

# Xerox ConnectKey™ Share to Cloud User / Administrator's Guide



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Changes are periodically made to this document. Changes, technical inaccuracies, and typographic errors will be corrected in subsequent editions.

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# Before you start

## What is Xerox ConnectKey™ Share to Cloud?

Xerox ConnectKey™ Share to Cloud is a “server-less” multifunctional device (MFP) scanning application. No on-premise server software is required. Documents are scanned by the MFP and transmitted to the Xerox ConnectKey™ Share to Cloud server. This server, in turn, may communicate with other cloud services for document conversion or email notifications. The final document is then sent from the cloud to its target destination, which can be:

- Google Docs & Google Drive
- Evernote
- Salesforce.com
- Office 365
- SharePoint Online
- Email (via SMTP)
- Dropbox

## How do I install Xerox ConnectKey™ Share to Cloud?

The Xerox ConnectKey™ Share to Cloud is available for download with a Microsoft Windows installer. Running the installer from your PC allows you to install the Xerox ConnectKey™ Share to Cloud application on a compatible MFP. Before installing the application on the MFP, the installer validates that your device supports the minimum firmware revision and EIP version.

To use the installer, you will need the licenses you received when you purchased the product. Setup time depends on your specific MFP, but is typically less than 3 minutes.

## Licenses

Licenses are sold for different scan quantities per MFP. The license is not transferable, and is bound by both time limits and scan quantity constraints. You can purchase licenses in the following variations:

- 1 Year or 4,000 scans
- 1 Year or 8,000 scans

- 1 Year or 12,000 scans
- 1 Year or 24,000 scans

When a license is within 60 days of expiration or is within 10 % of exhausting its scan quota, an email is sent to a designated administrator, who can then take appropriate action.

Evaluation licenses are available for 15 days, with a capacity of 100 scans. Not for Resale (NFR) licenses are similar to evaluation licenses, with the time limit extended to 1 year.

#### NOTE

In either of the above scenarios, the administrator has to purchase a new license, uninstall the expired license, and reinstall the application using the newly purchased license.

## Supported devices

The following table provides a list of the supported devices as per the time of Xerox ConnectKey™ Share to Cloud launch. Refer to <http://www.xerox.com/sharetocloud> for the most up-to-date information.

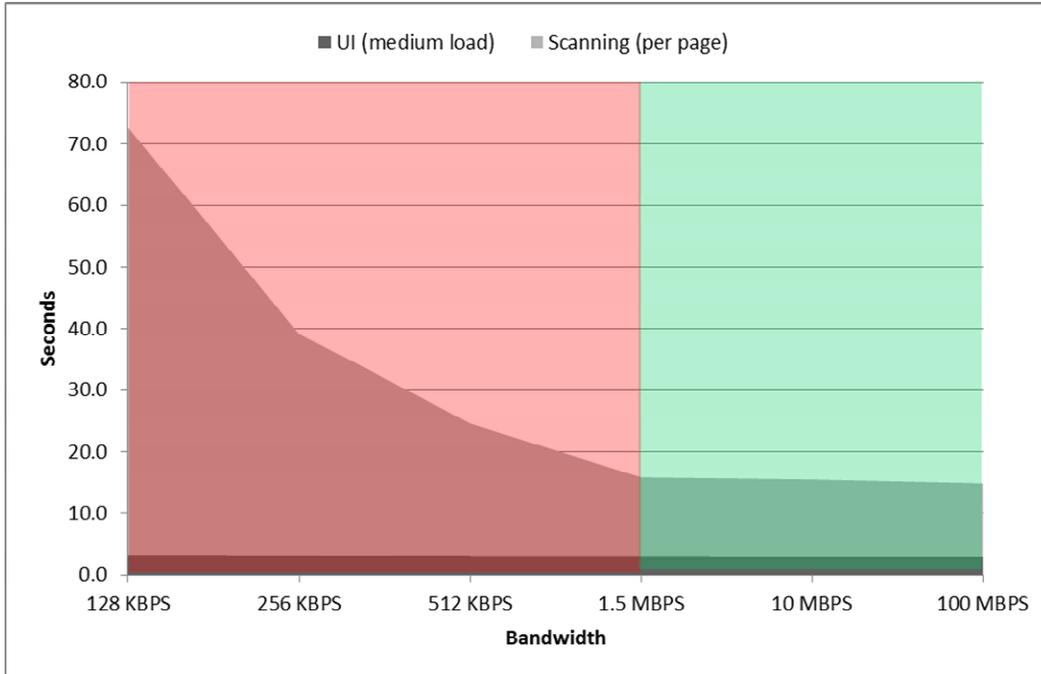
Work Centre 7220	Work Centre 5745	Work Centre 5890	ColorQube 8700X
Work Centre 7225	Work Centre 5755	Work Centre 7830	ColorQube 8700XF
Work Centre 7525	Work Centre 5765	Work Centre 7835	ColorQube 8900X
Work Centre 7530	Work Centre 5775	Work Centre 7845	ColorQube 8900S
Work Centre 7535	Work Centre 5790	Work Centre 7855	
Work Centre 7545	Work Centre 5845	ColorQube 9301	
Work Centre 7556	Work Centre 5855	ColorQube 9302	
Work Centre 5735	Work Centre 5865	ColorQube 9303	
Work Centre 5740	Work Centre 5875	ColorQube 8700S	

## Supported languages

Xerox ConnectKey™ Share to Cloud supports English, French, Italian, German, Portuguese, Spanish, and Russian.

## Bandwidth recommendation

Xerox ConnectKey™ Share to Cloud works best at or above 1.5 Mbps. A slower connection results in scanned page transmission speed to drop (even if MFP users do not experience delayed responsiveness of the Touch Screen).



## Login service support

Xerox ConnectKey™ Share to Cloud works with most device authentication services, including Xerox Secure Access, supported via:

- Card readers connected directly through USB
- Card readers connected through Xerox Secure Access' Unified ID System (network box)

Once Xerox ConnectKey™ Share to Cloud is invoked from the device's UI, it requires an username/password combination to log in. The login credentials are sent to the cloud via SSL, and the cloud application attempts to log in using the supplied credentials. If the job succeeds, the user info is kept until the document is sent, after which the user information is purged. If the job fails, a failure message is generated at the MFP and the credential info is purged immediately.

### NOTES

Checking the Remember Me function saves the user credentials on the cloud server. If you want to remove them, you can overwrite the password, then save the overwritten version.

There is a separate authentication association for each connector: a user logging in with a swipe card on the MFP will have separate logins for each connector. This association remains as long as the credentials are still valid for each connector. If the credentials change or expire, the user has to login again.

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# Device Configuration Requirements

Devices listed as supported arrive from Xerox preconfigured to support Xerox ConnectKey™ Share to Cloud. If the application does not function properly, you may need to reconfigure it, as well as check the MFP-side requirements.



## CAUTION

If you are confident that your MFP has been configured correctly, continue with chapter [Downloading the Installer](#). If you are unsure, check chapter [Configuring a device](#).

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# Downloading the Installer

This section outlines the steps required to download Xerox ConnectKey™ Share to Cloud installer. The Windows installer utilizes Microsoft's ClickOnce deployment technology which installs any prerequisite software, such as Microsoft .NET 3.5 or Windows Installer 3.1. Whenever a newer version of the installer is published on the web, the next time an administrator runs the installer, a notification about the newer version is displayed and the tool will be automatically updated.

## NOTE

The installer runs only on Windows XP (with the latest service pack), Windows Vista, Windows 7, or Windows 8. It can be downloaded using any browser.

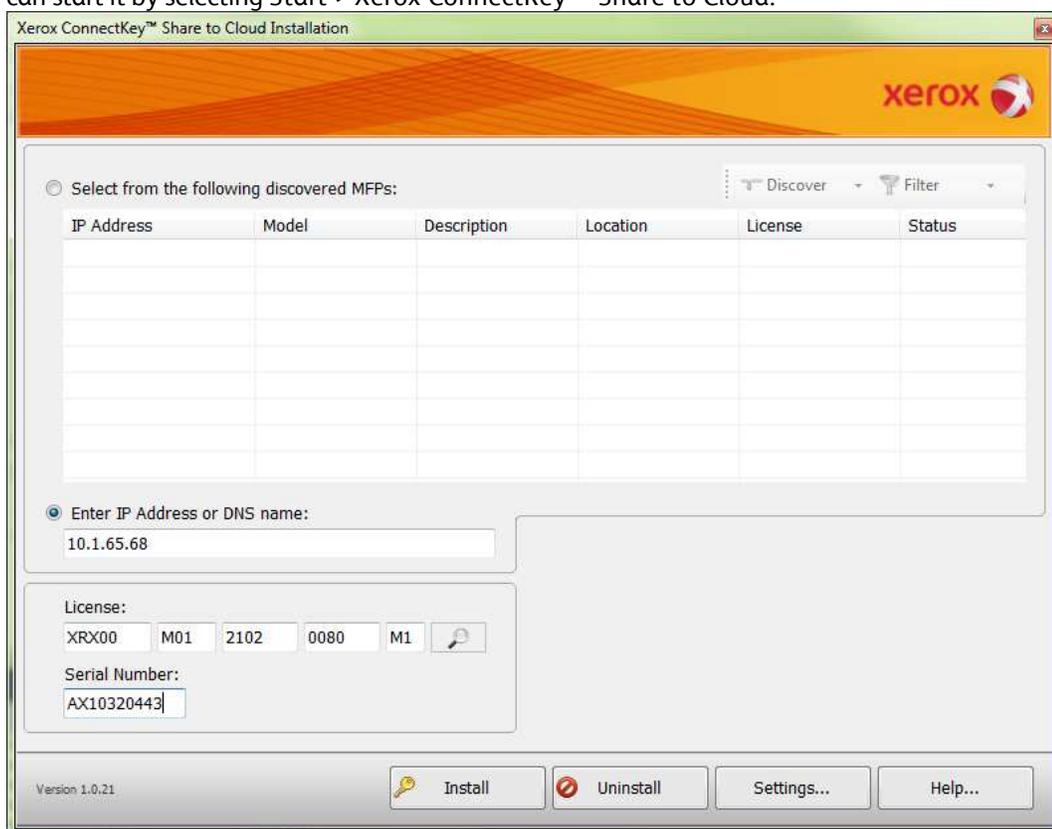
1. Use your web browser to go to <http://www.xerox.com/sharetocloud>
2. Click Activate your license. A list of instructions is displayed.
3. Read and follow these instructions, then click Run the installer.
4. Depending upon your browser, you may be asked to verify if it is safe to continue. Indicate that it is safe to download this program by clicking Run.
5. If the necessary prerequisites are not installed, you may be prompted whether or not you want to continue installing the prerequisites. Click Accept. The ConnectKey™ Share to Cloud installer has been downloaded, and will start automatically.

# Installation

## First-time installation

Before continuing, you will have received a paper or electronic license from your Xerox sales representative. A license consists of a 22-digit license and a 10-digit serial number.

1. The first time the installer is downloaded, it automatically is started. Subsequently, you can start it by selecting Start > Xerox ConnectKey™ Share to Cloud.



2. You will see two options. The default option is for you to enter the MFP's hostname or IP address manually. The other option is for you to allow the application to attempt to discover devices on your network automatically.
3. For either option, you must supply specific settings before you can install the application on the MFP. Click the Settings button and a tabbed dialog is displayed:
  - The Device tab. Enter the MFP's device username and password, and the notification email address (used for troubleshooting purposes, described in more details under the

Troubleshooting section).

Settings

Device Discovery Troubleshooting

User Name:  
admin

Password:  
\*\*\*

Notify Email Address (for license expiration):  
john.smith@um.edu

Close

- If you use the discovery method for searching for MFPs, you may select the Discovery tab and enter the starting and ending IP addresses for your search range otherwise the discovery method will search only on your PC's subnet. Enter the SNMP Community Name field to search for every MFP that uses the specified SNMP community name, and falls within the entered IP address range.

Settings

Device Discovery Troubleshooting

IP Range

From: 10 . 1 . 110 . 0  
To: 11 . 1 . 110 . 255

Exclude (Optional)

From: 0 . 0 . 0 . 0  
To: 0 . 0 . 0 . 0 + -

Ranges:

SNMP Community Name: public

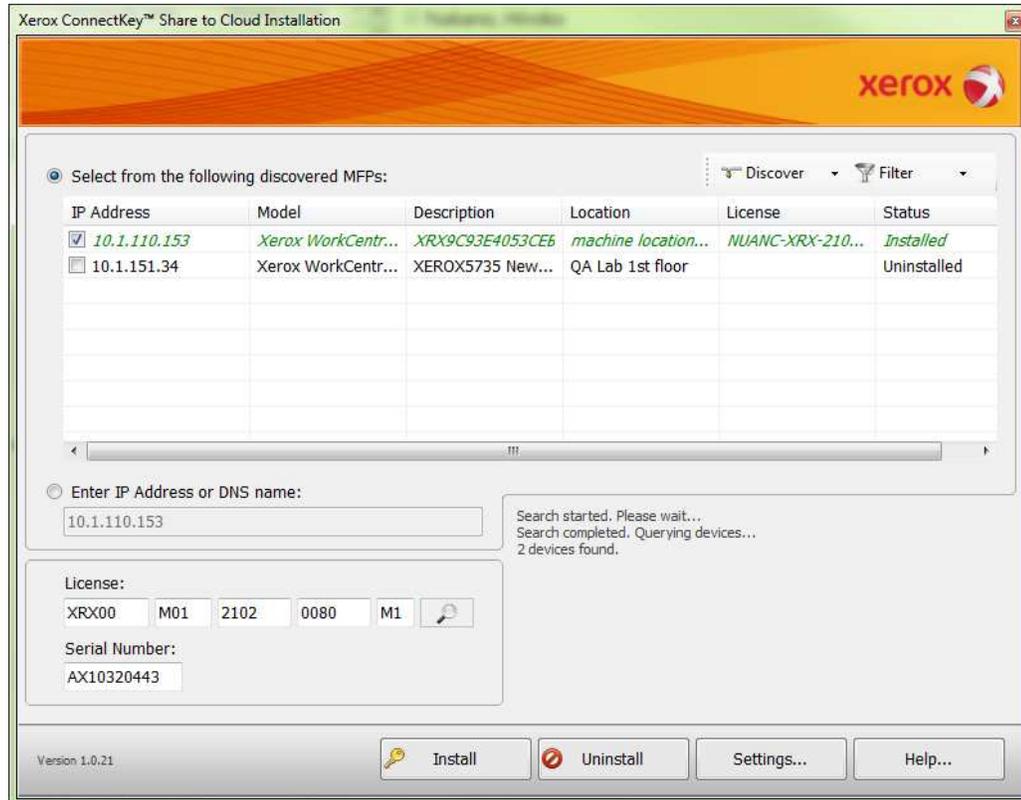
Close

It is advised to limit the IP range to improve performance.

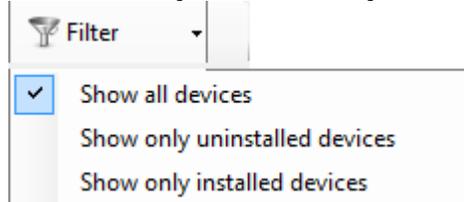
You can enter one or more Exclude ranges so as to avoid devices that are not Xerox MFPs.

4. The following screenshot shows a session where a user chose the Discovery method and then selected the appropriate MFP. The administrator entered the license and serial

number.

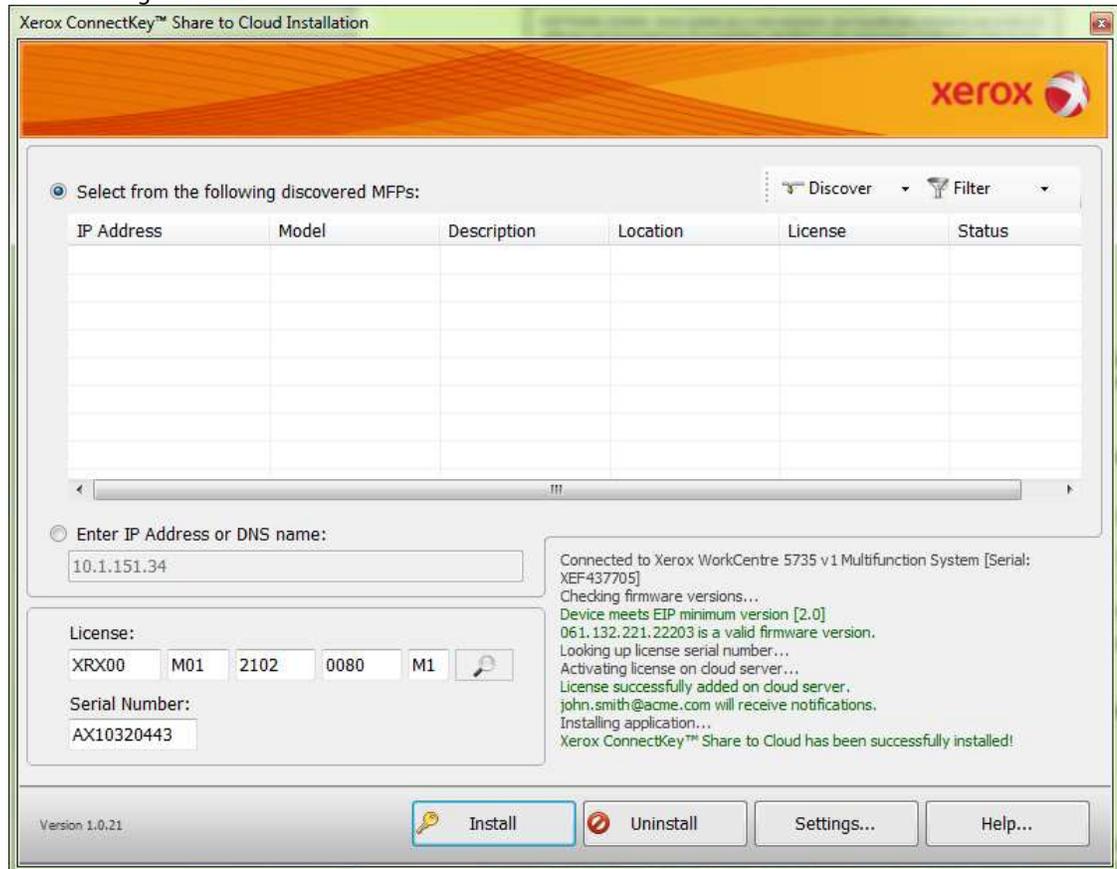


Note: you can filter this list by clicking on the Filter drop down arrow and selecting All, Uninstalled only, or Installed only. This can be a useful option in a site with many devices.



5. Once you have entered a license and a device IP (or hostname), click Install. If there is missing information (for example, the device password is missing), you may be warned and required to supply this before continuing.
6. Before you can install, a EULA dialog will be displayed. Read the information and click Accept to continue.
7. Installation will now continue. On the bottom right of the installer screen is a status area. During the installation, you will see status messages in black, success messages in green, or

error messages in red.



8. Installation is complete when the status area states that “Xerox ConnectKey™ Share to Cloud has been successfully installed”. Once this message is displayed, Xerox ConnectKey™ Share to Cloud can be used.

## Uninstalling Xerox ConnectKey™ Share to Cloud

To uninstall Xerox ConnectKey™ Share to Cloud from a device, you can follow the instructions below.

1. Enter the device's IP (or DNS name) or use the discovery method to locate the device.  
Note: If you plan to re-use the license serial number (example: move it to a different device), you may want to use the license Lookup button , as this simplifies the search, allowing you to narrow it down quicker.
2. As with installation, you must enter the device administration username and password.
3. To uninstall click the Uninstall button (a license is not required).

## Upgrading a licence

In the event that a license has expired or has exceeded its scan quota, you will have to uninstall Share to Cloud and re-install using a new license. Follow the steps listed in section First-time Installation using the new license.

# Configuring a device

Your device must be on the supported devices list to enable Xerox ConnectKey™ Share to Cloud application, and it must meet the minimum firmware requirements. In either case, the installer checks whether you have the appropriate device and firmware.

Devices listed as supported should arrive from Xerox preconfigured to support Xerox ConnectKey™ Share to Cloud. In the event that the Share to Cloud does not work correctly; you can configure the device using your browser to access the device's web administration portal called CentreWare Internet Services.

Ensure that the following features are configured and working properly:

- MFP Firmware version
- Extensible Services
- Proxy settings
- DNS
- Secure HTTP
- Templates

For more information on configuring these features, consult the System Administrator Guide of your specific MFP model:

1. Browse to [www.support.xerox.com](http://www.support.xerox.com)
2. Enter your MFP model number into the Search field, and click Search (or press Enter).
3. Click the Documentation tab. By default, English documents are listed; if you want to view the documentation in another language, simply select the target language from the Language drop down list.
4. Select the System Administrator Guide from the list, right-click the document title, and select Save link as.... This allows you to download and save the pdf document.
5. Open the downloaded document, and locate the instructions for the specific task you want to accomplish.

## Software version

If you need to install a software update, consult [www.support.xerox.com](http://www.support.xerox.com) and the System Administrator Guide of your specific MFP model.

## Extensible Services

To check (and if needed, enable) EIP on your device, go to the following locations on the device UI:

- On 57xx devices: Properties > General Setup > Custom Service Setup > Enable the Custom Services Browser

- On all other supported devices: Properties > General Setup > Extensible Service Setup > Enable the Extensible Services Browser

## Ports

Xerox ConnectKey™ Share to Cloud uses HTTPS port 443 for its connection to the Share to Cloud server. Ensure that this port is open for inbound and outbound traffic through the company firewall.

## Proxy server

If you use a proxy server, make sure that it is enabled and that you have configured it according to your company's rules (see the yellow box on the page's bottom) at the following locations:

- On 57xx devices: Properties > General Setup > Custom Service Setup > Enable HTTP, HTTPS
- On all other supported devices: Properties > General Setup > Extensible Service Setup > Enable HTTP, HTTPS

Also, you may need to set your MFP to be able to bypass proxy rules. You can do so at the following locations:

- On 57xx devices: Properties > General Setup > Custom Service Setup > Bypass Proxy Rules
- On all other supported devices: Properties > General Setup > Extensible Service Setup > Bypass Proxy Rules

To verify your proxy settings, check the data on the following locations:

- On 57xx and 75xx devices: Properties > Connectivity > Protocols > Proxy Server
- On all other supported devices: Properties > Connectivity > Setup > Proxy Server > Edit...

Note that Edit... refers to clicking the Edit button in the Action column of the administrative UI.

## DNS

Xerox ConnectKey™ Share to Cloud must have a DNS server defined or it cannot reach the cloud. DNS is configured at the following location:

- On 57xx, 75xx and 8700/8900 devices: Properties > Connectivity > Protocols > IP
- On all other supported devices: Properties > Connectivity > Setup > Active Connection (wired or wireless) > Edit... > IP > Edit... > DNS

Note that Edit... refers to clicking the Edit button in the Action column of the administrative UI.

## Secure HTTP

Xerox ConnectKey™ Share to Cloud requires that Secure HTTP is enabled. Depending upon your device, you can enable Secure HTTP at the following location:

- On 57xx, 75xx and 8700/8900 devices: Properties > Connectivity > Protocols > HTTP > Secure HTTP (SSL)
- On all other supported devices: Properties > Connectivity > Setup > HTTP > Edit... > Force Traffic over SSL

Note that Edit... refers to pressing the Edit button in the Action column of the administrative UI.

## Verify SSL Certificates

If you want to verify SSL certificates during the file transmission, you need to upload the correct certificate authority file to the MFP. For Xerox ConnectKey™ Share to Cloud this file is available from Verisign at <http://www.verisign.com/support/roots.html>. You must locate the VeriSign Class 3 Public Primary CA file, and upload it to the MFP.

To upload the certificate, you must go to the following location on all supported devices: Properties > Security > Certificates > Security Certificates > Root/Intermediate Trusted Certificate(s) > Install external Root/Intermediate trusted certificates.

Follow the instructions indicated to select and install your certificate. The digital certificate appears in the list of Installed certificates.

You also have to enable the verification of SSL certificates as well, at the following locations:

- On 57xx devices: Properties > General Setup > Custom Service Setup > Verify server certificates
- On all other supported devices: Properties > General Setup > Extensible Service Setup > Verify server certificates



The content of your transmissions will still be encrypted without Verify SSL Certificates, but not enabling verification of SSL Certificates leaves the MFP open to SSL certificate spoofing and man-in-the-middle attacks.

## Scanning Web Services

Xerox ConnectKey™ Share to Cloud requires that several scanning-related web services must be enabled. You can configure these web services at the following location:

- On 57xx, 75xx and 8700/8900 devices: Properties > Connectivity > Protocols > HTTP > Web Services
- On all other supported devices: Properties > Connectivity > Setup > HTTP > Edit... > Web Services

Note that Edit... refers to clicking the Edit button in the Action column of the administrative UI.

The following services must be enabled:

- Job Management Extension
- Scan Extension
- Scan Template Management
- Device Configuration
- Extensible Service Registration

# Troubleshooting

## Identification

Problem	Solution
The application fails to install on MFP	<ul style="list-style-type: none"><li>✓ Validate that the MFP is properly connected to the network and functioning</li><li>✓ Validate that the MFP has the correct level of firmware</li></ul>
The application installed successfully but both the icon displays as '????' instead of the orange ConnectKey icon	<ul style="list-style-type: none"><li>✓ Validate that the device proxy server is configured correctly, including the port number</li><li>✓ Validate DNS is enabled and DNS server IP addresses are correct</li></ul>
DNS error message when ConnectKey Cloud button is pressed on the MFP user interface panel	<ul style="list-style-type: none"><li>✓ Validate that DNS is enabled and the DNS server IP addresses are correct</li></ul>
The application installed successfully and the UI worked, but scanning failed	<ul style="list-style-type: none"><li>✓ Check that job management is enabled and the template permissions are correct</li></ul>
Application screen performance slow on the MFP user interface panel	<ul style="list-style-type: none"><li>✓ Check to see if the device is using wireless network connectivity. If so, change to a wired connection.</li><li>✓ Validate that DNS is enabled and configured correctly, and that the DNS server IP addresses are correct.</li></ul>
Failure to connect to application on the MFP, network connection timeout.	<ul style="list-style-type: none"><li>✓ Press the yellow-colored button twice at the MFP and re-enter the application.</li></ul>
MFP will not move past the entry screen and the progress bars do not iterate	<ul style="list-style-type: none"><li>✓ Verify that the required web services are enabled.</li></ul>
MFP requires a Salesforce security token.	<ul style="list-style-type: none"><li>✓ Contact Salesforce.com, from where you will receive a security token, which you then have to enter.</li></ul>

Certification validation fails on the MFP side.

- ✓ Upload both the Trusted Root Certificate and any Intermediate certificates to the device.

## Working with Support

If you need support, your Xerox technical support representative may request that you re-run the installation steps.

1. Run the installer as before.
2. Select the MFP using the discovery method or enter the IP address.
3. Since the device has already been licensed, click on the Lookup license button to retrieve the device's license.
4. Click on Uninstall.
5. Click on Settings > Troubleshooting.
6. Reinstall ConnectKey™ Share to Cloud on the MFP.

# Online Resources

For the latest information on supported devices, check <http://www.xerox.com/sharetocloud>.

For the latest on-line knowledge base, check <http://www.xerox.com/sharetocloud>.

