).

The HP Embedded Capture Installer will always show the license information on the **Installation and Deployment** tab.

- **Licensed USB Key**

UBS Key ID indicating the key ID used during the solution licensing process. If the solution is not licensed, “TRIAL MODE (USB Key not connected)” will appear.

- **The number of available licenses**

This corresponds to the number of devices where the solution can be installed.

- **The number of licenses consumed**

Corresponds to the number of licenses already consumed. With the trial version, the sum of licenses consumed and available licenses is always the same, and equals to 10.

- **The expiration date**

Expiration date of the license.

If you are just evaluating the software, you don't need a permanent license, and can go directly to chapter 2, *HP Embedded Capture Workflow Designer & Installer* to proceed with the installation process. To obtain a permanent license for the software, please continue reading.

### 2.2 Permanent license

HP Embedded Capture (HP EC) is licensed software. After completing the purchase process, HP Embedded Capture (HP EC) can be installed on each of the devices, including those where the trial version was installed.

As part of the HP Embedded Capture (HP EC) ordering process, you will receive a USB Key that will be required for licensing HP Embedded Capture (HP EC).

Please be aware that a Physical USB Key is required to license the Software and for activating the licenses. Do not attempt to activate the licenses without this USB Key. If you already possess the USB Key, please proceed with your license activation.

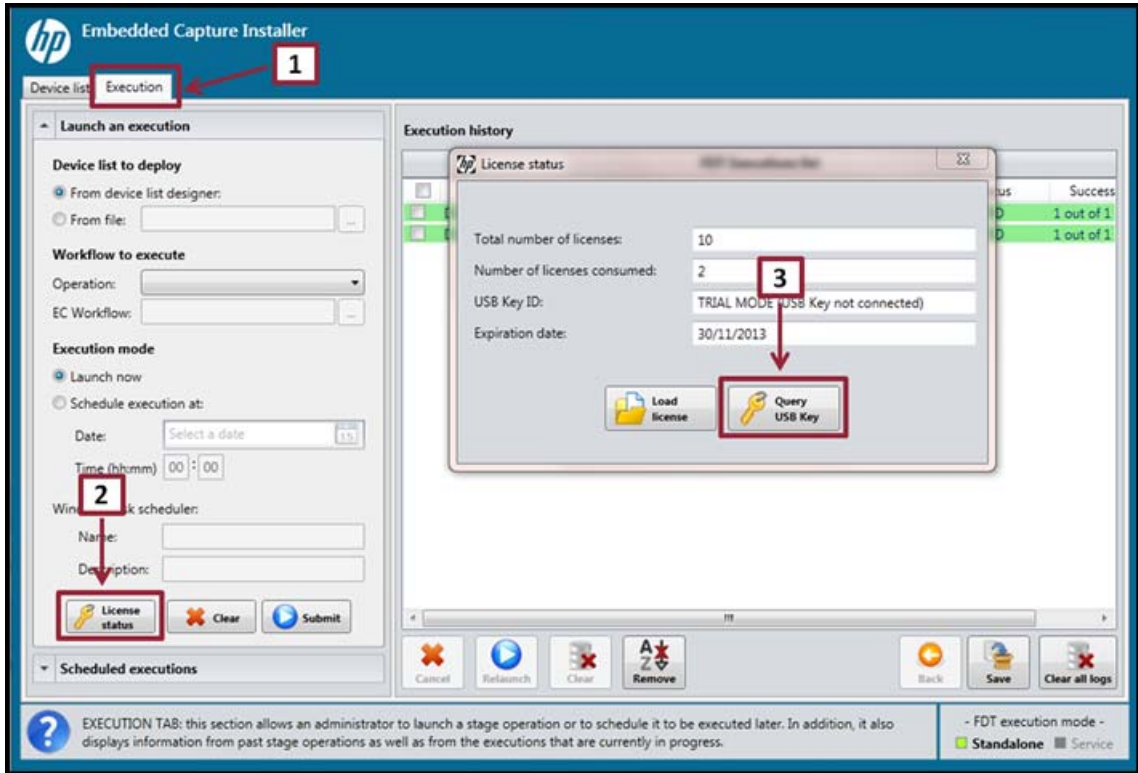
To activate your Embedded Capture license, you must provide the USB Key ID from the USB Key that was shipped to you. If you have not received the USB key hardware, please contact your HP representative.

- a. Connect the USB Key to the administration PC.
- b. Open HP Embedded Capture Installer.
- c. Copy USB Key ID to clipboard or write it down, to reuse it in the next part of the installation process. Complete the following steps on the HP Embedded Capture Installer to obtain the license key:



1. Select the **Execution** tab.
2. Click the **License Status** button.
3. Click the **Query USB Key** button; a popup window will show you the ID.

**Figure 2-1** Reading USB Key ID



Provide this unique ID on the *HP Licensing for Software* site, as part of the activation process.

## 2.2.1 License activation

For assistance regarding any of these steps, contact the License support team for your region.

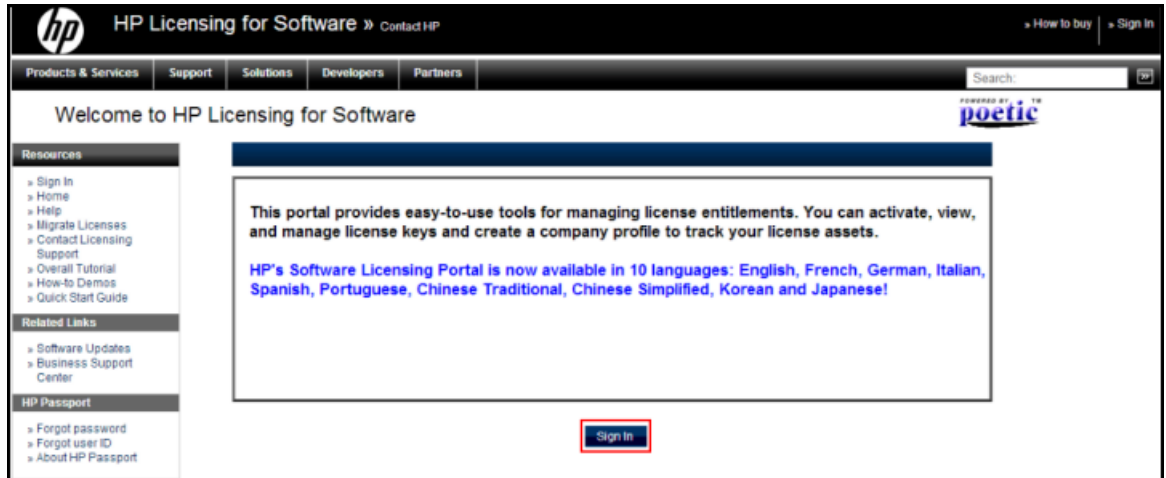
- Americas: [licensing.ams@hp.com](mailto:licensing.ams@hp.com)
- EMEA: [licensing.emea@hp.com](mailto:licensing.emea@hp.com)
- APJ: [licensing.apj@hp.com](mailto:licensing.apj@hp.com)

To activate your HP Embedded Capture (HP EC) license, complete the following steps:


1. Go to the *HP Licensing for Software* site. <http://www.hp.com/software/licensing>

2. Click **Sign in**.

**Figure 2-2** HP Licensing for Software



3. Enter your HP Passport User ID and Password.


 **NOTE:** If you don't have an HP Passport account, you will need to click **Create an account** to set one up.

The HP Licensing for Software page opens.

4. Enter the Entitlement Order Number (EON). This number can be obtained from your Entitlement Certificate.

Click **Go**.

The screenshot shows the HP Licensing for Software website. The main heading is "Enter Entitlement Order Number". Below it, there is a text input field for the Entitlement Order Number and a blue "Go" button. A red box highlights the input field and the "Go" button. To the left, there is a navigation menu with categories like Resources, Related Links, and HP Passport. Below the main heading, there is a section for "Required Licensing Information" listing items needed for the transaction: Entitlement Order Number, License Owner Contact Information, and Locking ID values. There are also three columns of links: Assets (Asset Dashboard, Entitlements, Split/Combine), Activation (Activate, Rehost, Certificates, More...), and Reports (Reports).

 **NOTE:** All products tied to the Entitlement Order Number (EON) entered will also display on the page.

5. Select the check box to the left of the product and click **Activate**.

The screenshot shows the "Search Entitlements" page. At the top, there is a search bar with the EON "TESTHPECCHINAP" and a "Search Entitlements" button. Below the search bar, there is a table of entitlements. The table has columns for "Entitlement", "Avail Qty", and "Type". The first row is selected, and the "Activate" button is highlighted.

Entitlement	Avail Qty	Type
<input checked="" type="checkbox"/> HP Embedded Capture Dev Lic 1-100 LTU Product # C2T5BAA; Version any; US English; License entitlement	21	Target
<input type="checkbox"/> HP Embedded Capture Dev Lic 101-500 LTU Product # C2T59AA; Version any; US English; License entitlement	21	Target
<input type="checkbox"/> HP Embedded Capture Dev Lic500 Plus LTU Product # C2T60AA; Version any; US English; License entitlement	21	Target

6. Enter Target Name and USB Key ID. Select either **First time installation** or **Adding capacity** from the drop-down menu. Click **Finish**.

7. After the customer clicks **Finish** (above), a notification message will display stating that keys cannot be generated automatically, and that they will be provided via email.

## 2.2.2 Adding capacity

If adding capacity, please follow steps 1–5, above. As part of the adding capacity process, you must provide your current License Key file, Target Name, and USB Key ID. To obtain your License Key file, please use the following path:

**License file:** <ECInstallationPath>\config\fdtLicense.xml

Open license key file, select all content, and copy. Go to licensing portal and paste content in the "Previous license" text box.

After Target Name, USB Key ID, and License Key file have been provided, click **Finish**.

If this license requires a locking ID, it must be activated with a Target which has unique node-locked information. All licenses activated on one Target share the same "node-locked" information (same IP Address, MAC Address, serial number, etc). Please enter your own preferred Target name or select Target Options and provide any other required information.

Target Name	Target Information		
Target Name goes here	* USB Key ID: USB Key ID goes here <a href="#">More info</a>		
Target Options	* Is this a first time installation or adding capacity? Adding capacity: <input type="text"/> Previous license: Copy and paste original license file to this section.		
<input type="button" value="Activate all"/> <input type="button" value="Clear all"/> <input type="button" value="Add Products"/>			
HP Embedded Capture			
Qty	Avail	Installed	Entitlement
2	10	0	HP Embedded Capture Dev Lic: 1-100 LTU Product#: C2T5BAK; Version any; US English; License entitlement
<input type="button" value="Activate all"/> <input type="button" value="Clear all"/> <input type="button" value="Add Products"/>			
<input type="button" value="Cancel"/> <input type="button" value="Back"/> <input type="button" value="Finish"/>			

After clicking **Finish** (above), a notification message will display stating that keys cannot be generated automatically, and that they will be provided via email.

The activation process is completed. From this page, you can view or email the certificate, or select a link from the page toolbar.

Your key cannot be generated automatically. A message has been sent to the HP Licensing Center requesting the key. The Activation Key will be emailed to you. For more information, click on the View Summary.

The certificate is being sent automatically to the registered user.

Target Name	Activation Information	
HP Admin Group10700501 [View summary]	Activation date: Nov 5, 2013 Certificates sent to:	
Annotation	Installation Instructions	Key
HP Embedded Capture Device License	IMPORTANT: Please click here for special instructions about your product.	This key is pending. The Activation Key for your solution will be generated and sent to you via email. This typically takes several hours, but may take up to 2 days.

A sample of the auto-generated email after activation is complete is provided below. A similar email is also sent once the USB Key file is available.



At this point, License Administration will generate the license file and send it to the customer by email. **It is important to keep the license file in a safe place, as it will be used in the future to add capacity and/or recover licenses from a broken PC.**

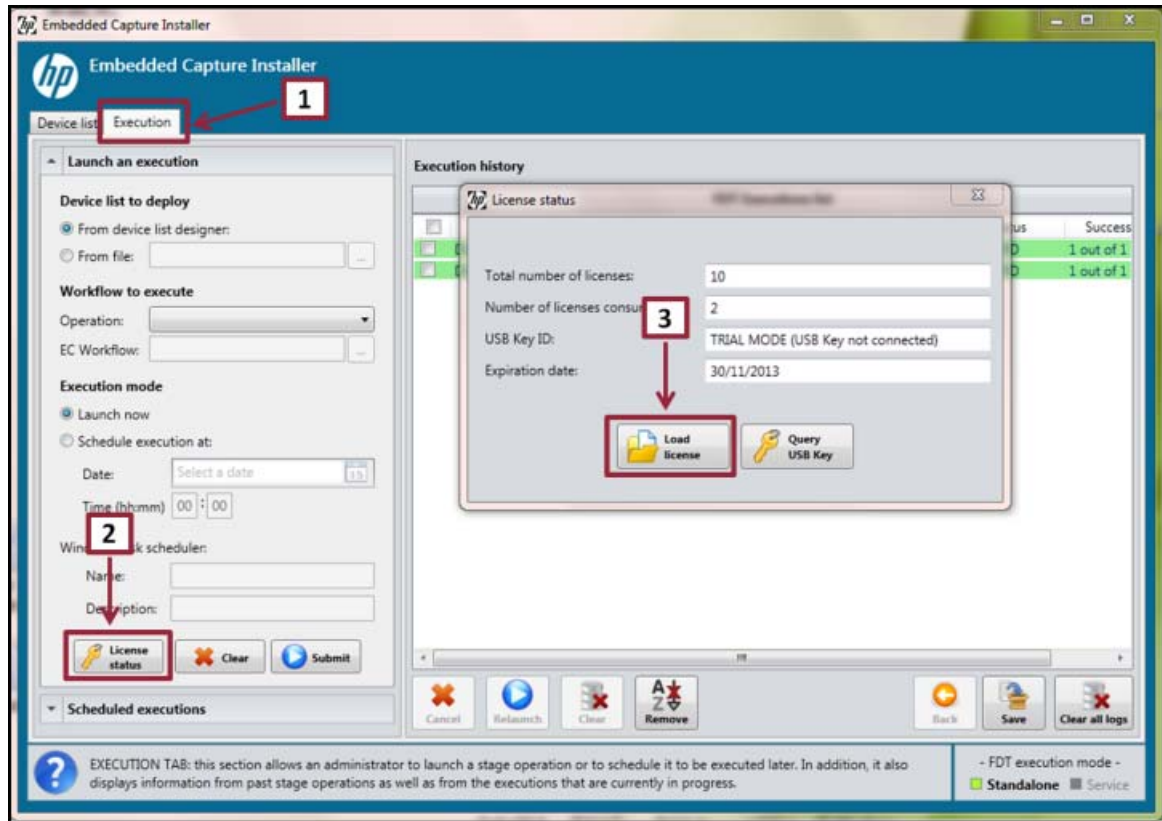
## 2.2.3 Importing License Key file

You will need to import the HP Embedded Capture (HP EC) License Key file. On the Administrator PC, complete the following steps:

- a. Open the HP Embedded Capture Installer on the Execution tab (step 3 on the image below), connect the USB key to a USB port of the computer, and click the **Load license** button (License status > Load license). A reminder message will appear stating that the USB KEY should be connected to the USB port.
- b. Navigate to the folder containing the license file (fdtLicense.xml) and double-click to open (the license file is sent to you by email).
- c. After a short time, the license will be validated against the USB Key ID, and the message "License file registered successfully" will appear. The License information frame will automatically update with the

new license information. At this point, the license has been imported into the USB Key and you are ready to start the licensed installation of HP Embedded Capture (HP EC).

**Figure 2-3** Embedded Capture Installer



**NOTE:** Follow the same importing license key file process if adding capacity.

## 2.3 Changing the Administration PC

At some point there may be a need to change your administration PC. This can be done by moving a set of files (to avoid losing licenses or having inconsistencies), and is a manual process.

### 2.3.1 New/clean PC

Complete the following steps in the order presented:

1. Install the HP Embedded Capture (HP EC) Console on the new PC.
2. Copy the license files to the new PC. The license files are located here:
  - a. **License file:** <ECInstallationPath>\config\fdtLicense.xml
  - b. **License Database:** <ECInstallationPath>\resources\licensedDevices.dat
3. Connect the USB Key to a USB port of the computer.
4. Start HP Embedded Capture (HP EC) Console.
5. Check the Licenses section to ensure that the recognized licenses are the correct ones.

## 2.3.2 PC already installed with HP Embedded Capture (HP EC) Console

If HP Embedded Capture (HP EC) is already installed on the PC, start at #2 of the steps provided for **New/Clean PC**, above.

 **NOTE:** It is recommended that you create a backup of your old license files as part of Step 2, above.

## 2.4 License recovery (broken PC/Hdd)

If the PC disk is lost, contact your HP representative for the procedures to recover your licenses.


 **NOTE:** Keep your USB Key. Your representative will ask you to send it back to HP.

1. Reinstall the HP Embedded Capture (HP EC) Console.
2. Connect the USB Key again.

This will permit recovering the amount of available licenses.

## 2.5 Upgrading software

### 2.5.1 Upgrading HP Embedded Capture Installer software on PC

 **NOTE:** Before upgrading HP Embedded Capture Installer software, it is recommended that you review the device list. If Embedded Capture is already installed on any device and an upgrade is required, the old version of HP Embedded Capture Installer will be required in order to uninstall the solution from the device.

When the administrator desires to install a new version of HP Embedded Capture Installer, it is important to follow the same procedures as described in the *Licensing* section of this guide.

1. Before uninstalling the old HP Embedded Capture Installer, back up the license files:
  - a. **License file:** <EInstallationPath>\Installer\config\fdtLicense.xml
  - b. **License database:** <EInstallationPath>\Installer\resources\licensedDevices.dat
2. Uninstall the old HP Embedded Capture Installer.
3. Install the new HP Embedded Capture Installer.
4. Place the backed up files into the corresponding location of the new installer.
5. Connect the license USB Key and start the new HP Embedded Capture Installer. Check the License status to be sure that it has updated correctly.

### 2.5.2 Upgrading solution to device

For the administrator to upgrade the solution to a device, the following steps need to be taken:

1. Using the old version of the HP Embedded Capture Installer, uninstall the solution from device.
2. Once the device is cleared, uninstall the old HP Embedded Capture Installer, and install the new version HP Embedded Capture Installer. While doing so, take into account the required steps, as described in the corresponding section of the current manual.
3. Using the new Embedded Capture Installer, install the solution on device.



### 2.5.3 Upgrading a workflow

HP Embedded Capture Installer cannot successfully upload workflows created with older versions of HP Embedded Capture Workflow designer. If the administrator tries to deploy such a workflow, the operation will not be performed, and a message prompting the administrator to fix the workflow will appear instead.

If this occurs, do the following: Using the HP Embedded Capture Workflow designer of the same version as the HP Embedded Capture Installer, open the specified workflow and save it again. This way the workflow will be automatically transformed to the new HP Embedded Capture Installer version. The new workflow can now be successfully deployed to devices using the HP Embedded Capture Installer.

---

## 3 Troubleshooting

### 3.1 HP Embedded Capture Workflow Designer

During the installation process, several problems can arise. In this chapter, we will identify the most common ones, and describe how to resolve them.

#### 3.1.1 Workflow Designer installation

The HP Embedded Capture Workflow Designer is a PC client tool that must be installed to a local folder with “Write” permissions.

It is recommended that the person responsible for the HP Embedded Capture (HP EC) installation have “Administrator” permissions on the computer where the installation is being done. If this is not the case, then “full control” permissions of the HP Embedded Capture (HP EC) installation folder and sub-folders must be granted to ensure that all temporary and log files can be written.

Workflow Designer requires .NET Framework 3.5 SP1. If this is not installed on the Administrator’s PC, a pop up will direct the user to the location from which .NET Framework 3.5 SP1 can be downloaded. In Windows 8, .Net Framework 3.5 SP1 installation is done by checking the corresponding box under “Turn windows features on or off” menu in control panel, allowing the PC to perform necessary updates and reboot.

### 3.2 HP Embedded Capture Installer

#### 3.2.1 HP Embedded Capture Installer installation

HP Embedded Capture Installer requires .NET Framework 4.0. If the framework is not installed on PC, during installation a pop up will guide user to the url where .NET Framework 4.0 can be downloaded from. In Windows 8, .NET Framework 4 installation is done by checking the corresponding box under “Turn windows features on or off” menu in control panel, allowing the PC to perform the necessary updates and reboot.

#### 3.2.2 Solution deployment process

The most common problems that can arise in the solution installation process are:

- **Device with no Administrator password set**
  - **Error detail:** When trying to install the solution in a device that has no administrator password set, the following error will occur in task “Install HP Embedded Capture on FutureSmart”: Application cannot be installed. An EWS password must be set to do so.
  - **Solution:** Set an Administrator password to all the devices you would like to install HP Embedded Capture (HP EC).
- **Wrong Administrator password**
  - **Error detail:** If an incorrect Administrator password is entered, the following error will display: “Error accessing OXPd:SI to list installed applications: Unable to access devices through HTTPS: Could not log into the EWS. Please check the provided credentials are valid.”
  - **Solution:** Make sure the Administrator password is correct, taking into account that HP Embedded Capture (HP EC) is case sensitive.

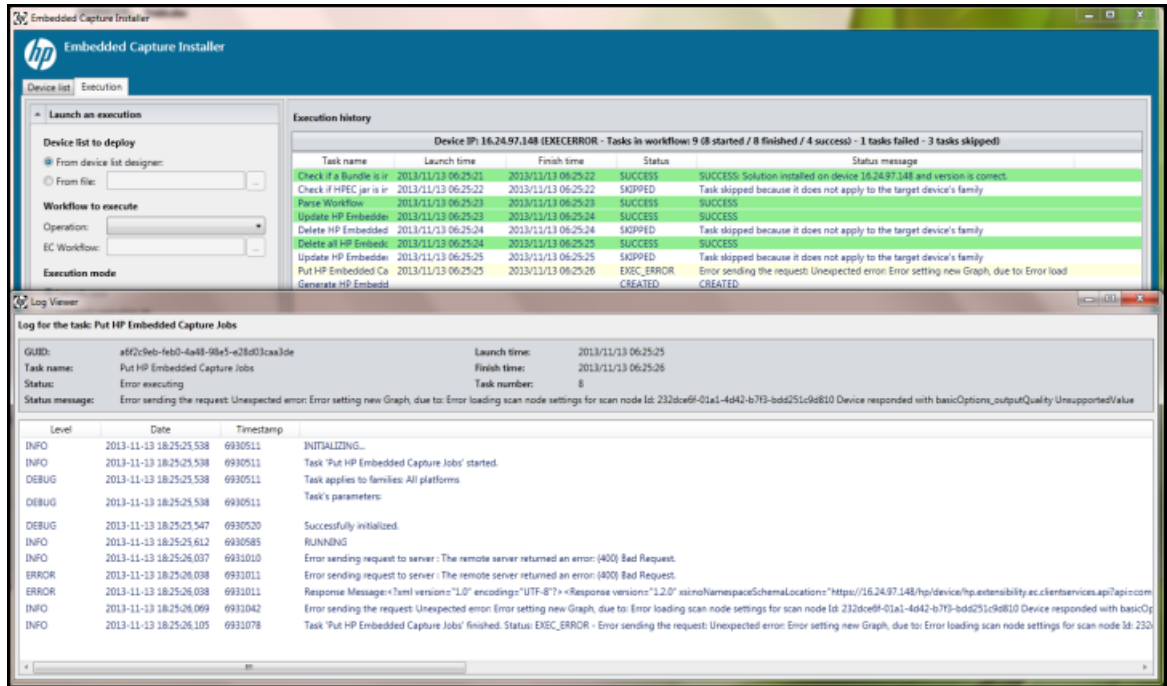
- **Wrong SNMP get community or Not Supported Device**
  - **Error detail:** If an incorrect SNMP get community password is entered, or if trying to install HP Embedded Capture (HP EC) to an unsupported device, the following error will display: “Could not get device model. Please check provided SNMP Communities and this is a supported device.”
  - **Solution:** Make sure the community password is valid and the device is supported for HP Embedded Capture (HP EC).
- **Connectivity issues with a device**
  - **Error detail:** If a device is not reachable from the PC where HP Embedded Capture (HP EC) is running, the following error will display: “Device is not reachable: DestinationHostUnreachable”.
  - **Solution:** Make sure the connectivity with the device is working properly, and the following ports are accessible: 80, 161, 443, 7627 and 57627.
- Connectivity issues with the PC where HP Embedded Capture (HP EC) is running
  - **Error detail:** If the PC where Embedded Capture has connectivity issues, the following error will display: “Device is not reachable: 1231”
  - **Solution:** Make sure the PC has network connectivity.
- **Device configured to not allow installation of legacy packages signed with SHA-1 Hashing algorithm**
  - **Error detail:** If the device is configured to not allow installation of packages signed with SHA-1, and depending on the device, solution installation will fail either in task “Install HP Embedded Capture on FutureSmart”, with error: “Error during installation, application could not be found”, or in task “Update HP Embedded capture Button”, with the message “Exception during button creation: The remote server returned an error: (500) Internal Server Error.
  - **Solution:** Enter the Embedded Web Server of the device, navigate to the security tab and check the “Allow installation of legacy packages signed with SHA-1 hashing algorithm”. If the installation error happened on step “Update HP Embedded Capture Button”, also go to General tab and after selecting the Solution installer menu, remove NSE-Jedi installed solution.

### 3.2.3 Workflow upload errors

The most common problems that can arise in the workflow installation process are:

- **Invalid scan settings:**
    - **Error Detail:** This error can occur if the user sets invalid values to certain settings, or if the user sets incompatibles values to different scan settings.  
  
The error will have the following format: Error setting new graph due to: 'Error loading scan node settings for node Id to load scan process named XXX'. Device responded with 'YYY'
- Where:
- XXX:** Name of the Scan Screen
  - YYY:** Specific error that device raised

**Figure 3-1** Invalid scan settings example



- **Missing Icon Image:**
  - **Error Detail:** If an invalid path or filename is entered, the following error will occur: “Error reading icon's image”
  - **Solution:** Check if the path is valid.

### 3.2.4 Log retrieval

If required by HP Embedded Capture (HP EC) Support team to obtain the logs of a device, you should use a tool located in the Installation Path with the following filename: “GetEcLogs.exe”

This tool permits Enabling/Disabling the Logging Service, and obtaining HP Embedded Capture (HP EC) Logs.

By default, Logging Service is disabled. Note that before getting the logs you should first enable the Logging Service.

Each operation can be performed as follows:

- **Enable Log:** In order to enable the logging service, the user must introduce the Device IP/Hostname and choose between enabling the logs indefinitely or for a certain period of time (expressed in days). Finally, pressing ‘Enable Log’ button will enable the log of the specified device.
- **Disable Log:** In order to disable the logging service, the user must introduce the Device IP/Hostname and press ‘Disable Log’ button.
- **Check log status:** In order to check if the Logging service is enabled in a specific device, the user must introduce the Device IP/Hostname and press **Log is enabled?** button.
- **Get Log:** In order to get the logs, the user must introduce the Device IP/Hostname, browse the destination file and finally press ‘Get Log’ button. An encrypted log file will be created in the specified path. This log file should be send to [embedded.capture.support@hp.com](mailto:embedded.capture.support@hp.com) specifying the device used.

Figure 3-2 Get HP Embedded Capture (HP EC) Logs tool

