



Copitrak Terminal Embedded Solution

Administrator's Guide

March 2009

www.lexmark.com

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Overview

Understanding the Lexmark Copittrak Embedded Terminal Application

The Lexmark Copittrak Embedded Terminal Application is an embedded Java application that is installed as a flash file on *multifunction printers* (MFPs) that support the Lexmark Embedded Solutions Framework 2.0 (LeSF). It links Lexmark MFPs with the Copittrak Cost Recovery System, emulating a Copittrak document accounting/cost recovery terminal screen on the MFP touch screen. Because it is linked to the Copittrak cost Recovery System, the application allows firms to track copy, fax, and scan jobs anywhere on their network.

The application can be installed using Lexmark Virtual Solution Center, the Embedded Web Server (EWS) for the MFP, or the MarkVision™ Professional printer management utility (version 11.0 or later). Once the application is installed on an MFP, it must be configured using either the EWS or MarkVision Professional.

Minimum requirements

- A printer that supports the Lexmark Embedded Solutions Framework 2.0
- The Lexmark Copittrak Embedded Terminal Application v2.x (copittrak-2.x.exe) including:
 - The Lexmark Copittrak Embedded Terminal Application application for MFPs (copittrak-2.x.flx)
 - Descriptor file for use with MarkVision Professional 11.0 or higher (copittrak-2.x_desc.xml)
 - Administrator's Guide (AdminGuide.pdf)
 - Readme file (Readme.txt)
- Copittrak Web Services
- Copittrak Enterprise Server

Note: See the Copittrak documentation for the Copittrak software and server requirements.

Installing the Lexmark Copittrak Embedded Terminal Application

Installing the Lexmark Copittrak Embedded Terminal Application using the Embedded Web Server

- 1 Double-click the **copittrak-2.x.exe** file to extract the individual application files.
- 2 On the License Agreement screen, click **Agree** to accept the terms of the software license and continue installation.
- 3 On the Choose Destination Location screen, type the path to the folder in which the application files will be stored, and then click **Install**. The default path is **C:\Lexmark**.
Note: The destination folder can be deleted after you have installed the application on your MFP.
- 4 Type the device IP address in the address field of your Web browser.
- 5 Click **Settings** on the left side of the screen.
- 6 Under Other Settings, click **Embedded Solutions**.
- 7 Under the Solutions tab, click **Install**.
- 8 Click **Browse** to locate the application flash file (.fls file).
- 9 Click **Start Install** to install the application.

Stopping or starting the Lexmark Copittrak Embedded Terminal Application

The Lexmark Copittrak Embedded Terminal Application is started upon being installed. Although the need for stopping or starting an application is unlikely, you can do so through the Embedded Web Server.

- 1 From the Embedded Web Server, click **Settings → Embedded Solutions**.
- 2 To stop the solution, click the check box next to the name of the application, and then click **Stop**.
- 3 To start the application, click the check box next to the name of the application, and then click **Start**.

Uninstalling the Lexmark Copittrak Embedded Terminal Application

- 1 From the Embedded Web Server, click **Settings → Embedded Solutions**.
- 2 Click the check box next to the name of the application, and then click **Uninstall**.

Installing the Lexmark Copittrak Embedded Terminal Application using MarkVision Professional

- 1 Double-click the **copittrak-2.x.exe** file to extract the individual application files.
- 2 On the License Agreement screen, click **Agree** to accept the terms of the software license and continue installation.
- 3 On the Choose Destination Location screen, type the path to the folder in which the application files will be stored, and then click **Install**. The default path is **C:\Lexmark**.
Note: The destination folder can be deleted after you have installed the application on your printer.
- 4 From the **All Tasks** list on the MarkVision Professional Home screen, select **Embedded Solutions - Solutions Management**.
- 5 Using the Quick Find or Folders tabs, select the device(s) the application will be installed on.
Use **Ctrl + click** and **Shift + click** to select multiple devices.
Note: Password-protected network devices are displayed in red. Enter the device password to gain access to the device.
- 6 Click **Install**.
- 7 Select the application flash file.
- 8 Click **Add**.

Stopping or starting the Lexmark Copittrak Embedded Terminal Application

The Lexmark Copittrak Embedded Terminal Application is started upon being installed. Although the need for stopping or starting the application is unlikely, you can do so through MarkVision Professional.

- 1 From the MarkVision Professional Home screen, select **Embedded Solutions - Solutions Management** from the All Tasks list.
- 2 Using the Quick Find or Folders tabs, select the device(s) the application is installed on.
Use **Ctrl + click** and **Shift + click** to select multiple devices.
Note: Password-protected network devices are displayed in red. Enter the device password to gain access to the device.
- 3 Select the application name from the list, and then click either **Stop** or **Start** to complete the desired action.

Uninstalling applications

- 1 From the MarkVision Professional Home screen, select **Embedded Solutions - Solutions Management** from the All Tasks list.
- 2 Using the Quick Find or Folders tabs, select the device(s) the application will be uninstalled from.
Use **Ctrl + click** and **Shift + click** to select multiple devices.
Note: Password-protected network devices are displayed in red. Enter the device password to gain access to the device.

3 Select from the list, and then click **Uninstall**.

Configuring the Lexmark Copittrak Embedded Terminal Application

Configuring the Lexmark Copittrak Embedded Terminal Application using the Embedded Web Server

Enabling job tracking

- 1 Type the device IP address in the address field of your Web browser to open the Embedded Web Server for the MFP.
- 2 From the Embedded Web Server, click **Settings** → **Embedded Solutions** → **Copittrak Embedded Terminal** → **Configure**.
- 3 Type the IP address for the Copittrak Web Service in the Web Service Address field.
- 4 Select or clear **Track Copy Jobs**, **Track Fax Jobs**, **Track Email Jobs**, and **Track FTP Scan Jobs** to enable tracking for those functions.
- 5 Fill out the remaining fields as necessary.
- 6 Click **Apply** to save the settings, or **Reset** to cancel the changes.

Note: Mouse-over the question marks on the Configure tab to learn more about the information required to complete each field.

Configuring copy tracking

- 1 Type the device IP address in the address field of your Web browser to open the Embedded Web Server for the MFP.
- 2 From the Embedded Web Server, click **Settings** → **Embedded Solutions** → **Copittrak Embedded Terminal** → **Configure**.
- 3 Select **Track Copy Jobs**.
- 4 Fill out the remaining fields as necessary:
 - **Copies Based On**—This setting determines whether the number of copies tracked will be based on the number of sides printed or the number of pages printed. Selecting **Number of Sides Printed** will result in a duplexed page counting as two copies. Selecting **Number of Pages Printed** will result in a duplexed page counting as one copy.
 - **Copy Unit ID**—This is the Unit ID, as reported to Copittrak, to be used by the MFP for copy jobs.
 - **Copy WorkCode**—This is the work code that will be assigned to copy jobs executed on this MFP.
- 5 Click **Apply** to save the settings, or **Reset** to cancel the changes.

Note: Mouse-over the question marks on the Configure tab to learn more about the information required to complete each field.

Configuring fax tracking

- 1 Type the device IP address in the address field of your Web browser to open the Embedded Web Server for the MFP.
- 2 From the Embedded Web Server, click **Settings → Embedded Solutions → Copittrak Embedded Terminal → Configure**.
- 3 Select **Track Fax Jobs**.
- 4 Fill out the remaining fields as necessary:
 - **Fax Unit ID**—This is the Unit ID, as reported to Copittrak, to be used by the MFP for fax jobs.
 - **Fax WorkCode**—This is the work code that will be assigned to fax jobs sent from this MFP.
- 5 Click **Apply** to save the settings, or **Reset** to cancel the changes.

Note: Mouse-over the question marks on the Configure tab to learn more about the information required to complete each field.

Configuring scan to e-mail tracking

- 1 Type the device IP address in the address field of your Web browser to open the Embedded Web Server for the MFP.
- 2 From the Embedded Web Server, click **Settings → Embedded Solutions → Copittrak Embedded Terminal → Configure**.
- 3 Select **Track Email Jobs**.
- 4 Fill out the remaining fields as necessary:
 - **Email Unit ID**—This is the Unit ID, as reported to Copittrak, to be used by the MFP for scan to e-mail jobs.
 - **B/W Email WorkCode**—This is the work code that will be assigned to black-and-white scan to e-mail jobs sent from this MFP.
 - **Color Email WorkCode**—This is the work code that will be assigned to color scan to e-mail jobs sent from this MFP.
- 5 Click **Apply** to save the settings, or **Reset** to cancel the changes.

Note: Mouse-over the question marks on the Configure tab to learn more about the information required to complete each field.

Configuring scan to FTP tracking

- 1 Type the device IP address in the address field of your Web browser to open the Embedded Web Server for the MFP.
- 2 From the Embedded Web Server, click **Settings → Embedded Solutions → Copittrak Embedded Terminal → Configure**.
- 3 Select **Track FTP Scan Jobs**.
- 4 Fill out the remaining fields as necessary:
 - **FTP Unit ID**—This is the Unit ID, as reported to Copittrak, to be used by the MFP for scan to FTP jobs.
 - **B/W FTP WorkCode**—This is the work code that will be assigned to black-and-white scan to FTP jobs sent from this MFP.

- **Color FTP WorkCode**—This is the work code that will be assigned to color scan to FTP jobs sent from this MFP.

5 Click **Apply** to save the settings, or **Reset** to cancel the changes.

Note: Mouse-over the question marks on the Configure tab to learn more about the information required to complete each field.

Configuring application settings

1 Type the device IP address in the address field of your Web browser to open the Embedded Web Server for the MFP.

2 From the Embedded Web Server, click **Settings → Embedded Solutions → Copittrak Embedded Terminal → Configure**.

3 Adjust the settings as necessary:

- **Force Upper Case**—With this selected, user IDs will be converted automatically to all upper-case characters.
- **Hide User ID**—With this selected, User IDs will be masked as they are entered.
- **Default View**—This setting determines the order of appearance for application features on the MFP touchscreen. The selected feature will be prominent on the screen; the other two features will be available as buttons below the primary feature.
- **Minimum Search Characters**—This setting determines the number of characters necessary to search accounts. Type a value of between 1-6.
- **Auto-Separate Character Length**—This determines the amount of space before the client-matter separator is added automatically. Type a value of between 0-10 (0 disables the feature).
- **Auto-Separate Character**—This determines the character that will be used for the client-matter separator. This is disabled automatically if the Auto-Separate Character Length is set to 0.
- **Prompt for User ID**—This entry specifies the name of the prompt that users will see when first logging in.
- **Prompt for Account ID**—This entry specifies the name of the prompt that users will see after they enter a user ID.
- **Require Attorney ID**—With this selected, users will be prompted to type an Attorney ID before selected an account.
- **Prompt for Attorney ID**—This entry specifies the name of the prompt that users will see if Require Attorney ID is selected.
- **Network Timeout (seconds)**—This setting determines the amount of time before a transaction is automatically cancelled if a network connection cannot be established. Type a value of between 5-30.
- **Prompt Timeout (seconds)**—This setting determines the amount of time before a transaction is automatically cancelled if a user does not respond to a prompt. Type a value of between 0-300 (0 sets the prompt timeout to the MFP default value).

4 Click **Apply** to save the settings, or **Reset** to cancel the changes.

Note: Mouse-over the question marks on the Configure tab to learn more about the information required to complete each field.

Importing configuration settings

- 1 Type the device IP address in the address field of your Web browser to open the Embedded Web Server for the MFP.
- 2 From the Embedded Web Server, click **Settings** → **Embedded Solutions** → **Copitrak Embedded Terminal** → **Configure**.
- 3 Click **Import**.
- 4 Click **Browse** to locate the universal configuration file (.ucf), and then click **Open**.
- 5 Click **Start** to load the configuration settings, or click **Return** to go back to the configuration page without making changes.

Exporting configuration settings

- 1 Type the device IP address in the address field of your Web browser to open the Embedded Web Server for the MFP.
- 2 From the Embedded Web Server, click **Settings** → **Embedded Solutions** → **Copitrak Embedded Terminal** → **Configure**.
- 3 Click **Export**.
- 4 Click **Browse** to find a location to save the universal configuration file (.ucf).
- 5 Click **OK**.

Updating the Copitrak license

- 1 Type the device IP address in the address field of your Web browser to open the Embedded Web Server for the MFP.
- 2 From the Embedded Web Server, click **Settings** → **Embedded Solutions** → **Copitrak Embedded Terminal** → **License**.
- 3 Click **Browse** to locate the Copitrak license file, either on a local machine or on a network server.
- 4 Click **Update License**.

Configuring the Lexmark Copitrak Embedded Terminal Application using MarkVision Professional

Enabling job tracking

- 1 From the MarkVision Professional Home screen, select **Embedded Solutions - Solutions Management** from the All Tasks list.
- 2 Using the Quick Find or Folders tabs, select the device(s) the application is installed on.
Use **Ctrl + click** and **Shift + click** to select multiple devices.
Note: Password-protected network devices are displayed in red. Enter the device password to gain access to the device.

- 3 Select **Copittrak Embedded Terminal** from the list.
- 4 Click **Configure**.
- 5 Type the IP address for the Copittrak Web Service in the Web Service Address field.
- 6 Select or clear **Track Copy Jobs**, **Track Fax Jobs**, **Track Email Jobs**, and **Track FTP Scan Jobs** to enable tracking for those functions.
- 7 Fill out the remaining fields as necessary.
- 8 Click **OK** to save the settings, or **Cancel** to close the dialog without making changes.

Configuring copy tracking

- 1 From the MarkVision Professional Home screen, select **Embedded Solutions - Solutions Management** from the All Tasks list.
- 2 Using the Quick Find or Folders tabs, select the device(s) the application is installed on.
Use **Ctrl + click** and **Shift + click** to select multiple devices.

Note: Password-protected network devices are displayed in red. Enter the device password to gain access to the device.
- 3 Select **Copittrak Embedded Terminal** from the list.
- 4 Click **Configure**.
- 5 Select **Track Copy Jobs**.
- 6 Fill out the remaining fields as necessary:
 - **Copies Based On**—This setting determines whether the number of copies tracked will be based on the number of sides printed or the number of pages printed. Selecting **Number of Sides Printed** will result in a duplexed page counting as two copies. Selecting **Number of Pages Printed** will result in a duplexed page counting as one copy.
 - **Copy Unit ID**—This is the Unit ID, as reported to Copittrak, to be used by the MFP for copy jobs.
 - **Copy WorkCode**—This is the work code that will be assigned to copy jobs executed on this MFP.
- 7 Click **OK** to save the settings, or **Cancel** to close the dialog without making changes.

Configuring fax tracking

- 1 From the MarkVision Professional Home screen, select **Embedded Solutions - Solutions Management** from the All Tasks list.
- 2 Using the Quick Find or Folders tabs, select the device(s) the application is installed on.
Use **Ctrl + click** and **Shift + click** to select multiple devices.

Note: Password-protected network devices are displayed in red. Enter the device password to gain access to the device.
- 3 Select **Copittrak Embedded Terminal** from the list.
- 4 Click **Configure**.
- 5 Select **Track Fax Jobs**.

- 6 Fill out the remaining fields as necessary:
 - **Fax Unit ID**—This is the Unit ID, as reported to Copittrak, to be used by the MFP for fax jobs.
 - **Fax WorkCode**—This is the work code that will be assigned to fax jobs sent from this MFP.
- 7 Click **OK** to save the settings, or **Cancel** to close the dialog without making changes.

Configuring scan to e-mail tracking

- 1 From the MarkVision Professional Home screen, select **Embedded Solutions - Solutions Management** from the All Tasks list.
- 2 Using the Quick Find or Folders tabs, select the device(s) the application is installed on.
Use **Ctrl + click** and **Shift + click** to select multiple devices.
Note: Password-protected network devices are displayed in red. Enter the device password to gain access to the device.
- 3 Select **Copittrak Embedded Terminal** from the list.
- 4 Click **Configure**.
- 5 Select **Track Email Jobs**.
- 6 Fill out the remaining fields as necessary:
 - **Email Unit ID**—This is the Unit ID, as reported to Copittrak, to be used by the MFP for scan to e-mail jobs.
 - **B/W Email WorkCode**—This is the work code that will be assigned to black-and-white scan to e-mail jobs sent from this MFP.
 - **Color Email WorkCode**—This is the work code that will be assigned to color scan to e-mail jobs sent from this MFP.
- 7 Click **OK** to save the settings, or **Cancel** to close the dialog without making changes.

Configuring scan to FTP tracking

- 1 From the MarkVision Professional Home screen, select **Embedded Solutions - Solutions Management** from the All Tasks list.
- 2 Using the Quick Find or Folders tabs, select the device(s) the application is installed on.
Use **Ctrl + click** and **Shift + click** to select multiple devices.
Note: Password-protected network devices are displayed in red. Enter the device password to gain access to the device.
- 3 Select **Copittrak Embedded Terminal** from the list.
- 4 Click **Configure**.
- 5 Select **Track FTP Scan Jobs**.
- 6 Fill out the remaining fields as necessary:
 - **FTP Unit ID**—This is the Unit ID, as reported to Copittrak, to be used by the MFP for scan to FTP jobs.
 - **B/W FTP WorkCode**—This is the work code that will be assigned to black-and-white scan to FTP jobs sent from this MFP.

- **Color FTP WorkCode**—This is the work code that will be assigned to color scan to FTP jobs sent from this MFP.

7 Click **OK** to save the settings, or **Cancel** to close the dialog without making changes.

Configuring application settings

1 From the MarkVision Professional Home screen, select **Embedded Solutions - Solutions Management** from the All Tasks list.

2 Using the Quick Find or Folders tabs, select the device(s) the application is installed on.

Use **Ctrl + click** and **Shift + click** to select multiple devices.

Note: Password-protected network devices are displayed in red. Enter the device password to gain access to the device.

3 Select **Copitrak Embedded Terminal** from the list.

4 Click **Configure**.

5 Adjust the settings as necessary:

- **Force Upper Case**—With this selected, user IDs will be converted automatically to all upper-case characters.
- **Hide User ID**—With this selected, User IDs will be masked as they are entered.
- **Default View**—This setting determines the order of appearance for application features on the MFP touchscreen. The selected feature will be prominent on the screen; the other two features will be available as buttons below the primary feature.
- **Minimum Search Characters**—This setting determines the number of characters necessary to search accounts. Type a value of between 1-6.
- **Auto-Separate Character Length**—This determines the amount of space before the client-matter separator is added automatically. Type a value of between 0-10 (0 disables the feature).
- **Auto-Separate Character**—This determines the character that will be used for the client-matter separator. This is disabled automatically if the Auto-Separate Character Length is set to 0.
- **Prompt for User ID**—This entry specifies the name of the prompt that users will see when first logging in.
- **Prompt for Account ID**—This entry specifies the name of the prompt that users will see after they enter a user ID.
- **Require Attorney ID**—With this selected, users will be prompted to type an Attorney ID before selected an account.
- **Prompt for Attorney ID**—This entry specifies the name of the prompt that users will see if Require Attorney ID is selected.
- **Network Timeout (seconds)**—This setting determines the amount of time before a transaction is automatically cancelled if a network connection cannot be established. Type a value of between 5-30.
- **Prompt Timeout (seconds)**—This setting determines the amount of time before a transaction is automatically cancelled if a user does not respond to a prompt. Type a value of between 0-300 (0 sets the prompt timeout to the MFP default value).

6 Click **OK** to save the settings, or **Cancel** to close the dialog without making changes.

Importing configuration settings

- 1 From the MarkVision Professional Home screen, select **Embedded Solutions - Solutions Management** from the All Tasks list.
- 2 Using the Quick Find or Folders tabs, select the device(s) the application is installed on.
Use **Ctrl + click** and **Shift + click** to select multiple devices.
Note: Password-protected network devices are displayed in red. Enter the device password to gain access to the device.
- 3 Select **Copitrak Embedded Terminal** from the list.
- 4 Click **Import**.
- 5 Browse to find the universal configuration file (.ucf), and then click **Add**.

Exporting configuration settings

- 1 From the MarkVision Professional Home screen, select **Embedded Solutions - Solutions Management** from the All Tasks list.
- 2 Using the Quick Find or Folders tabs, select the device(s) the application is installed on.
Use **Ctrl + click** and **Shift + click** to select multiple devices.
Note: Password-protected network devices are displayed in red. Enter the device password to gain access to the device.
- 3 Select **Copitrak Embedded Terminal** from the list.
- 4 Click **Export**.
- 5 Browse to find a location to save the universal configuration file (.ucf), and then click **Save**.

Updating the Copitrak license

- 1 From the MarkVision Professional Home screen, select **Embedded Solutions - Solutions Management** from the All Tasks list.
- 2 Using the Quick Find or Folders tabs, select the device(s) the application is installed on.
Use **Ctrl + click** and **Shift + click** to select multiple devices.
Note: Password-protected network devices are displayed in red. Enter the device password to gain access to the device.
- 3 Select **Copitrak Embedded Terminal** from the list.
- 4 Click **Update License**.
- 5 Click **Browse** to locate the Copitrak license file, either on a local machine or on a network server.
- 6 Click **Update License**.

Finding contact information for Copitrak

- 1 Type the device IP address in the address field of your Web browser to open the Embedded Web Server for the MFP.
- 2 From the Embedded Web Server, click **Settings → Embedded Solutions**.
- 3 Click **Copitrak Embedded Terminal**.
The contact information for Control Systems is shown on the Information tab for the solution.

Using the Lexmark Copitrak Embedded Terminal Application

Copying, faxing, scanning to e-mail, and scanning to FTP

- 1 From the home screen on the MFP, touch **Copy, Fax, E-mail**, or **FTP**.
- 2 Enter your Copitrak User ID, and then touch **OK**.
If prompted, enter an Attorney ID and then touch **OK**.
- 3 You will see one of three screens:
 - **Last Job Recall**—Select from up to 12 client/matter numbers used during your most recent transactions.
 - **Search**—Conduct a full or partial (alphanumeric) search of the client/matter number database in your company's Copitrak system.
 - **Favorites**—Access your list of favorite client/matter numbers.

Notes:

- Your system support person determines which of these three options will be the primary screen. The other two options will be available as buttons at the bottom of the primary screen.
 - Once you choose the appropriate client/matter number, you will continue copying, faxing, or scanning as normal.
- 4 After the copy, fax, or scan is complete, touch **Finish the Job**. From here, you have two options:
 - Simply copy, fax, or scan another page to continue using the same client/matter number.
 - Touch  to end the transaction.

Troubleshooting

These problems are related to the Copittrak solution. For more information about solving problems related to the Copittrak solution, see the documentation provided when the Copittrak solution was activated. For technical support, contact Control Systems using the information in the Copittrak documentation or on the Information tab of the Copittrak solution on the printer Embedded Web Server.

The printer cannot connect to the Copittrak server when using the copy, fax, or e-mail function

If the Copittrak solution has been activated, and the printer cannot connect to the Copittrak server or perform the copy, fax, scan to e-mail, or scan to FTP function, there may be a problem with either the network, the Copittrak software, or the Copittrak server.

To temporarily use the printer copy, fax, scan to e-mail, or scan to FTP function without tracking, disable tracking for the function on the Copittrak Configure tab of the printer Embedded Web Server.

- 1 Type the device IP address in the address field of your Web browser to open the Embedded Web Server for the MFP.
- 2 From the Embedded Web Server, click **Settings → Embedded Solutions → Copittrak Embedded Terminal → Configure**.
- 3 Clear **Track Copy Jobs**, **Track Fax Jobs**, **Track Email Jobs**, and **Track FTP Scan Jobs** to make tracking for those functions unavailable.

Note: For more information, see the Copittrak documentation.

You can also check the system log for specific information about the problem.

- 1 Type the device IP address in the address field of your Web browser to open the Embedded Web Server for the MFP.
- 2 From the Embedded Web Server, click **Settings → Embedded Solutions → System → Configure → Log**.
- 3 Check the system log for relevant entries.

Note: If you cannot isolate the problem, contact your Lexmark representative for additional help.

Review the following scenarios to help determine the problem:

- The printer is not connected to the network.
Verify that all appropriate network cables are securely connected and that the network settings of the printer are correctly configured. For information on networking the printer, see the printer *User's Guide* and additional documentation on the *Software and Documentation* CD that came with the printer.
- There is a problem with the Copittrak Embedded Terminal solution.

Restart the application:

- 1 Type the device IP address in the address field of your Web browser to open the Embedded Web Server for the MFP.
- 2 From the Embedded Web Server, click **Settings → Embedded Solutions**.
- 3 Select **Copittrak Embedded Terminal** from the list.

4 Click **Stop**, and then wait for **Stopped** to appear in the State column.

5 Click **Start**.

For more information, see the Copitrak documentation. For technical support, contact Control Systems using the information in the Copitrak documentation or on the Information tab of the Copitrak solution on the printer Embedded Web Server.

- There is a problem with the Copitrak server.

For more information, see the Copitrak documentation. For technical support, contact Control Systems using the information in the Copitrak documentation or on the Information tab of the Copitrak solution on the printer Embedded Web Server.

The printer does not prompt for logon information or client/matter when using the copy, fax, or e-mail function

If the Copitrak solution has been activated, and the printer does not prompt for logon information or client/matter when using the copy, fax, scan to e-mail, or scan to FTP function, there may be a problem with the Copitrak solution.

Check the system log for specific information about the problem.

- 1** Type the device IP address in the address field of your Web browser to open the Embedded Web Server for the MFP.
- 2** From the Embedded Web Server, click **Settings → Embedded Solutions → System → Configure → Log**.
- 3** Check the system log for relevant entries.

Note: If you cannot isolate the problem, contact your Lexmark representative for additional help.

Review the following scenarios to help determine the problem:

- Tracking is not available for the function you are using.

Check the tracking settings on the Copitrak Embedded Terminal from the device Embedded Web Server:

- 1** Type the device IP address in the address field of your Web browser to open the Embedded Web Server for the MFP.
- 2** From the Embedded Web Server, click **Settings → Embedded Solutions → Copitrak Embedded Terminal → Configure**.
- 3** Ensure that **Track Copy Jobs**, **Track Fax Jobs**, **Track Email Jobs**, and **Track FTP Scan Jobs** are selected as appropriate.

Note: For more information, see the Copitrak documentation.

- The Copitrak Embedded Terminal solution is not installed, not running, or not licensed.
 - 1** Type the device IP address in the address field of your Web browser to open the Embedded Web Server for the MFP.
 - 2** From the Embedded Web Server, click **Settings → Embedded Solutions**.
 - 3** Make sure that **Copitrak Embedded Terminal** appears in the list and is licensed and running:
 - If the solution appears but **Unlicensed** appears in the License column, update the license:
 - a** Click **Copitrak Embedded Terminal → License**.
 - b** Click **Browse** to locate the Copitrak license file, either on a local machine or on a network server.

- c** Click **Update License**.
- If the solution appears but **Stopped** appears in the State column, select **Copitrak Embedded Terminal** from the list of installed solutions, and then click **Start**.
- If the solution does not appear, see the Copitrak documentation.
- If the solution appears and is licensed and running, restart the solution:
 - a** Select **Copitrak Embedded Terminal** from the list of installed solutions.
 - b** Click **Stop**, and then wait for **Stopped** to appear in the State column.
 - c** Click **Start**.

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