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Xerox® App Studio Customer How To and Troubleshooting Guide

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Getting Started

Xerox® App Studio Overview

Xerox® ConnectKey® Apps are small programs that add functionality to Xerox® Multifunction Printers (MFPs) and Printers. Xerox® App Studio is a web site for Resellers to create, install, license, and manage ConnectKey® Apps for customers. Customers use Xerox® App Studio to deploy the Apps that have been shared by their Resellers, and to access Channel Partner Gallery to find Xerox Apps that will serve their business needs. Customers can then notify their Resellers that they want to install specific Apps on their MFPs or Printers.

Customers use Xerox® ConnectKey Apps to extend and customize the functionality of an MFP or Printer. Customers can also select custom Apps, designed by Xerox developers and partners, from Channel Partner Gallery and request that they be added to the customer Subaccount.

Customers can use ConnectKey Apps to obtain information, to scan to several types of destinations, and to print from document repositories.

- Xerox® ConnectKey Info App provides a customizable billboard and social media hub for customer accounts.
- Xerox® ConnectKey Scanning Apps include Scan to Email, Scan to USB, Scan to FTP, Scan to Shared Folder, Scan to Multi-Destination, Scan to Dropbox, and Scan to Office 365, Scan to Box, Scan to Google Drive, and Scan to OneDrive.
- Xerox® ConnectKey Print Apps include Print from Dropbox, Print from Office 365, and Print from URL, Print from Box, Print from Google Drive, and Print from OneDrive.

With Xerox® App Studio:

- Resellers can manage customer Apps and usage or they can enable the customer to manage their Apps and usage through the Customer Subaccount.
- Reseller Account users and Customer Subaccount users can deploy Xerox® ConnectKey
 Apps to groups of devices at a time in a single step or individually using a network
 connection.

- Reseller Account users and Customer Subaccount users can download a Xerox[®]
 ConnectKey App and save it to a USB flash drive for later installation on a Xerox device.
- Xerox® App Studio is functional on devices with the Xerox Extensible Interface Platform® (EIP) 2.5 or higher, depending on the App.
- Networked MFPs and Printers can be automatically detected.

Two Types of Xerox® ConnectKey® Apps

The two types of Xerox® ConnectKey Apps are Licensable and Non-Licensable. Apps that are Licensable require a License or a Trial. Non-Licensable Apps can be installed and used without a License or a Trial.

Non-Licensable ConnectKey Apps

Xerox ConnectKey Apps are supported on MFPs and Printers running Xerox Extensible Interface Platform® (EIP) version 2.5 or later.

- ConnectKey Info App
- ConnectKey Scan to Email
- ConnectKey Scan to FTP
- ConnectKey Scan to Shared Folder
- ConnectKey Scan to USB
- ConnectKey Scan to Multi-Destination

The following Xerox® ConnectKey Apps are supported on MFPs and Printers running Xerox Extensible Interface Platform® version 3.0.

- ConnectKey Scan to Dropbox
- ConnectKey Scan to Office 365
- ConnectKey Print from Dropbox
- ConnectKey Print from Office 365
- ConnectKey Print from URL

The following Xerox® ConnectKey Apps are supported on MFPs and Printers running Xerox® Extensible Interface Platform® version 3.0, with SPAR Release R15-05 or higher.

- ConnectKey Scan to Box
- ConnectKey Scan to Google Drive
- ConnectKey Scan to OneDrive
- ConnectKey Print from Box
- ConnectKey Print from Google Drive
- ConnectKey Print from OneDrive

The following Xerox ConnectKey Apps are supported on VersaLink MFPs running Xerox Extensible Interface Platform® version 3.7 and higher:

- ConnectKey Info App
- ConnectKey Scan to Email

- ConnectKey Scan to FTP
- ConnectKey Scan to Shared Folder
- ConnectKey Scan to USB
- ConnectKey Scan to Multi-Destination
- ConnectKey Scan to Dropbox
- ConnectKey Scan to Office 365
- ConnectKey Print from Dropbox
- ConnectKey Print from Office 365
- ConnectKey Print from URL
- ConnectKey Scan to Box
- ConnectKey Scan to Google Drive
- ConnectKey Scan to OneDrive
- ConnectKey Print from Box
- ConnectKey Print from Google Drive
- ConnectKey Print from OneDrive

The following Xerox ConnectKey Apps are supported on VersaLink Printers running Xerox Extensible Interface Platform® version 3.7 and higher:

- ConnectKey Info App
- ConnectKey Print from Dropbox
- ConnectKey Print from Office 365
- ConnectKey Print from URL
- ConnectKey Print from Box
- ConnectKey Print from Google Drive
- ConnectKey Print from OneDrive

The following Xerox ConnectKey Apps are supported on AltaLink MFPs running Xerox Extensible Interface Platform® version 4.0 and higher:

- ConnectKey Info App
- ConnectKey Scan to Email
- ConnectKey Scan to FTP
- ConnectKey Scan to Shared Folder
- ConnectKey Scan to USB
- ConnectKey Scan to Multi-Destination
- ConnectKey Scan to Dropbox
- ConnectKey Scan to Office 365
- ConnectKey Print from Dropbox
- ConnectKey Print from Office 365
- ConnectKey Print from URL
- ConnectKey Scan to Box
- ConnectKey Scan to Google Drive
- ConnectKey Scan to OneDrive

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- ConnectKey Print from Box
- ConnectKey Print from Google Drive
- ConnectKey Print from OneDrive

Licensable ConnectKey Apps

None

Note

Currently all template apps in Xerox App Studio are Non-Licenseable. Apps from Channel Partner Gallery can be either Licensable or Non-Licensable. Channel Partner Gallery Apps are supported on devices running Xerox® EIP version 2.5 or higher.

Note

For a complete list of supported MFPs and Printers and EIP software versions, go to http://www.xerox.com/connectkeyapps and refer to the ConnectKey Apps Compatible Products page.

Channel Partner Gallery

From Xerox® App Studio, Customers and Resellers can access Channel Partner Gallery, which includes Apps designed for Xerox® MFPs and Printers by Xerox and by Xerox partners.

- Resellers can select Xerox® Apps from the Gallery to be included in their App Studio accounts, and then share those Xerox® Apps with Customer Subaccounts.
- Customers can access the Gallery to identify Apps they would like to use on their MFPs and Printers; they can then request that their Reseller provide the particular App to their Subaccount.

Related Topics:

How To Use the Channel Partner Gallery
How To Get Apps from the Channel Partner Gallery
How to View Apps in Channel Partner Gallery

Process Overview

There are two types of Customer Subaccounts in Xerox® App Studio: Managed Accounts, where the Reseller manages all aspects of customer App deployment, and Invited Accounts, where the Customer manages App access and deployment. Since this guide is organized by topic rather than by sequence of actions, topic titles are provided where pertinent.

- 1. Discuss Xerox[®] App Studio with your Reseller to determine the following:
 - a) How you and your company, department, or group can use the Apps to improve productivity
 - b) On which MFP device(s) or Printer you want to use Xerox® ConnectKey Apps
 - c) Who will install the Apps on the device(s)- the Reseller or the Customer Subaccount

d) Who will manage the Apps on the device(s).

Your answers to these parameters will determine your App Studio Account type: either Managed or Invited. For an Invited App Studio Account user, your Reseller will send you an invitation e-mail that will get you started with the App Studio through your own Subaccount.

For **Managed Accounts**, where your Reseller will manage the installation and deployment of your Apps for your MFP and Printer users, go to **Step 8**.

For **Invited Accounts**, to access the Xerox® ConnectKey Apps your Reseller has made available to your account, follow this sequence.

- 2. Open your invitation e-mail from your Reseller. This e-mail includes a link to Xerox® App Studio where your Reseller has created a Subaccount for you. Use that link to access Xerox® App Studio Activate Account page.
- **3.** From the Activate Account page, follow directions to activate your Customer Subaccount.
- **4.** Review the list of Apps your Reseller has provided for your Subaccount. Explore App Studio and Channel Partner Gallery to understand the services provided.
- 5. Obtain App License Keys from your Reseller for the Licensable Apps you want to use.
- 6. Add Devices to your Subaccount
- 7. Install the Apps in your Subaccount on your MFP(s) and Printers.
- 8. Use your Apps at the MFPs and Printers.

Related Topics:

How To Create a Xerox App Studio Customer Subaccount

Two Types of Xerox® ConnectKey® Apps

How To Obtain License Keys for Xerox App Studio

Device Requirements for Xerox ConnectKey Apps

How To Enable a Xerox ConnectKey App Installation on a Device from Xerox App Studio

How To Add a Device to Xerox App Studio

How To Install a XeroxConnectKey App from Xerox App Studio

Working With Xerox ConnectKey Apps at the MFP or Printer

App Studio Support

Online Help

Several help options are available at:

http://www.support.xerox.com/support/xerox-app-studio/

- Select the **Support** tab to view online support or search for information by keyword.
- Select the **Documentation** tab to download the following PDF guides:
- Xerox® App Studio User QuickStart Guide
- Xerox® App Studio Reseller How To and Troubleshooting Guide.

• Xerox® App Studio Customer Subaccount How To and Troubleshooting Guide.

View customers' questions and responses or post your question on the Customer Support Forum at http://forum.support.xerox.com.

All users are encouraged to first visit the online support resources. Information about online help is also available in the help link included in Xerox® App Studio.

For additional support, Customer Subaccount users may contact their Reseller Account Representative. To obtain Reseller contact information, open a Xerox® ConnectKey App from the device and select **About**. The Reseller Account user information, including name and contact information, is available there.

Visit Xerox® App Studio online support for additional information.

System/Device Requirements

Supported Browsers for Accessing Xerox® App Studio Web Page

Xerox[®] App Studio is supported by the following browsers:

- Internet Explorer® version 10 and 11 on Windows® 7; Internet Explorer version 11 on Windows 8.1
- Google® Chrome™ 43 on Windows 7 and Windows 8

Device Requirements for Xerox ConnectKey Apps

The following are device requirements for ConnectKey Apps:

• For ConnectKey App installation, Xerox® MFPs and Printers must support the Xerox Extensible Interface Platform® (EIP) version 2.5 or higher, depending on the App.

The following Apps are compatible with Xerox EIP® version 2.5 or higher: ConnectKey Info App, ConnectKey Scan to Email App, ConnectKey Scan to FTP App, ConnectKey Scan to USB App, ConnectKey Scan to Shared Folders, ConnectKey Scan to Multi-Destination App, and Apps obtained from Channel Partner Gallery.

The following Xerox® ConnectKey Apps require Xerox® EIP version 3.0 or higher: ConnectKey Scan to Office 365, ConnectKey Print from Office 365, ConnectKey Scan to Dropbox, ConnectKey Print from Dropbox, and ConnectKey Print from URL.

The following Xerox® ConnectKey Apps require Xerox EIP® version 3.0 with SPAR Release R15-05 or higher. ConnectKey Scan to Box, ConnectKey Print from Box, ConnectKey Scan to Google Drive, ConnectKey Print from Google Drive, ConnectKey Scan to OneDrive, ConnectKey Print from OneDrive.

The following Xerox ConnectKey Apps are supported for VersaLink MFPs running Xerox Extensible Interface Platform® version 3.7 and higher:

- ConnectKey Info App
- ConnectKey Scan to Email

- ConnectKey Scan to FTP
- ConnectKey Scan to Shared Folder
- ConnectKey Scan to USB
- ConnectKey Scan to Multi-Destination
- ConnectKey Scan to Dropbox
- ConnectKey Scan to Office 365
- ConnectKey Print from Dropbox
- ConnectKey Print from Office 365
- ConnectKey Print from URL
- ConnectKey Scan to Box
- ConnectKey Scan to Google Drive
- ConnectKey Scan to OneDrive
- ConnectKey Print from Box
- ConnectKey Print from Google Drive
- ConnectKey Print from OneDrive

The following Xerox ConnectKey Apps are supported for VersaLink Printers running Xerox Extensible Interface Platform® version 3.7 and higher:

- ConnectKey Info App
- ConnectKey Print from Dropbox
- ConnectKey Print from Office 365
- ConnectKey Print from URL
- ConnectKey Print from Box
- ConnectKey Print from Google Drive
- ConnectKey Print from OneDrive

The following Xerox ConnectKey Apps are supported for AltaLink MFPs running Xerox Extensible Interface Platform® version 4.0 and higher:

- ConnectKey Info App
- ConnectKey Scan to Email
- ConnectKey Scan to FTP
- ConnectKey Scan to Shared Folder
- ConnectKey Scan to USB
- ConnectKey Scan to Multi-Destination
- ConnectKey Scan to Dropbox
- ConnectKey Scan to Office 365
- ConnectKey Print from Dropbox
- ConnectKey Print from Office 365
- ConnectKey Print from URL
- ConnectKey Scan to Box
- ConnectKey Scan to Google Drive
- ConnectKey Scan to OneDrive

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- ConnectKey Print from Box
- ConnectKey Print from Google Drive
- ConnectKey Print from OneDrive

Note

For a complete list of supported MFPs and Printers and Xerox EIP® software versions, go to http://www.xerox.com/connectkeyapps and refer to the **ConnectKey Compatible Products** page.

- The Xerox Extensible Interface Platform® must also be enabled to allow for ConnectKey Apps installation on an MFP or Printer.
- Security Certificates should be loaded on the MFP or Printer and Verification of SSL Certificates enabled prior to using any Cloud-based Scan to or Print from App.

When Verify Server Certificates is enabled, it applies to all EIP Applications on the device.

Note

It is highly recommended that you **enable verification of SSL Certificates** on your MFPs and Printers to maintain the security of your information. By not enabling verification of SSL certificates, the secure communications of private or sensitive information is vulnerable.

Related Topics:

How To Upload / Verify SSL Certificates

Supported Languages

Xerox® App Studio supports the following languages:

- English
- Brazilian Portuguese
- Italian
- German
- French
- Spanish

How To

Account Management

How To Create a Xerox® App Studio Customer Subaccount

Reseller Accounts have the ability to create Customer Subaccounts. Customer Subaccounts are accounts that can only be created using a Reseller Account. These accounts have the ability to perform Device Management, and perform Xerox® ConnectKey App Management.

When the Reseller User has created a Customer Subaccount, you are notified via a Xerox® App Studio Account Invitation email.

- 1. Open your Xerox® App Studio Account Invitation email.
- 2. Click on the invitation e-mail to finish configuring your account.
- **3.** Confirm that you have read and agree to the App Studio terms and conditions by selecting the **Agree** option.
- 4. Enter all of the required fields in the Activate Account dialog.
 - Account user names (User IDs) should contain alphanumeric characters only.
 - User ID must be a minimum of 6 characters.
 - User ID supports a maximum of 30 characters.
 - Account passwords must comply with the following rules:
 - Password must be at least 8 characters, and must contain three out of the following categories:
 - upper alphabetic characters (A, B, C, D, etc.)
 - lower alphabetic characters (a, b, c, d, etc.)
 - numeric characters (1, 2, 3, etc.)
 - non-alphanumeric punctuation marks: !, @, #, \$, %, ^,•&, *, (,), +, !, {, }, ", :, ?, <, >
 - A valid email address is required for creating an account on Xerox® App Studio.

- First Name supports a maximum of 50 characters
- Last Name supports a maximum of 50 characters
- Company Name supports a maximum of 400 characters
- Street Address supports a maximum of 255 characters
- City supports a maximum of 50 characters
- State/Province supports a maximum of 50 characters
- Postal Code supports a maximum of 50 characters
- Country Name
- **5.** Select **OK** after all required fields have been entered. The Account automatically activates.

Your account has now been created. You are redirected to the Login page.

6. Enter your User ID and password to log in.

You can begin to use Xerox® App Studio to manage your devices and install your Xerox® ConnectKey Apps.

How To Reset an App Studio Account Password

1. Go to https://appstudio.external.xerox.com.

The App Studio Login screen appears.

2. Select Forgot Password.

The Request link to reset password screen appears.

- 3. Enter your User ID and select Request New Password.
 - The Xerox® App Studio Login screen appears with the message that a reset code has been sent to your email address.
- **4.** If you have not received the email regarding the reset code, check your Junk/Spam email folder.
- 5. Go to your email and open the message titled **Xerox App Studio**: **Account Password Reset**.
- Click on the link, or copy the link to your Internet browser and press Enter.A message box appears with your current User ID, prompting you to enter a new

Note

password.

If no action is taken to reset the password, it is not changed.

- 7. Enter your new password in the **Password** field. Enter the password again in the **Confirm Password** field.
- **8.** Select the **Reset** button.

Your password is reset.

9. To test the new password, log in to the Xerox® App Studio Web page again using the new password.

How To Retrieve Your App Studio User ID

1. Go to https://appstudio.external.xerox.com.

The App Studio Login screen appears.

2. Select Forgot User ID.

The Forgot User ID screen appears.

3. Enter the email address associated with your User ID and select **Submit**.

The Xerox® App Studio Login screen appears with the message that an email has been sent which includes the User ID associated with your email address.

Note

If multiple User IDs are associated with an email address, an email will be sent that includes all of the User IDs associated with that particular email address.

- **4.** Go to your email and open the message titled Xerox App Studio: Forgot User ID Details. If you do not see the email regarding the User ID, check your Junk/Spam email folder.
- **5.** Click on the link provided, or copy the link to your Internet browser and press **Enter**.
- **6.** Enter your User ID and password.

Modifying User Profiles

How To Edit User Profiles

- 1. Go to https://appstudio.external.xerox.com.
- 2. Click the Profile link.

The **Edit Profile** dialog appears.

- 3. Users can edit the Full Name, Company, Email, and Password fields.
- **4.** After you make the necessary updates, click **OK**.

Setup Required

How To Modify the Browser Security Settings Using Internet Explorer

 Open Internet Explorer on your PC. Go to Tools > Internet Options > Security Settings.

If the Internet Explorer security level is set to **High**, you cannot log in to the Xerox[®] App Studio. You can either set the security level to **Medium-High**, or customize the security settings so that login is permitted to the site.

- **2.** To Customize the Security Settings:
 - a) Go to Security > Internet > Custom Level.
 - b) Scroll to the **ActiveX Controls and Plugins** tab.

- c) Select Run ActiveX Controls and Plugins > Enable.
- d) Scroll to the **Scripting** tab and select the **Active Scripting > Enable** radio button.
- e) Go to **Security** tab and click on the **Trusted Sites** icon.
- f) Click **Sites** and add the following to the Trusted Sites link: appstudio.external.xerox.com and appstudiodesigner3.external.xerox.com.

Modifying the Browser Security Settings Using Chrome

- 1. On your browser toolbar, click the **Chrome** icon.
- 2. Select Settings > Show Advanced Settings.
- 3. Under the **Privacy** tab, select **Content Settings**.
- **4.** Set the following Content Settings to the values indicated:
 - JavaScript > Allow all sites to run JavaScript
 - Plug-ins > Run Automatically

How To Install the Internet Explorer Add-on for Xerox® App Studio

When you attempt to access devices from the Xerox® App Studio, the browser prompts you to load the Xerox® Device Connector if it has not yet been installed.

If the prompt does not appear, check, and if necessary, modify the security settings for the Internet Explorer browser.

Related Topics:

How To Modify the Browser Security Settings Using Internet Explorer

How To Enable ActiveX Controls in Internet Explorer

- 1. In the Internet browser, go to Tools > Manage Add-Ons.
- 2. In the Manage Add-ons menu, select **Toolbars and Extensions**.
- 3. Under the Name tab, select **Xerox Device Connector**.
- 4. Right-click that selection and select **Enable** from the drop-down menu.

Related Topics:

How To Delete a Device from Xerox App Studio

How To Edit a Device in Xerox App Studio

How To Add a Login Group to Xerox App Studio

How To Add a Device to Xerox App Studio

How To Install the Chrome Extension for App Studio

When you attempt to access devices from the Xerox® App Studio, the following warning appears: "You will need to install an extension for Chrome in order to enable Xerox® App Studio to communicate with devices on your network."

An extension or plugin is add-on software that provides additional capabilities for your web browser. Well-known examples include the Adobe® Flash® Player, QuickTime®, and Java® Applets.

Select Install in the warning dialog box.
 An Add to Chrome dialog box is displayed listing Xerox® App Studio Device Connector.

Select Add.

A confirmation appears indicating "Xerox® App Studio Device Connector has been added to Chrome."

How To Upload / Verify SSL Certificates

To protect information security during login and scan transmissions, the correct Secure Sockets Layer (SSL) Certificate files should be uploaded to the multifunction printer (MFP) or Printer and verified before using the Xerox ConnectKey App.

1. Navigate to the location where the Certificate files are located by copying the following link into your browser.

https://appstudio.external.xerox.com/app_studio/certs/XeroxSolutions-CertificateBundle.p7b

- 2. Select **Save** or **Save** As to download the Certificate Authority File to your local storage.
- **3.** Access the MFP or Printer on which the ConnectKey App will be used through CentreWare Internet Services (CWIS).
- **4.** From the CentreWare home page for the MFP or Printer, navigate using the following paths:
 - a) For ConnectKey and AltaLink devices: Properties > Security > Certificates > Security Certificates > Root/Intermediate Trusted Certificate(s) >
 - b) For VersaLink devices: **System > Security > SecurityCertificates**. Select **Trusted Root CA Certificates** from the **Device Certificates** drop-down list. Select **Import** and follow the on screen prompts to navigate to your stored certificate file and complete the certificate upload.
- 5. Click on Install external Root/Intermediate trusted certificates.
- **6.** Browse to the location on your local storage where you stored the Certificate file. Select **Next**.
- 7. For certificates not already named, enter a Friendly Name for the certificate. Select **OK**, or depending on the certificate, progress through the steps by selecting **Next**. The security certificates appear in the list of installed certificates.
- 8. Next, enable Verification of SSL Certificates. Using CentreWare Internet Services, enable verification of SSL certificates by following this path: Properties > General Setup > Extensible Service Setup
- **9.** On the Extensible Service Setup page, under Browser Settings, uncheck **Enable the Extensible Services Browser**, and select **Apply**.
- **10.** Select **OK** to dismiss the dialog.
- 11. Under Browser Settings, check **Enable the Extensible Services Browser**. Select **Apply**.
- 12. Check Verify server certificates and select Apply.
- **13.** Select **OK** to dismiss the dialog.

Enabling "Verify Server Certificates" is a global setting that will affect all Extensible Interface Platform® (EIP) Applications installed on your device.

Warning

By not enabling verification of SSL certificates, the secure communications of private or sensitive information is vulnerable. Therefore, it is highly recommended that verification of SSL certificates be enabled on your MFP or Printer.

Device Management

Note

To add devices to a Customer Subaccount you must first log in to the Customer Subaccount.

How To Add a Device to Xerox® App Studio

- 1. Go to https://appstudio.external.xerox.com.
- 2. Click the **Devices** tab.

You must install ActiveX control on the Internet browser to enable device communication with the Xerox® App Studio.

- **3.** If you already have the ActiveX control installed, go to the next step. Otherwise, enable ActiveX control using one of the following browsers:
 - Internet Explorer
 - · Google Chrome
- **4.** Select the **Add** button to display the Add Device pop-up.
- **5.** Choose one of the following methods:
 - Manually Add Device- Enter information into the following fields:
 - Device IP or Host name The host name, if used, must be the fully qualified host name.
 - **Login Group** is used for shared username and password.
 - The Device Username and Device Password are not verified when the device is added to App Studio, but are utilized for installing and uninstalling ConnectKey Apps from Xerox® App Studio.
 - Location
 - Contact Name
 - Contact Email Address
 - The **SNMP Community String** is necessary to enable the Xerox Extensible Interface Platform® service on the device. The default setting is Private.
 - The **Enable EIP Services** field enables the Xerox Extensible Interface Platform® on the target device.

Note

EIP Services are enabled by default on all devices. If EIP Services are manually disabled, this setting enables EIP services. The setting is only supported on Internet Explorer.

• Import a List of Devices Using a CSV File - Xerox® App Studio allows you to upload a .csv file containing the network address or host name of one or more devices. A sample CSV format network address is: 13.121.176.45. A sample CSV host name is: gothics.sdsp.mc.xerox.com.

When importing a CSV printer list, the username and password must be set to the same values for all devices listed within the CSV printer list.

The **SNMP Community String** is necessary for enabling the Xerox Extensible Interface Platform® service on the device. The default setting is Private, and is the default for devices which support Xerox® ConnectKey Apps.

• **Discover Device Automatically** is only available using Internet Explorer. You can search for one or more devices which support ConnectKey Apps, and are located in remote subnets by searching a designated range of IP addresses.

Remote subnets are defined by entering the Subnet Address and the Subnet Mask. Enter information into the following fields: Start Address, End Address, SNMP Community String.

The Start Address is the address to begin the search for devices. Only IPV4 address formats are supported, for example, 13.176.108.0.

The End Address is the address to end the search for devices, for example, 13.176.108.255.

- **6.** Select **Discover**. A list of devices is displayed when the search has completed.
- 7. Click Add.

Note

For a complete list of supported MFPs and Printers and EIP software versions, go to https://www.xerox.com/connectkeyapps and refer to the ConnectKey Compatible Products page.

Related Topics:

How To Enable ActiveX Controls in Internet Explorer

How To Install the Chrome Extension for App Studio

How To Install a XeroxConnectKey App from Xerox App Studio

How To Set the Default Walk-Up Screen for a Device from Xerox App Studio

How To Uninstall a Xerox ConnectKey App from the Device Using Xerox App Studio

How To Deploy Xerox ConnectKey Apps Across a Fleet of Devices from Xerox App Studio

How to Set Up the Proxy Server for ConnectKey and AltaLink Devices from CentreWare® Internet Services

A proxy server acts as a go-between for clients seeking services and servers that provide them. The proxy server filters client requests and if the requests meet the proxy server filtering rules, it grants the request and allows the connection.

A proxy server has two main purposes:

- To keep any devices (Multifunction Printer or Printer) behind it anonymous for security purposes.
- To cache content from resources, such as Web pages from a Web server, to increase resource access time.

To ensure proper activation, not including trial runs, if the device is behind a firewall, the proxy server information at the device should be configured prior to running the App. For proxy server setup instructions for VersaLink devices, see How to Set Up the Proxy Server for ConnectKey and VersaLink Devices from CentreWare Internet Services.

- 1. In Xerox[®] CentreWare[®] Internet Services, click **Properties > Connectivity > Setup**.
- 2. Under Protocol, next to Proxy Server, click Edit.
- 3. In the HTTP Proxy Server pane, select **Enabled**.
- **4.** Select the Proxy Server address type. Options are IPv4 Address, IPv6 Address, or Host Name.
- 5. Enter in the appropriately formatted address and port number.
- 6. Click Save.

Proxy server settings must be enabled for Extensible Server Setup.

- 7. Under **Protocol**, next to Proxy Server, click **Edit**.
- 8. Under Note, select Extensible Service Setup.
- 9. Under Proxy Server, select Proxy.
- Under HTTP, HTTPS, verify that the proxy is enabled and the proxy information is displayed
- 11. Select Apply.

Proxy server settings apply to features that use HTTP or HTTPS.

How to Set Up the Proxy Server for ConnectKey and VersaLink Devices from CentreWare® Internet Services

- 1. In Xerox[®] CentreWare Internet Services, login as the Administrator.
- 2. Select Connectivity > Setup > HTTP.
- **3.** Enable the Proxy Server by moving the On/Off slider switch to **On**.
- **4.** Select **Manual** as the Setup option.
- **5.** Enter the appropriate proxy information and select **OK**.
- **6.** Select the **Apps** tab on the left side of the screen.
- 7. Select the **EIP Settings** icon in the upper right of the page.
- **8.** Configure the **Use Device Proxy Server** option for EIP.

How To Add a Login Group to Xerox® App Studio

Login groups can be used to simplify the installation of Xerox® ConnectKey Apps across multiple devices. A login group can be created for devices which share the same administrator login and password.

- 1. Go to https://appstudio.external.xerox.com.
- 2. Click the **Devices** tab.

You must install ActiveX control on the Internet browser to enable device communication with the Xerox® App Studio.

- **3.** If you already have the ActiveX control installed, go to the next step. Otherwise, enable ActiveX control using one of the following browsers:
 - Internet Explorer
 - Google Chrome
- 4. Click the **Login Groups** button.
- 5. Click Add Login Group.

The Add Login Group screen appears.

- **6.** Enter the following information:
 - Group Name
 - Device Username
 - Device Password

7. Click Add.

The newly added Login Group appears on the Login Group list.

Note

When adding new devices, either manually or by using a .csv file to App Studio, the login group can be used to include the device administrator username and password.

Related Topics:

How To Enable ActiveX Controls in Internet Explorer

How To Install the Chrome Extension for App Studio

How To Edit a Device in Xerox® App Studio

- 1. Go to https://appstudio.external.xerox.com.
- 2. Click the Devices tab.

You must install ActiveX control on the Internet browser to enable device communication with the Xerox® App Studio.

- **3.** If you already have the ActiveX control installed, go to the next step. Otherwise, enable ActiveX control using one of the following browsers:
 - Internet Explorer
 - Google Chrome
- 4. Locate the device to be edited and click its Pencil icon.

The Edit Device screen appears.

- **5.** Edit any fields as necessary.
- Click Submit.

Related Topics:

How To Enable ActiveX Controls in Internet Explorer

How To Install the Chrome Extension for App Studio

How To Enable ActiveX Controls in Internet Explorer

How To Install the Chrome Extension for App Studio

How To Set the Default Walk-Up Screen for a Device from Xerox® App Studio

An App can only be set as the default walk-up screen if it has already been installed on that device.

- 1. Go to https://appstudio.external.xerox.com.
- 2. Click the Apps tab.
- 3. Locate the App and click its **Gear** icon to display the **Additional Options** menu. Click **Set as Default**.
- **4.** Select from the list of available devices to set the newly selected Xerox Extensible Interface Platform® default screen.

Related Topics:

How To Add a Device to Xerox App Studio

How To Delete a Device from Xerox® App Studio

Note

Before deleting a device from Xerox® App Studio, ensure that the App Studio Apps are uninstalled from the device, using App Studio to uninstall.

- 1. Go to https://appstudio.external.xerox.com.
- 2. Click the **Devices** tab.

Note

You must install ActiveX control in the Web browser in order to enable device communication with the Xerox® App Studio.

- **3.** If you already have the ActiveX control installed, go to the next step. Otherwise, enable ActiveX control using one of the following browsers:
 - Internet Explorer
 - Google Chrome
- **4.** Locate the device to be deleted and click its **Trash Can** icon to deleted the device. The Delete Device screen appears.
- 5. Click Cancel or Delete.

Licensing

Note

In this current release, all template-based ConnectKey Apps are now Non-Licensable, so they do not require a license. However, Apps from the Channel Partner Gallery can be either Licensable or Non-Licensable.

Two Types of Xerox® ConnectKey® Apps

The two types of Xerox® ConnectKey Apps are Licensable and Non-Licensable. Apps that are Licensable require a License or a Trial. Non-Licensable Apps can be installed and used without a License or a Trial.

Non-Licensable ConnectKey Apps

Xerox ConnectKey Apps are supported on MFPs and Printers running Xerox Extensible Interface Platform® (EIP) version 2.5 or later.

- ConnectKey Info App
- ConnectKey Scan to Email
- ConnectKey Scan to FTP
- ConnectKey Scan to Shared Folder
- ConnectKey Scan to USB
- ConnectKey Scan to Multi-Destination

The following Xerox® ConnectKey Apps are supported on MFPs and Printers running Xerox Extensible Interface Platform® version 3.0.

- ConnectKey Scan to Dropbox
- ConnectKey Scan to Office 365
- ConnectKey Print from Dropbox
- ConnectKey Print from Office 365
- ConnectKey Print from URL

The following Xerox® ConnectKey Apps are supported on MFPs and Printers running Xerox® Extensible Interface Platform® version 3.0, with SPAR Release R15-05 or higher.

- ConnectKey Scan to Box
- ConnectKey Scan to Google Drive
- ConnectKey Scan to OneDrive
- ConnectKey Print from Box
- ConnectKey Print from Google Drive
- ConnectKey Print from OneDrive

The following Xerox ConnectKey Apps are supported on VersaLink MFPs running Xerox Extensible Interface Platform® version 3.7 and higher:

ConnectKey Info App

- ConnectKey Scan to Email
- ConnectKey Scan to FTP
- ConnectKey Scan to Shared Folder
- ConnectKey Scan to USB
- ConnectKey Scan to Multi-Destination
- ConnectKey Scan to Dropbox
- ConnectKey Scan to Office 365
- ConnectKey Print from Dropbox
- ConnectKey Print from Office 365
- · ConnectKey Print from URL
- ConnectKey Scan to Box
- ConnectKey Scan to Google Drive
- ConnectKey Scan to OneDrive
- ConnectKey Print from Box
- ConnectKey Print from Google Drive
- ConnectKey Print from OneDrive

The following Xerox ConnectKey Apps are supported on VersaLink Printers running Xerox Extensible Interface Platform® version 3.7 and higher:

- ConnectKey Info App
- ConnectKey Print from Dropbox
- ConnectKey Print from Office 365
- ConnectKey Print from URL
- ConnectKey Print from Box
- ConnectKey Print from Google Drive
- ConnectKey Print from OneDrive

The following Xerox ConnectKey Apps are supported on AltaLink MFPs running Xerox Extensible Interface Platform® version 4.0 and higher:

- ConnectKey Info App
- ConnectKey Scan to Email
- ConnectKey Scan to FTP
- · ConnectKey Scan to Shared Folder
- ConnectKey Scan to USB
- ConnectKey Scan to Multi-Destination
- ConnectKey Scan to Dropbox
- ConnectKey Scan to Office 365
- ConnectKey Print from Dropbox
- ConnectKey Print from Office 365
- ConnectKey Print from URL
- ConnectKey Scan to Box
- ConnectKey Scan to Google Drive

- ConnectKey Scan to OneDrive
- ConnectKey Print from Box
- ConnectKey Print from Google Drive
- ConnectKey Print from OneDrive

Licensable ConnectKey Apps

None

Note

Currently all template apps in Xerox App Studio are Non-Licenseable. Apps from Channel Partner Gallery can be either Licensable or Non-Licensable. Channel Partner Gallery Apps are supported on devices running Xerox® EIP version 2.5 or higher.

Note

For a complete list of supported MFPs and Printers and EIP software versions, go to http://www.xerox.com/connectkeyapps and refer to the ConnectKey Apps Compatible Products page.

How To Obtain License Keys for Xerox® App Studio

Note

All Xerox® ConnectKey App are now free, and do no require a License. Licenses previously granted or used on previously Licensable Apps are no longer needed or valid. Thus, they will no longer be displayed in your License tab.

To obtain a License for a Xerox® ConnectKey App, contact your Reseller.

How To Apply a License to a Xerox® ConnectKey App in Xerox® App Studio

Licenses can be applied to a ConnectKey App during the App installation from Xerox® App Studio.

Note

In the current version of App Studio, all Xerox ConnectKey Apps are now free and thus do not require a license. However, Apps obtained from the Channel Partner Gallery may require a License.

Note

Not all ConnectKey Apps require a License.

- 1. Go to https://appstudio.external.xerox.com.
- 2. Click the Apps tab.
- 3. Locate the App to be installed, and click its **Arrow** icon.

The End User License Agreement appears. To confirm that you accept the End User License Agreement, select **Agree**.

4. Select a device on which to install the ConnectKey App, and select **Full** to apply the license.

Note

A warning message appears if there are not enough licenses available for installation of the App. To obtain a License, contact your Xerox Representative.

5. Select **Install** to begin the App installation. The App Studio should then display the associated ConnectKey App and device used for each License.

Note

After a Licensable ConnectKey App has been installed on a device, and before it has been licensed, you can run it up to ten times on a Trial basis without obtaining a licensed activation.

Note

The device will only need to contact Xerox® App Studio if the License is not applied during its installation.

Related Topics:

Two Types of Xerox® ConnectKey® Apps

How To Activate and License a Xerox® ConnectKey App from the Device

Note

In the current version of App Studio, all Xerox ConnectKey Apps are now free and thus do not require a license. However, Apps obtained from the Channel Partner Gallery may require a License.

Note

A network connection is required to activate the ConnectKey App License.

To ensure proper activation (not including trial runs) if the device is behind a firewall, the proxy server information at the device should be configured prior to running the App.

1. From the control panel of the device which has had the software installed, select **Services Home > Application**.

When the ConnectKey App is run, the software will attempt to contact the Xerox® App Studio to see if the ConnectKey App is licensed. If licensed, the App will run as expected.

2. If the App is Licensable and has not yet been licensed, select **Apply License Key**. The ConnectKey App will contact the Xerox® App Studio to obtain a License, if available.

Note

You are notified if there are no licenses available.

The **Apply License Key** button is not selectable if the device does not have an Internet connection to communicate with Xerox[®] App Studio.

If a Licensable ConnectKey App is unable to be licensed, you can still run it up to ten times on a free trial basis by selecting **Continue Trial**.

Related Topics:

How to Set Up the Proxy Server for ConnectKey and AltaLink Devices from CentreWare Internet Services

How To Apply a License from the Device Control Panel

Licenses can be applied to a Licensable ConnectKey App during the installation from the Xerox® App Studio.

Note

In the current version of App Studio, all Xerox ConnectKey Apps are now free and thus do not require a license. However, Apps obtained from the Channel Partner Gallery may require a License.

- 1. Select the icon for the installed Licensable App at the device's control panel.
- 2. Select the Apply License Key option.

Applying a License from the device control panel requires the device to have an Internet connection in order to communicate with Xerox® App Studio. If there is no Internet connection, the **Apply License Key** option will not be selectable.

A warning message will appear if there are not enough licenses available for installation, along with the instructions for obtaining more licenses.

If a Licensable App is installed without applying a License, the ConnectKey App can be run up to ten trial runs. After that, the License will have to be obtained before the App can be run again.

Note

Not all ConnectKey Apps require a License.

Related Topics:

Two Types of Xerox® ConnectKey® Apps

How To Release an App License from Xerox® App Studio by Uninstalling that App

Note

In the current version of App Studio, all Xerox ConnectKey Apps are now free and thus do not require a license. However, Apps obtained from the Channel Partner Gallery may require a License.

After a Licensable App has been installed on a device, you can release the License for that App by uninstalling the App from the Xerox® App Studio. This allows the License to be reused for another installation on another device.

Note

A network connection to the device is required to properly release the License from the device.

- 1. Go to https://appstudio.external.xerox.com.
- 2. Click the Licenses tab.

The list of Licenses appears, including information about the License Status, Associated ConnectKey App, and Associated Device.

- **3.** Identify the associated ConnectKey App and device from which the License will be released.
- **4.** Click the **Apps** tab.
- **5.** Locate the App associated with the License to be released, and click its **X** icon to uninstall the App.

The **Device** list appears.

6. Locate the device from which the License will be released, and click its **X** icon to uninstall the device.

The App will be uninstalled, and the License will be released for re-use with another Licensable App installation.

How To Release a License for an App from the Device

Note

In the current version of App Studio, all Xerox ConnectKey Apps are now free and thus do not require a license. However, Apps obtained from the Channel Partner Gallery may require a License.

Releasing a License from the device control panel requires the device to have an Internet connection in order to communicate with the Xerox® App Studio. If there is no Internet connection, the Release License option will not be selectable.

Releasing the License for the App will make the license available to be used for other ConnectKey Apps. This will not remove the App from the device, however. It will remove only the associated license.

You must be logged in as the device administrator to release the License for an app from the device. A network connection will be required to release the App License.

- 1. Log in to the device using the device administrator login.
- 2. Select the icon for the App from the **Services Home** screen on the device.
- **3.** From the App, select the **Gear** icon at the top, right corner of the screen.
- 4. Select Release License.

You will be notified if the License has been successfully released.

How To Release a License from App Studio for an App No Longer Installed on a Device

Note

In the current version of App Studio, all Xerox ConnectKey Apps are now free and thus do not require a license. However, Apps obtained from the Channel Partner Gallery may require a License.

This procedure is for when an installed, licensed App is deleted from a device.

A network connection to the device is required to correctly release the license from the device.

- 1. Go to https://appstudio.external.xerox.com.
- 2. Click the Apps tab.
- Locate the App to be installed, and click its Arrow icon.
 The End User License Agreement appears. To confirm that you accept the End User License Agreement, select Agree.
- **4.** From the list, select the devices on which the ConnectKey App will be installed. The License will be reapplied to the App at the time of installation.
- **5.** From the **Apps** menu, click the **X** icon to permit the current ConnectKey App to be uninstalled.
- **6.** Select the device from which the license will be released.
- 7. Select Uninstall to begin the App uninstall process.

The device can be selected only if the device is displayed in the **Devices** tab of App Studio.

If the Xerox® App Studio can connect to the device, the standard uninstall process will run.

If the Xerox® App Studio cannot locate the App on the device, the user will be presented with the option to force the release of the license.

How To Release a License from App Studio for a Device that is No Longer Reachable from App Studio

Note

In the current version of App Studio, all Xerox ConnectKey Apps are now free and thus do not require a license. However, Apps obtained from the Channel Partner Gallery may require a License.

This procedure is required when the device has a licensed App installed, but is no longer accessible, thus unable to follow the standard License release process.

- 1. Go to https://appstudio.external.xerox.com.
- 2. Click the Apps tab.
- **3.** Locate the App for which the License will be released, and click its **X** icon to uninstall the license.
- **4.** Select the device from which the License will be released.

5. Click Uninstall to begin the App uninstall process.

An error is eventually displayed that the system was not able to unregister the device. The device can be selected only if the device is displayed under the **Devices** tab of App Studio.

- **6.** Select the **Release License** option.
- 7. Confirm that you want to Forcibly Release License.

Note

If Xerox® App Studio can connect to the device, the standard uninstall process will run.

Note

If Xerox® App Studio cannot connect to the device, the user will be presented with the option to force the release of the License. The process of forcing the release of a License for an installed application on devices listed in the App Studio account can be performed three times over the entire lifetime of an account.

ConnectKey® App Installation

How To Install a Xerox®ConnectKey® App from Xerox® App Studio

Note

When a ConnectKey App is installed from the Xerox® App Studio, it is no longer available to be saved to a folder and installed from the device control panel or CentreWare IS. If a copy of the App is made in App Studio using **Save As**, the copy can then be saved out of App Studio.

Note

The following Apps cannot be saved from Xerox® App Studio, and thus can only be installed from Xerox® App Studio: ConnectKey Scan to Dropbox, ConnectKey Print from Dropbox, ConnectKey Scan to Google Drive, ConnectKey Print from Google Drive, ConnectKey Scan to Office 365, ConnectKey Print from Office 365, ConnectKey Scan to OneDrive, ConnectKey Print from OneDrive, ConnectKey Scan to Box, ConnectKey Print from Box, and any Apps obtained from the Channel Partner Gallery.

- 1. Go to https://appstudio.external.xerox.com.
- 2. Click the Apps tab.
- Locate the App to be installed, and click its Arrow icon.
 The End User License Agreement appears. To confirm that you accept the End User License Agreement, select Agree.
- **4.** Select the appropriate Install Type for the App:
 - Free
 - If the App is Licensable and you have a License available:
 - **Full** to apply the license (if you have a License available)
 - **Trial**, to use one of the ten Trials offered before licensing of the App becomes mandatory

If no devices are visible in the list of available devices, add a device.

5. Click Install to begin the App installation process.

Note

The installation may indicate success, but the App may not be installed. The status is based upon the transmission of the App to the device. If your App does not install, refer to the Troubleshooting section.

Note

If a software compatibility error appears, the MFP or Printer needs a software upgrade to be compatible with the App.

Related Topics:

How To Add a Device to Xerox App Studio

Device Requirements for Xerox ConnectKey Apps

How To Deploy Xerox® ConnectKey Apps Across a Fleet of Devices from Xerox® App Studio

- 1. Go to https://appstudio.external.xerox.com.
- 2. Click the Apps tab.
- 3. Locate the App to be installed, and click its **Arrow** icon.

The End User License Agreement appears. To confirm that you accept the End User License Agreement, select **Agree**.

- **4.** Select the appropriate Install Type for the App:
 - Free
 - If the App is Licensable and you have a License available:
 - **Full** to apply the license (if you have a License available)
 - **Trial**, to use one of the ten Trials offered before licensing of the App becomes mandatory

Note

If a License for a Licensable App is not applied at the time of installation, you have the option to license the App at the device or to use one of the Trials. After ten Trials, the App must be licensed before it can be run again.

5. Click **Install** to begin the App installation process.

Note

If a software compatibility error appears, one or more of the MFPs or Printers need a software upgrade to be compatible with the App.

For a list of supported devices and software versions, refer to the Compatible Products page at http://www.xerox.com/connectkeyapps.

Related Topics:

Device Requirements for Xerox ConnectKey Apps

How To Install Xerox® ConnectKey Apps at the Printer Control Panel

To install a ConnectKey App using the printer control panel, the App (.weblet file) must be saved from the Xerox® App Studio to USB or other folder.

Note

Installing apps from USB drives is not supported on VersaLink devices.

The following Apps cannot be saved from Xerox® App Studio, and thus can only be installed from Xerox® App Studio: ConnectKey Scan to Dropbox, ConnectKey Print from Dropbox, ConnectKey Scan to Google Drive, ConnectKey Print from Google Drive, ConnectKey Scan to Office 365, ConnectKey Print from Office 365, ConnectKey Scan to OneDrive, ConnectKey Print from OneDrive, ConnectKey Scan to Box, ConnectKey Print from Box, and any Apps obtained from the Channel Partner Gallery.

- 1. Save the .weblet file to a USB flash drive.
- 2. Insert the USB drive into the USB port on the device.

When the USB drive is inserted, the user may be automatically prompted to install the .weblet file from the USB and the following steps may not be required.

3. At the printer control panel, press the **Machine Status** button, then select the **Tools** tab.

The following steps are for ConnectKey devices only. Installing Weblets from a USB drive is not supported on VersaLink Devices. For AltaLink Devices, the steps are different. See How To Install Xerox ConnectKey Apps at the Printer Control Panel on an AltaLink Device.

- 4. Select Service Settings > Weblet Settings.
- 5. Select Weblet Management.
- 6. Select Install from USB.
- 7. Browse to the appropriate file folder on the USB flash drive, and then select the weblet file you want to install.

Note

Users and Subaccount Customer users will lose the capability to install via App Studio once the Weblet file is downloaded and saved to a USB device or a folder.

How To Install Xerox® ConnectKey Apps at the Printer Control Panel on an AltaLink Device

If the devices recognize the USB, it will immediately prompt with a pop-up having the following options: Install File, Print from USB and Scan to USB.

- 1. Save the .weblet file to a USB flash drive.
- **2.** Insert the USB drive into the USB port on the device.
- **3.** If the device recognizes the USB, it will immediately prompt with a pop-up having the following options:
 - Install File
 - Print from USB
 - Scan to USB

- **4.** If the device doesn't recognize the USB, select the Device icon from the Services Home screen.
- Select Tools > App Settings > Weblet Settings > Weblet Management > Install from USB.

How To Configure Xerox® ConnectKey App Display Settings

- 1. Go to https://appstudio.external.xerox.com.
- 2. Click the Apps tab.
- 3. Locate the desired App, and click its Gear icon.

The Additional Options menu appears.

4. Click the **Pencil** icon to make any edits.

Note

Xerox® Apps obtained from the Channel Partner Gallery cannot be edited.

- **5.** Select **Done** after making the edits.
- **6.** Select the **Gear** icon to display the **Additional Menu** options.
- 7. A ConnectKey App must first be installed:
 - Install installs the App on the selected device.
 - Uninstall uninstalls the App from the selected device.
- **8.** Select the **Set** as **Default** to place the App on the walk-up screen for the selected devices. A ConnectKey App must first be installed on the device in order to set it as the default walk-up screen.

How To Save an App Out of Xerox® App Studio

- 1. Go to https://appstudio.external.xerox.com.
- 2. Click the Apps tab.
- 3. Locate the desired App, and click its **Gear** icon.

The Additional Options menu appears.

4. Select the **Save** option.

Note

The following Apps cannot be saved from Xerox® App Studio, and thus can only be installed from Xerox® App Studio: ConnectKey Scan to Dropbox, ConnectKey Print from Dropbox, ConnectKey Scan to Google Drive, ConnectKey Print from Google Drive, ConnectKey Scan to Office 365, ConnectKey Print from Office 365, ConnectKey Scan to OneDrive, ConnectKey Print from OneDrive, ConnectKey Scan to Box, ConnectKey Print from Box, and any Apps obtained from the Channel Partner Gallery.

The End User License Agreement appears. To confirm that you accept the End User License Agreement, select **Agree**.

The particular ConnectKey App (.weblet file) is then saved to the folder used for downloads for the specific browser.

When an App is saved to a folder from the Xerox® App Studio, it must then be installed from the device control panel or CentreWare IS, and will no longer be able to be installed from App Studio. If a copy of the App is made using Save As, the copy can then be installed via App Studio.

How To Enable Xerox® ConnectKey Apps Installation Using Xerox® CentreWare Internet Services

Before ConnectKey Apps can be installed, the Weblet Policy and EIP Services must be enabled on the device. The Enable EIP Services configures EIP Services for you when using Internet Explorer. This option requires that the device has Network access to Xerox® App Studio, no firewall restrictions, and ActiveX control enabled.

Note

These steps only need to be performed if the Administrator disabled these options.

To manually configure the Weblet and EIP settings:

- 1. In CentreWare Internet Services, click **Properties > Services > Custom Services > Weblet Management**.
- 2. To enable the Weblet installation, locate **Security Installation Policy** at the top of the window and select **Allow Installation**.
- 3. To enable the Extensible Services Browser, do the steps below:
 - a) Under **Configuration Settings**, locate **Extensible Service Browser**, and select **Edit** in the **Action** column.
 - The Extensible Service Setup screen appears.
 - b) Under **Browser Settings**, select the check box for **Enable the Extensible Services Browser**.
 - c) Select the **Apply** button in the lower, right corner of the window. The Weblet Management screen displays again.
- 4. To set the configuration for the Extensible Service Registration, do the steps below:
 - a) Under **Configuration Settings**, locate **Extensible Services Browsers**, and select **Edit** in the **Action** column.
 - The Extensible Service Setup screen is updated.
 - b) Under **Setup (Required)**, locate **Extensible Service Registration**, and select **Edit** in the **Action** column.
 - The screen is again updated.
 - c) Select the check boxes for the following configuration settings:
 - Extensible Service Registration
 - Device Configuration
 - Scan Template Management
 - Scan Extension
 - Authentication & Accounting Configuration
 - Session Data
 - Job Management Extension

5. Select the **Apply** button in the lower, right corner of the window.

For VersaLink and AltaLink devices, see How To Enable Xerox ConnectKey Apps Installation for VersaLink Devices Using Xerox CentreWare Internet Services and How To Enable Xerox ConnectKey Apps Installation for AltaLink Devices Using Xerox CentreWare Internet Services.

How To Enable Xerox® ConnectKey Apps Installation for VersaLink Devices Using Xerox® CentreWare Internet Services

Before ConnectKey Apps can be installed, the Weblet Policy and EIP Services must be enabled on the device. The Enable EIP Services configures EIP Services for you when using Internet Explorer. This option requires that the device has Network access to Xerox® App Studio, no firewall restrictions, and ActiveX control enabled.

Note

These steps only need to be performed if the Administrator disabled these options.

To manually configure the Weblet and EIP settings:

- 1. In CentreWare Internet Services, click Apps > EIP Settings.
- 2. To enable the Weblet installation, move the switch for **Allow ConnectKey App Install** to **On**.
- Click the EIP Web Services.
- **4.** On the EIP Web Services page enable the following configuration settings: ConfigurationSession Data
 - Extensible Service Registration
 - Device Configuration
 - Scan Template Management
 - Scan Extension
 - Job Management Extension
 - Authentication & Accounting
 - Configuration Session
 - Data
- **5.** Select **OK** at the bottom of the pop-up window to save the changes. The Main EIP Setting page displays.
- **6.** Move the slider switch for the **EIP Browser** to the right to enable the Extensible Services Browser.
- 7. Under **Use Device Proxy Server**, configure the Proxy Server, as required, by performing the following substeps:
 - a) Proxy is required for app installations that require a proxy to connect to the internet. Enable Use **Device Proxy Server** by sliding the switch to the right. If the device proxy has been setup, the screen will refresh and display the proxy information to the left of the switch. If the device proxy has not been set up, the screen will refresh and display a Not Setup message.
 - b) Select the Use **Device Proxy Server** link to open the HTTP setup window.
 - c) Enable HTTP and HTTPS.
 - d) Move the **Proxy Server** switch to the right to enable it.

- e) Click the **Setup** option and select the **Manual** option to configure the proxy.
- f) Select the address type. Options include: IPv4 Address, IPv6 Address, or Host Name.
- g) In the **Host Name: Port** field, enter the address name or host name and the correct port.
- h) Click in the Exceptions List entry field, enter any required values to Bypass Proxy Rules. Separate values with commas.
- i) Select **OK** at the bottom of the page to save the changes. The EIP Settings page displays.
- **8.** Log out of Administrator mode.
- 9. Exit and close the browser window.

How To Enable Xerox® ConnectKey Apps Installation for AltaLink Devices Using Xerox® CentreWare Internet Services

Before ConnectKey Apps can be installed, the Weblet Policy and EIP Services must be enabled on the device. The Enable EIP Services configures EIP Services for you when using Internet Explorer. This option requires that the device has Network access to Xerox® App Studio, no firewall restrictions, and ActiveX control enabled.

Note

These steps only need to be performed if the Administrator disabled these options.

To manually configure the Weblet and EIP settings:

- In CentreWare Internet Services, click Properties > Apps > Custom Apps > Weblet Management.
- 2. To enable the Weblet installation, locate **Security Installation Policy** at the top of the window, select **Allow Weblet Installation** and click **Apply**.
- 3. To enable the Extensible Services Browser, do the steps below:
 - a) Return to the Weblet Management screen.
 - b) Locate **Extensible Service Browser**, and select **Edit** in the **Action** column. The **Extensible Service Setup** screen appears.
 - c) Under **Configuration Settings**, locate **Extensible Service Browser**, and select **Edit** in the **Action** column.
 - d) Under **Browser Settings**, select the check box for **Enable the Extensible Services Browser**.
 - e) Select the **Apply** button in the lower, right corner of the window. The Weblet Management screen displays again.
- **4.** To set the configuration for the Extensible Service Registration, do the steps below:
 - a) Under **Configuration Settings**, locate **Extensible Services Browsers**, and select **Edit** in the **Action** column.
 - The Extensible Service Setup screen is updated.
 - b) Under **Setup (Required)**, locate **Extensible Service Registration**, and select **Edit** in the **Action** column.

The screen is again updated.

- c) Select the check boxes for the following configuration settings:
 - Extensible Service Registration
 - Device Configuration
 - Scan Workflow Management
 - Scan Extension
 - Authentication & Accounting Configuration
 - Session Data
 - Job Management Extension
- **5.** Select the **Save** button in the lower, right corner of the window.

How To Install Xerox® ConnectKey Apps Using Xerox®CentreWare® Internet Services

To install an a ConnectKey App using CentreWare IS, the ConnectKey App (.weblet file) must be saved from the Xerox® App Studio to USB, or another folder.

Note

Installing ConnectKey apps from the VersaLink CentreWare Internet Services is not currently supported.

Note

The following Apps cannot be saved from Xerox® App Studio, and thus can only be installed from Xerox® App Studio: ConnectKey Scan to Dropbox, ConnectKey Print from Dropbox, ConnectKey Scan to Google Drive, ConnectKey Print from Google Drive, ConnectKey Scan to Office 365, ConnectKey Print from Office 365, ConnectKey Scan to OneDrive, ConnectKey Print from OneDrive, ConnectKey Scan to Box, ConnectKey Print from Box, and any Apps obtained from the Channel Partner Gallery.

- 1. In CentreWare® Internet Services on the device where the ConnectKey App is to be installed, log into the device administrator account.
 - For ConnectKey devices: Click **Properties > Services > Custom Services > Weblet**Management.

Note

In the Weblet Management Configuration Settings of the device, the **Installation Policy** and the **Extensible Services Browser** should both be enabled. For more information, refer to the System Administrator Guide for the device.

- For AltaLink devices: Click Properties > Apps > Custom Apps > Weblet Management.
- 2. Click Choose File or Browse, navigate to a .weblet file, and then click Choose or Open.
- 3. Click Install Weblet.

The Weblet should then appear in the table under **Installed Weblets**.

Note

Users and Subaccount Customer users will lose the capability to install via App Studio once the Weblet file is downloaded and saved to a USB device or a folder.

To ensure proper activation of Apps (not including trial runs) if the device is behind a firewall, the proxy server information at the device should be configured prior to running the App.

Related Topics:

How to Set Up the Proxy Server for ConnectKey and AltaLink Devices from CentreWare Internet Services

How To Enable a Xerox® ConnectKey® App Installation on a Device from Xerox® App Studio

- 1. Go to https://appstudio.external.xerox.com.
- 2. Click the **Devices** tab.

You must install ActiveX control on the Internet browser to enable device communication with the Xerox® App Studio.

- **3.** If you already have the ActiveX control installed, go to the next step. Otherwise, enable ActiveX control using one of the following browsers:
 - Internet Explorer
 - Google Chrome
- **4.** Locate the device to be edited in the **Device** list, and click its **Pencil** icon. The **Edit Device** screen appears.
- **5.** Select the **Enable EIP Services** check box for the device.
- 6. Select Submit.

Related Topics:

How To Enable ActiveX Controls in Internet Explorer

How To Install the Chrome Extension for App Studio

How To Uninstall a Xerox® ConnectKey App from the Device Using Xerox® App Studio

- 1. Go to https://appstudio.external.xerox.com.
- 2. Click the Apps tab.
- **3.** Locate the App and click its **X** icon to remove the App. A list of available printers is displayed.
- **4.** Select the printer that the App should be removed from. If no printers are available in the list, from Xerox App Studio, add a printer.
- 5. Click Uninstall.

Note

An App that is designated as the walk-up screen on a MFP or Printer cannot be removed without first removing it as the walk-up screen App.

Note

When a licensable App is uninstalled from the MFP or Printer using Xerox® App Studio, and is still associated with a License, the License should be released for re-use for another ConnectKey App install.

Related Topics:

How To Add a Device to Xerox App Studio

How To Delete an App from a ConnectKey Device Using Xerox® CentreWare® Internet Services

- 1. In CentreWare Internet Services on the device on which the ConnectKey App is to be installed, click **Properties > Services > Custom Services > Weblet Management**.
- 2. Locate the App to be deleted in the list of Installed Weblets, and click Delete. The App should no longer appear in the list of Installed Weblets. For VersaLink and AltaLink devices, see How To Delete an App from a VersaLink Device Using Xerox CentreWare Internet Services and How To Delete an App from an AltaLink Device Using Xerox CentreWare Internet Services.

How To Delete an App from a VersaLink® Device Using Xerox® CentreWare® Internet Services

- 1. In CentreWare Internet Services on the device on which the ConnectKey App is to be installed, click **Apps > EIP Settings**.
- 2. Click the App to be deleted and then on the next screen select the **Delete** option to remove the app.

The App should no longer appear in the list of Installed Weblets.

How To Delete an App from an AltaLink® Device Using Xerox® CentreWare® Internet Services

- 1. In CentreWare Internet Services on the device on which the ConnectKey App is to be installed, click **Properties > Apps > Custom Apps > Weblet Management.**
- 2. Locate the App to be deleted in the list of Installed Weblets, and click **Delete**. The App should no longer appear in the list of Installed Weblets.

Working With Xerox® ConnectKey® Apps at the MFP or Printer

How To Run a Xerox® ConnectKey App

To ensure proper activation of Apps, if the device is behind a firewall, the proxy server information at the device should be configured prior to running the App. For more information refer to How To Set Up the Proxy Server for the Device from CentreWare® IS.

- 1. From the control panel of a Multifunction Printer (MFP) or Printer, the Xerox[®] ConnectKey App icons appear under the **Services Home** screen.
- **2.** Select the ConnectKey App by selecting the **App** icon.
- 3. When the App launches, follow the on-screen directions to use the App effectively.

You can run a Custom Xerox Licensable ConnectKey App ten times on a trial basis without licensing. The remaining number of trial runs available is displayed to the user. After the limit has been reached, in order to be run again, the App must be licensed by selecting **Apply License Key**.

A ConnectKey App can also be installed as the default walk-up screen for the device.

To obtain a License for a Xerox® ConnectKey App, contact your Reseller.

Related Topics:

How To Set the Default Walk-Up Screen for a Device from Xerox App Studio

How To Run a Custom Xerox® Licensable ConnectKey App Using a Trial

Note

In the current version of App Studio, all Xerox ConnectKey Apps are now Non-Licensable, so they do not require a license. However, Apps from the Channel Partner Gallery can be either Licensable or Non-Licensable.

Custom Licensable Apps require a License. Before purchasing a License, the Reseller or Customer can use the App for up to ten free Trials. After all ten Trials have been used, a License must be activated.

- 1. From the control panel of the device with the particular Custom Licensable ConnectKey App installed, select the icon to launch that App.
- 2. If the Custom ConnectKey App has not yet been licensed, a dialog box appears on the screen, asking if you would like to run the ConnectKey App on a trial basis. Select **Yes**.
- 3. After the Custom ConnectKey App has run its predetermined number of Trials, it is necessary to obtain a License for that ConnectKey App to continue to run it.

4. To obtain a License to activate a Custom Xerox Licensable ConnectKey App, contact your Xerox representative.

Note

A network connection is not required to use a Trial run, but will be required to activate the License from the device.

Xerox[®] ConnectKey[®] Info Apps

How To Use α Xerox® ConnectKey Info App

- 1. From the device local user Interface, select the **Services Home** Button.
- 2. Select the Xerox® ConnectKey Info App.

The ConnectKey App displays either text and/or an image depending on the design of the App.

Note

The content of an informational App cannot be altered by the user at the device.

3. To display information about the App, i.e. the **About** screen, select the i button next to the **Exit** button. App information includes contact information to be used for any assistance with your ConnectKey App.

Xerox® ConnectKey® Scan to Apps (MFPs Only)

This is available on MFPs only. This is not available on Printers.

Available Scan Settings

The following scan settings may or may not be available for selection when configuring your App, depending on how your Xerox[®]ConnectKey[®] App was designed.

• 2-sided Scanning: 1-Sided, 2-Sided, 2-Sided, Rotate Side 2

Note

The VersaLink devices do not scan as expected when the 2 Sided, Rotate Side 2 option is selected and when Searchable/OCR is selected. Versalink does not support 2 Sided, Rotate Side 2 plex option when Searchable/OCR is selected.

• Edge Erase (Inches): All Edges, Per-edge Erase, and Scan to Edge

Note

On VersaLink devices, an Edge Erase setting greater than 1.98mm will be ignored. This may be updated in the VersaLink v2.0 release.

- **File Format**: Image Only or Searchable; PDF (with searchable text), PDF-A (with searchable text), XPS (with searchable text), TIFF, JPG
- **File Name**: An interactive image of a keyboard appears where you can press the various keys to enter a file name. When done, press **Save**.
- Output Color: Auto Detect, Black & White, Grayscale, Color

Note

On the VersaLink devices, the Auto Detect setting should not be used with JPEG or TIFF output options. JPEG should use Color or Grayscale settings. TIFF should use Black & White, Color or Grayscale settings.

 Original Size: Auto and various Portrait and Landscape sizes supporting United States and European sizes

Note

If the original file size is not supported, the VersaLink devices will generate a file with a default paper size of 8.5×11 .

- **Original Orientation**: Upright, Sideways (Top to left), Portrait Originals, and Landscape Originals.
- Original Type: Text & Photo, Photo, Text, Map, Newspaper/Magazine
- Resolution (dpi): 72, 100, 150, 200, 300, 400, 600

Note

The VersaLink devoices do not support Resolution settings below 200 dpi. In cases where 72, 100 or 150 dpi are selected, the default 200 dpi will be used.

How To Use a Xerox[®] ConnectKey Scan to Email App (MFPs Only)



It is highly recommended that **you enable Verification of SSL Certificates** on your MFP or Printer to maintain the security of your information. By not enabling verification of SSL certificates, the secure communications of private or sensitive information is vulnerable.

- 1. From the local user interface of the device, select the **Services Home** Button.
- 2. Select the Xerox® ConnectKey Scan to Email App.
- **3.** Select the App settings.

Two tabs with settings are available: Basic and Advanced

- The Basic Tab displays the Add Destination option as well as some of the Scan Settings made available by the App designer.
- The **Advanced** Tab can also include Scan Settings.

The ConnectKey App can be designed to include Email From, Email Message, and Email Subject. These settings are preconfigured with default values, but can be modified by the user at the device.

In addition, the App can be configured to include Document Management fields, which may require user input. Further, the App can be designed to include Custom Text and Custom Images, which are informational fields and cannot be configured. With the exception of the Add Destination option, the location and availability of the remaining settings will be based on the design of the customized application.

- Other options include the Gear button to the left of the Start button, which
 contains the following Preset Options: Save as New Preset, Load a Preset, Save
 Preset to USB, Load Preset from USB, and Reset to Defaults. The About option,
 which includes information about the creator and contact details, is also available.
 The contact information is important as you will require it for assistance with
 your App.
- **4.** From the **Basic** tab, select the **Add Destination** option to add destination email addresses.

The App was configured so you can enter destination email addresses, choose from a list of saved email addresses, and select from a list of preset addresses. The App may also be configured to email a preset list and provide no option for you to modify the recipients.

5. Depending on how the App is configured, you may see any of the scenarios below. Select the appropriate option and configure accordingly.

If the App is configured with an email address, and is not configured to allow the user to specify an email address, the **Basic** tab displays the email addresses that will be used to deliver the scan job. In this case, neither of the following options displays to the user.

- **Saved Destinations** Enables the user to choose from a list of pre-configured email addresses.
- Presets Enables the user to choose a previously saved preset. Refer to How To Save a New Preset for a Scanning App (MFPs Only).
- **6.** Select **Start** to begin scanning.
 Job status indicators appear just below the Start button. The Job Succeeded message tells you the scan job is complete.

Related Topics:

Available Scan Settings

How To Upload / Verify SSL Certificates

How To Save a New Preset for a Scanning App (MFPs Only)

How To Configure Document Management Fields

How To Save a Preset as the Default Preset (MFPs Only)

How To Use a Xerox[®] ConnectKey Scan to FTP App (MFPs Only)



It is highly recommended that **you enable Verification of SSL Certificates** on your MFP or Printer to maintain the security of your information. By not enabling verification of SSL certificates, the secure communications of private or sensitive information is vulnerable.

- **1.** From the local user interface of the device, select the **Services Home** Button.
- 2. Select the Xerox[®] ConnectKey Scan to FTP App.
- **3.** Select the App settings.

Two tabs with settings are available: Basic and Advanced

- The **Basic** Tab displays the **Add Destination** option as well as some of the Scan Settings made available by the App designer.
- The Advanced Tab can also include Scan Settings.
 In addition, the App can be configured to include Document Management fields, which may require user input. Further, the App can be designed to include Custom Text and Custom Images, which are informational fields and cannot be configured. With the exception of the Add Destination option, the location and availability of the remaining settings will be based on the design of the customized application.
- Other options include the Gear button to the left of the Start button, which
 contains the following Preset Options: Save as New Preset, Load a Preset, Save
 Preset to USB, Load Preset from USB, and Reset to Defaults. The About option,
 which includes information about the creator and contact details, is also available.
 The contact information is important as you will require it for assistance with
 your App.
- **4. FTP Destination** requires the following destination information:
 - **Host Name** The scan destination host name must use the fully qualified host name or the host IP. Including Port (default 21).
 - **Document Path**: The path to where the document will be stored.
 - Login Name The FTP login name.
 - Password -The FTP login password.
- **5.** Configure the FTP Destination with the appropriate information.
- **6.** Select **Start** to begin scanning.

Related Topics:

Available Scan Settings

How To Upload / Verify SSL Certificates

How To Configure Document Management Fields

How To Save a New Preset for a Scanning App (MFPs Only)

How To Save a Preset as the Default Preset (MFPs Only)

How To Use a Xerox ConnectKey Scan to Shared Folder App (MFP Only)



It is highly recommended that **you enable Verification of SSL Certificates** on your MFP or Printer to maintain the security of your information. By not enabling verification of SSL certificates, the secure communications of private or sensitive information is vulnerable.

- 1. From the local user interface of the device, select the **Services Home** Button.
- 2. Select theXerox® ConnectKey Scan to Shared Folder App.
- **3.** Select the App settings.

Two tabs with settings are available: Basic and Advanced

- The **Basic** Tab displays the **Add Destination** option as well as some of the Scan Settings made available by the App designer.
- The Advanced Tab can also include Scan Settings.
 In addition, the App can be configured to include Document Management fields, which may require user input. Further, the App can be designed to include Custom Text and Custom Images, which are informational fields and cannot be configured. With the exception of the Add Destination option, the location and availability of the remaining settings will be based on the design of the customized application.
- Other options include the Gear button to the left of the Start button, which
 contains the following Preset Options: Save as New Preset, Load a Preset, Save
 Preset to USB, Load Preset from USB, and Reset to Defaults. The About option,
 which includes information about the creator and contact details, is also available.
 The contact information is important as you will require it for assistance with
 your App.
- **4. Shared Folder Destination** requires the following destination information:
 - **Host Name** The scan destination host name must use the fully qualified host name or the host IP. Including Port (default 445).
 - Share Name- The Share Name used when sharing the folder.
 - Document Path: The path to where the document will be stored.
 - Login Name The login name required to access the folder.
 - Password -The login password for the Login Name.

Note

Ensure the login name has been granted permission to write to the Shared Folder Destination.

5. Select **Start** to begin scanning.
Job status indicators appear just below the Start button. The Job Succeeded message tells you the scan job is complete.

Related Topics:

Available Scan Settings

How To Upload / Verify SSL Certificates

How To Use a Xerox® ConnectKey Scan to USB App (MFPs Only)

Note

Scan to USB is not supported on VersaLink devices in their v1.0 release.

(Caution

It is highly recommended that **you enable Verification of SSL Certificates** on your MFP or Printer to maintain the security of your information. By not enabling verification of SSL certificates, the secure communications of private or sensitive information is vulnerable.

- 1. From the local user interface of the device, select the **Services Home** Button.
- 2. Select the Xerox® ConnectKey Scan to USB App.
- **3.** Select the App settings.

Two tabs with settings are available: Basic and Advanced

- The Basic Tab displays the Add Destination option as well as some of the Scan Settings made available by the App designer.
- The Advanced Tab can also include Scan Settings.
 In addition, the App can be configured to include Document Management fields, which may require user input. Further, the App can be designed to include Custom Text and Custom Images, which are informational fields and cannot be configured. With the exception of the Add Destination option, the location and availability of the remaining settings will be based on the design of the customized application.
- Other options include the Gear button to the left of the Start button, which
 contains the following Preset Options: Save as New Preset, Load a Preset, Save
 Preset to USB, Load Preset from USB, and Reset to Defaults. The About option,
 which includes information about the creator and contact details, is also available.
 The contact information is important as you will require it for assistance with
 your App.
- 4. USB Destination enter the USB path.
- 5. Select **Start** to begin scanning.

Job status indicators appear just below the Start button. The Job Succeeded message tells you the scan job is complete.

Related Topics:

Available Scan Settings

How To Upload / Verify SSL Certificates

How To Configure Document Management Fields

How To Save a New Preset for a Scanning App (MFPs Only)

How To Save a Preset as the Default Preset (MFPs Only)

How To Use a Xerox[®] ConnectKey Scan to Multi-Destination App (MFPs Only)

(!) Caution

It is highly recommended that **you enable Verification of SSL Certificates** on your MFP or Printer to maintain the security of your information. By not enabling verification of SSL certificates, the secure communications of private or sensitive information is vulnerable.

- 1. From the local user interface of the device, select the **Services Home** Button.
- 2. Select the Xerox® ConnectKey Scan to Multi-Destination App.
- **3.** Select the App settings.

Two tabs with settings are available: Basic and Advanced

- The **Basic** Tab displays the **Add Destination** option as well as some of the Scan Settings made available by the App designer.
- The Advanced Tab can also include Scan Settings.
 - The ConnectKey App can be designed to include Email From, Email Message, and Email Subject. These settings are preconfigured with default values, but can be modified by the user at the device.
 - In addition, the App can be configured to include Document Management fields, which may require user input. Further, the App can be designed to include Custom Text and Custom Images, which are informational fields and cannot be configured. With the exception of the Add Destination option, the location and availability of the remaining settings will be based on the design of the customized application.
- Other options include the Gear button to the left of the Start button, which
 contains the following Preset Options: Save as New Preset, Load a Preset, Save
 Preset to USB, Load Preset from USB, and Reset to Defaults. The About option,
 which includes information about the creator and contact details, is also available.
 The contact information is important as you will require it for assistance with
 your App.
- **4.** From the **Basic** tab, select the **Add Destination** option to add destination email addresses.
 - The App was configured so you can enter destination email addresses, choose from a list of saved email addresses, and select from a list of preset addresses. The App may also be configured to email a preset list and provide no option for you to modify the recipients.
- **5.** Depending on how your App is configured, one of the following dialog windows is displayed:
 - **Saved Destinations** dialog Allows the user to select from a preconfigured list of destinations that includes SMB (Network Folders) and FTP locations.
 - Add Destination dialog Allows the user to configure destinations, select from a predefined list, or select preset values.

Select the destination option for your scan.

6. Select Start to begin scanning.

Job status indicators appear just below the Start button. The Job Succeeded message tells you the scan job is complete.

Related Topics:

Available Scan Settings

How To Upload / Verify SSL Certificates

How To Configure Document Management Fields

How To Save a New Preset for a Scanning App (MFPs Only)

How To Save a Preset as the Default Preset (MFPs Only)

How To Use a Xerox[®] ConnectKey Scan to Box App (MFPs Only)

This App enables MFP users to scan documents and images to folders in their own Box account or to a designated Box account.

To access any cloud repository, you must enable the proxy on your device.



It is highly recommended that **you enable Verification of SSL Certificates** on your MFP or Printer to maintain the security of your information. By not enabling verification of SSL certificates, the secure communications of private or sensitive information is vulnerable.

- **1.** From the local user interface of the device, select the **Services Home** Button.
- 2. Select the Xerox[®] ConnectKey Scan to Box App.
- 3. Enter the account login information on the repository Authentication screen.
- 4. When requested, grant XeroxConnectKeyForCloudProd1_0 approval to access your Box account.

Note

To exit the app from the repository Authentication and grant access screen, double-click the **Clear All** button on the device panel, then select **Confirm** in the dialog window.

Note

AltaLink and VersaLink devices do not support a double Clear All. Use the Reset buttons instead.

5. Select a destination or select the Arrow to see more folders. When done, select **OK**. A screen having two tabs appears: **Destination** and **Scan Settings**.

Note

AltaLink and VersaLink devices support swipe gestures to navigate some screens. You can swipe to scroll the pages to see more folders.

- 6. Review your Scan Destination selections.
 - a) To change those settings, select the **Pencil** icon. When done, select **OK**.
 - b) To exit the App, select the **Arrow in a Box** icon.

- c) To get Contact Info for App support, press the **Gear** icon.
- **7.** To review or change the Scan Settings, select the **Scan Settings** tab. The Scan features you can change are visible in the tab.
 - a) Select the feature you want to check or change.
 - b) Select the setting you want to apply to your current scan job.
- **8.** Select **Start** to begin scanning.

Job status indicators appear just below the Start button. The Job Succeeded message tells you the scan job is complete.

Related Topics:

Available Scan Settings

How to Set Up the Proxy Server for ConnectKey and AltaLink Devices from CentreWare Internet Services

How To Upload / Verify SSL Certificates

How To Use a Xerox[®] ConnectKey Scan to Dropbox App (MFPs Only)

This App enables MFP users to scan to folders in their own Dropbox account or to a designated Dropbox account.

To access any cloud repository, you must enable the proxy on your device.



It is highly recommended that **you enable Verification of SSL Certificates** on your MFP or Printer to maintain the security of your information. By not enabling verification of SSL certificates, the secure communications of private or sensitive information is vulnerable.

- 1. From the local user interface of the device, select the **Services Home** Button.
- 2. Select the Xerox ConnectKey Scan to Dropbox App.
- 3. Enter the account login information.
- **4.** Choose the destination folder into which you want to scan and store your document, and select **OK**.
 - To scan to your Dropbox root directory, do not select a folder. Simply select OK.
 - Scroll using the arrows on the right to display additional folders.

Note

Depending on how your Dropbox account is structured, you may need to select multiple levels of folders to get to the destination folder. Select the path you want each time, until you reach the destination folder you want.

- **5.** The Scan to Dropbox App Tabs screen appears, showing your selected settings for the Scan Destination. Review your **Scan Destination** settings.
 - a) To change the settings, select the **Pencil** icon. When done, select **OK**.
 - b) To exit the App, select the **Arrow in a Box** icon.
 - c) To get Contact Info for App support, press the **Gear** icon.

- **6.** To review or change the Scan Settings, select the **Scan Settings** tab. The Scan features you can change are visible in the tab.
 - a) Select the feature you want to check or change.
 - b) Select the setting you want to apply to your current scan job.
- 7. If there are Document Management fields, fill them in as directed.

This ConnectKey App can be designed to include Document Management fields, which may require user input. With the exception of the Add Destination option, the location and availability of the remaining settings will be based on the design of the customized App.

8. Select **Start** to begin scanning.

Job status indicators appear just below the Start button. The Job Succeeded message tells you the scan job is complete.

Related Topics:

Available Scan Settings

How to Set Up the Proxy Server for ConnectKey and AltaLink Devices from CentreWare Internet Services

How To Upload / Verify SSL Certificates

How To Use a Xerox[®] ConnectKey Scan to Google Drive App (MFPs Only)

This App enables MFP users to scan documents and images to folders in their own Google Drive account or to a designated Google Drive account.

To access any cloud repository, you must enable the proxy on your device.



It is highly recommended that **you enable Verification of SSL Certificates** on your MFP or Printer to maintain the security of your information. By not enabling verification of SSL certificates, the secure communications of private or sensitive information is vulnerable.

- 1. From the local user interface of the device, select the **Services Home** Button.
- **2.** Select the Xerox® ConnectKey Scan to Google Drive App.
- 3. Enter the account login information on the repository Authentication screen.
 - a) If the App was set up to automatically provide the User ID for the account, the field is filled in.
 - b) If you wish to log in with a different account:

Enter a different UserID and Password.

Note

The following log in options may be presented after the initial use of the app:

- 1. Choose an account from the list if you previously logged in.
- 2. Select Sign in with a different account and Add Account.

Note

The option "stay logged in" is enabled by default. The next time you launch the app, your account displays in the list of accounts previously logged in.

- 3. Select Add Account from the Choose an Account screen.
- **4.** When requested, grant XeroxConnectKeyforCloud1_0 approval to access your Google Drive repository.

Note

To exit the app from the repository Authentication and grant access screen, double-click the **Clear All** button on the device panel, and select **Confirm** in the dialog window.

Note

AltaLink and VersaLink devices do not support a double Clear All. Use the Reset buttons instead.

Select a destination or select the Arrow to see more folders. When done, select OK. A screen having two tabs appears: Destination and Scan Settings.

Note

AltaLink and VersaLink devices support swipe gestures to navigate some screens. You can swipe to scroll the pages to see more folders.

- 6. Review your Scan Destination selections.
 - a) To change those settings, select the **Pencil** icon. When done, select **OK**.
 - b) To exit the App, select the **Arrow in a Box** icon.
 - c) To get Contact Info for App support, press the **Gear** icon.
- **7.** To review or change the Scan Settings, select the **Scan Settings** tab. The Scan features you can change are visible in the tab.
 - a) Select the feature you want to check or change.
 - b) Select the setting you want to apply to your current scan job.
- **8.** Select **Start** to begin scanning.

Job status indicators appear just below the Start button. The Job Succeeded message tells you the scan job is complete.

Related Topics:

Available Scan Settings

How to Set Up the Proxy Server for ConnectKey and AltaLink Devices from CentreWare Internet Services

How To Upload / Verify SSL Certificates

How To Use a Xerox[®] ConnectKey Scan to Office 365 App (MFPs Only)

This App enables users to navigate and scan to the SharePoint Online component of Office 365, including Team Site and My Sites.

To access any cloud repository, you must enable the proxy on your device.

Caution

It is highly recommended that **you enable Verification of SSL Certificates** on your MFP or Printer to maintain the security of your information. By not enabling verification of SSL certificates, the secure communications of private or sensitive information is vulnerable.

- 1. From the local user interface of the device, select the **Services Home** Button.
- **2.** Select the Xerox® ConnectKey Scan to Office 365 App.
- 3. When the Login screen for your Office 365 or SharePoint Online site appears, enter your login credentials.

Login credentials are supported in the following format:

- userid@domain.onmicrosoft.com, where domain reflects the domain configured during the Office 365 account setup, or in other words, a default domain.
- domain\userid@customdomain.com. If your account user ID does not contain '.onmicrosoft.com' then it uses a custom domain. If your account uses a custom domain, i.e. one that differs from the domain of the default team site and/or My Site's URL, you will need to prefix your login with the domain of the default team site and/or My Site. For example, for user john@xasstudio.com with custom domain set to xasstudio, that has access to default Team Site Collection https://xeroxappstudiosite.sharepoint.com/, would require login with the following format:xeroxappstudiosite\john@xasstudio.com.

Note

To log into Office 365, you need either an Office 365 account that includes SharePoint Online, or a Standalone SharePoint Online account.

4. Select Log in.

A screen appears allowing the user to select either the Team Site Collection or the My Site Collection.

- **5.** Choose one of the options that appears: **Team Site** or **My Site**. A list of available repositories within the chosen Site appears.
- **6.** Choose the site or site collection where the scan destination is located. The directory listing is arranged by Subsites, then Document Libraries, then Folders. Scroll using the arrows on the right to display additional Subsites, Libraries, and Folders. Select the appropriate path, then select **OK** to choose the path as your destination, or select the down arrow to continue navigating to the selected path. AltaLink and VersaLink devices support swipe gestures to navigate some screens. You can swipe to scroll the pages to see more folders.
- 7. Select the destination Library or Folder for your scan and select **OK**.

The Scan to Office 365 App tabs screen appears showing your selected settings for the Scan Destination.

- **8.** Review your **Scan Destination** selections.
 - a) To change those settings, select the **Pencil** icon. When done, select **OK**.
 - b) To exit the App, select the **Arrow in a Box** icon.
 - c) To get Contact Info for App support, press the **Gear** icon.
- **9.** To review or change the Scan Settings, select the **Scan Settings** tab. The Scan features you can change are visible in the tab.
 - a) Select the feature you want to check or change.
 - b) Select the setting you want to apply to your current scan job.
- **10.** If there are Document Management fields, fill them in as directed.

This ConnectKey App can be designed to include Document Management fields, which may require user input. With the exception of the Add Destination option, the location and availability of the remaining settings will be based on the design of the customized App.

11. Select Start to begin scanning.

Job status indicators appear just below the Start button. The Job Succeeded message tells you the scan job is complete.

Related Topics:

Available Scan Settings

How to Set Up the Proxy Server for ConnectKey and AltaLink Devices from CentreWare Internet Services

How To Upload / Verify SSL Certificates

How To Use a Xerox[®] ConnectKey Scan to OneDrive App (MFPs Only)

This App enables MFP users to scan to folders in a Business or Personal account.

To access any cloud repository, you must enable the proxy on your device.



It is highly recommended that **you enable Verification of SSL Certificates** on your MFP or Printer to maintain the security of your information. By not enabling verification of SSL certificates, the secure communications of private or sensitive information is vulnerable.

- 1. From the local user interface of the device, select the **Services Home** Button.
- 2. Select the Xerox[®] ConnectKey Scan to OneDrive App.
- **3.** When the Choose Account screen appears, select which type of OneDrive account you will be using: Business Account or Personal Account.
 - a) If using a Business Account, enter the account login information.

- b) If using a Personal Account:
 - i. Enter the Account login information on the repository Authentication screen.
 - ii. When requested, grant XeroxConnectkeyforCloudProd1_0 approval to access your OneDrive repository.

Note

To exit the app from the Repository Authentication and Grant Access screen, double-click the **Clear All** button on the device panel, and select **Confirm** in the dialog window.

Note

AltaLink and VersaLink devices do not support a double Clear All. Use the Reset buttons instead.

4. Choose the destination folder into which you want to scan and store your document. Select **OK**.

A screen appears showing your selected settings for the Scan Destination.

- 5. Review your Scan Destination selections.
 - a) To change those settings, select the **Pencil** icon. When done, select **OK**.
 - b) To exit the App, select the **Arrow in a Box** icon.
 - c) To get Contact Info for App support, press the **Gear** icon.
- **6.** To review or change the Scan Settings, select the **Scan Settings** tab. The Scan features you can change are visible in the tab.
 - a) Select the feature you want to check or change.
 - b) Select the setting you want to apply to your current scan job.
- 7. If there are Document Management fields, fill them in as directed.

This ConnectKey App can be designed to include Document Management fields, which may require user input. With the exception of the Add Destination option, the location and availability of the remaining settings will be based on the design of the customized App.

8. Select **Start** to begin scanning.

Job status indicators appear just below the Start button. The Job Succeeded message tells you the scan job is complete.

Related Topics:

Available Scan Settings

How to Set Up the Proxy Server for ConnectKey and AltaLink Devices from CentreWare Internet Services

How To Upload / Verify SSL Certificates

How To Configure Document Management Fields

Documentation Management Fields allow you to send additional information with the scanned documents, allowing downstream workflow processes to be performed.

An Icon representing Document Management Fields may or may not be available depending on how your Xerox® ConnectKey App was designed. Additional information is available for ConnectKey Apps designed to use Document Management Fields.

- **1.** At the device, after you have launched your ConnectKey App, select the Document Management icon.
- 2. A Document Management Fields dialog box displays.
- 3. Select each of the available options to configure.

Note

Some options are Required and must be configured prior to scanning.

- **4.** The User will be presented with any of the following when configuring Document Management Fields:
 - Preconfigured fields that are not changeable by the user.
 - A list of preset document management fields. Select the field, and a window displaying the available options will open. Select one of the list items.
 - A field where the user can enter a value. Select the field and use the keyboard to enter a value (maximum of 50 characters)

Note

Some fields may be pre-configured to mask input.

Xerox® ConnectKey® Print from Apps

MFPs and Printers are supported for Print from Apps.

Available Print Settings

The following print settings may or may not be available for selection when configuring the Xerox® ConnectKey App, depending on how the App was designed.

- Sides Imaged: 1-Sided, 2-Sided
- Print Quantity: 1 to 9999
- Print Color: Auto Detect, Monochrome, Color

How To Use α Xerox[®] ConnectKey Print from Box App

This App allows MFP and Printer users to print common file types and print-ready files from folders in their own Box account.

To access any cloud repository, you must enable the proxy on your device.

Caution

It is highly recommended that **you enable Verification of SSL Certificates** on your MFP or Printer to maintain the security of your information. By not enabling verification of SSL certificates, the secure communications of private or sensitive information is vulnerable.

- 1. From the local user interface of the device, select the **Services Home** Button.
- 2. Select the Xerox[®] ConnectKey Print from Box App.

- 3. Enter the account login information on the repository Authentication screen.
- **4.** When requested, grant XeroxConnectKeyForCloudProd1_0 approval to access your OneDrive repository.

Note

To exit the app from the Repository Authentication and Grant Access screen, double-click the **Clear All** button on the device panel, and select **Confirm** in the dialog window.

Note

AltaLink and VersaLink devices do not support a double Clear All. Use the Reset buttons instead.

5. Select the desired folder containing documents.

Depending on how the account is structured, you may need to select multiple levels of folders to get to your document. Select the path you want by selecting the folder or press the **Browse** button to navigate to the document you want to print.

Note

AltaLink and VersaLink devices support swipe gestures to navigate some screens.

6. Select the file name and select OK. The OK button is not selectable until a print-ready file is selected.

A screen having two tabs appears: File to Print and Print Settings.

- 7. Review your File to Print selections.
 - a) To change the settings, select the **Pencil** icon. When done, select **OK**.
 - b) To exit the App, select the **Arrow in a Box** icon.
 - c) To get Contact Info for App support, press the **Gear** icon.
- **8.** To review or change the Print Settings, select the **Print Settings** tab. The Print features you can change are visible in the tab.
 - a) Select the feature you want to check or change.
 - b) Select the setting you want to apply to your current print job.
- **9.** Select **Start** to begin printing.

Job status indicators appear just below the Start button. The Job Succeeded message tells you the print job is complete.

Related Topics:

Available Scan Settings

How to Set Up the Proxy Server for ConnectKey and AltaLink Devices from CentreWare Internet Services

How To Upload / Verify SSL Certificates

How To Use α Xerox® ConnectKey Print from Dropbox App

This App allows MFP and Printer users to print common file types and print-ready files from folders in their own Dropbox account or from a designated Dropbox account.

To access any cloud repository, you must enable the proxy on your device.

Caution

It is highly recommended that **you enable Verification of SSL Certificates** on your MFP or Printer to maintain the security of your information. By not enabling verification of SSL certificates, the secure communications of private or sensitive information is vulnerable.

- **1.** From the local user interface of the device, select the **Services Home** Button.
- 2. Select the Xerox[®] ConnectKey Print from Dropbox App.
- 3. Enter the account login information.
- 4. Select Log In.

A screen with the Dropbox account you logged into appears, directing you to select a print-ready document or to select a folder to see more documents. Print-ready documents are of the following file types: JPEG, PCL 5e, PCL 6 (PCL XL), PDF, PostScript Level 2 or 3, Text, TIFF, XPS.

5. Select the desired folder containing documents.

Depending on how the account is structured, you may need to select multiple levels of folders to get to your document. Select the path you want by selecting the folder or press the **Browse** button to navigate to the document you want to print.

Note

AltaLink and VersaLink devices support swipe gestures to navigate some screens.

6. Select the file name and select **OK**. Only print-ready files will be available for selection. The OK button is not selectable until a print-ready file is selected.

A screen having two tabs appears: File to Print and Print Settings.

- **7**. Review your **File to Print** selections.
 - a) To change the settings, select the **Pencil** icon. When done, select **OK**.
 - b) To exit the App, select the **Arrow in a Box** icon.
 - c) To get Contact Info for App support, press the **Gear** icon.
- **8.** To review or change the Print Settings, select the **Print Settings** tab. The Print features you can change are visible in the tab.
 - a) Select the feature you want to check or change.
 - b) Select the setting you want to apply to your current print job.
- **9.** Select **Start** to begin printing.

Job status indicators appear just below the Start button. The Job Succeeded message tells you the print job is complete.

Related Topics:

Available Scan Settings

How to Set Up the Proxy Server for ConnectKey and AltaLink Devices from CentreWare Internet Services

How To Upload / Verify SSL Certificates

How To Use α Xerox® ConnectKey Print from Google Drive App

This App allows users to print common file types and print-ready files from folders in their own Google Drive account or from a designated Google Drive account.

To access any cloud repository, you must enable the proxy on your device.



It is highly recommended that **you enable Verification of SSL Certificates** on your MFP or Printer to maintain the security of your information. By not enabling verification of SSL certificates, the secure communications of private or sensitive information is vulnerable.

- 1. From the local user interface of the device, select the **Services Home** Button.
- 2. Select the Xerox[®] Connect Key Print from Google Drive App.
- 3. Enter the account login information on the repository Authentication screen.
 - a) If the App was set up to automatically provide the User ID for the account, the field is filled in.
 - b) If you wish to select a different account: Enter a different UserID and Password.

Note

The following log in options may be presented after the initial use of the app:

- 1. Choose an account from the list if you previously logged in.
- 2. Select Sign in with a different account and Add Account.

Note

The option "stay logged in" is enabled by default. The next time you launch the app, your account displays in the list of accounts previously logged in.

- 3. Select Add Account from the Choose an Account screen.
- **4.** When requested, grant XeroxConnectKeyforCloud1_0 approval to access your Google Drive repository.

Note

To exit the app from the Authentication & Grant Access screen, double-click the **Clear All** button on the device panel, and select **Confirm** in the dialog window.

Note

AltaLink and VersaLink devices do not support a double Clear All. Use the Reset buttons instead.

5. Select the desired folder containing documents.

Depending on how the account is structured, you may need to select multiple levels of folders to get to your document. Select the path you want by selecting the folder or press the **Browse** button to navigate to the document you want to print.

Note

AltaLink and VersaLink devices support swipe gestures to navigate some screens.

6. Select the file name and select **OK**. The OK button is not selectable until a file is selected.

A screen having two tabs appears: File to Print and Print Settings.

- 7. Review your File to Print selections.
 - a) To change the settings, select the **Pencil** icon. When done, select **OK**.
 - b) To exit the App, select the **Arrow in a Box** icon.
 - c) To get Contact Info for App support, press the **Gear** icon.
- **8.** To review or change the Print Settings, select the **Print Settings** tab. The Print features you can change are visible in the tab.
 - a) Select the feature you want to check or change.
 - b) Select the setting you want to apply to your current print job.
 - c) Refer to Available Print Settings for more information.
- 9. Select Start to begin printing.

Job status indicators appear just below the Start button. The Job Succeeded message tells you the print job is complete.

Related Topics:

How to Set Up the Proxy Server for ConnectKey and AltaLink Devices from CentreWare Internet Services

How To Upload / Verify SSL Certificates

How To Use α Xerox® ConnectKey Print from Office 365 App

This App enables users to print common file types and print-ready files from the SharePoint Online component of Office 365, including Team Site and My Sites.

To access any cloud repository, you must enable the proxy on your device.



It is highly recommended that **you enable Verification of SSL Certificates** on your MFP or Printer to maintain the security of your information. By not enabling verification of SSL certificates, the secure communications of private or sensitive information is vulnerable.

- 1. From the local user interface of the device, select the **Services Home** Button.
- 2. Select the Xerox[®] ConnectKey Print from Office 365 App.
- **3.** When the Login screen for your Office 365 or SharePoint Online site appears, enter your login credentials.

Login credentials are supported in the following format:

- userid@domain.onmicrosoft.com, where domain reflects the domain configured during the Office 365 account setup, or in other words, a default domain.
- domain\userid@customdomain.com. If your account user id does not contain
 '.onmicrosoft.com' then it uses a custom domain. If your account uses a custom
 domain, i.e. one that differs from the domain of the default team site and/or
 My Site's URL, you will need to prefix your login with the domain of the default
 team site and/or My Site. For example, for user john@xasstudio.com with custom

domain set to xasstudio, that has access to default Team Site Collection https://xeroxappstudiosite.sharepoint.com/ would require login with the following format:xeroxappstudiosite\john@xasstudio.com.

Note

To log into Office 365, you need either an Office 365 account that includes SharePoint Online, or a Standalone SharePoint Online account.

4. Select OK.

A screen appears allowing the user to select either the Team Site Collection or the My Site Collection.

- **5.** Choose the site you want to print from: **Team Site** or **My Site**. A list of available repositories within the chosen Site appears.
- **6.** Scroll using the arrows on the right to display additional Subsites, then Libraries, then Folders, and then files. Depending on how your Office 365 or SharePoint Online site is structured, you may need to select one or more levels of your site.

Note

AltaLink and VersaLink devices support swipe gestures to navigate some screens.

- a) Select the path you want by selecting the Subsite, Library, or Folder, and scroll through them until you reach the print-ready document you want to print.
- b) Print-ready documents are of the following file types: JPEG, PCL 5e, PCL 6 (PCL XL), PDF, PostScript Level 2 or 3, Text, TIFF, XPS.
- 7. Select the file name and select OK. Only print-ready files will be available for selection. The OK button is not selectable until a print-ready files is selected. The Print from Office 365 App tabs screen appears showing the selected settings for the File to Print.
- 8. Review your File to Print selections.
 - a) To change the settings, select the **Pencil** icon. When done, select **OK**.
 - b) To exit the App, select the **Arrow in a Box** icon.
 - c) To get Contact Info for App support, press the **Gear** icon.
- **9.** To review or change the Print Settings, select the **Print Settings** tab. The Print features you can change are visible in the tab.
 - a) Select the feature you want to check or change.
 - b) Select the setting you want to apply to your current print job.
- **10.** Select **Start** to begin printing.

Job status indicators appear just below the Start button. The Job Succeeded message tells you the print job is complete.

Related Topics:

Available Scan Settings

How to Set Up the Proxy Server for ConnectKey and AltaLink Devices from CentreWare Internet Services

How To Upload / Verify SSL Certificates

How To Use α Xerox® ConnectKey Print from OneDrive App

This App enables users to print common file types and print-ready files from folders in a OneDrive for Business or Personal account.

To access any cloud repository, you must enable the proxy on your device.

Caution

It is highly recommended that **you enable Verification of SSL Certificates** on your MFP or Printer to maintain the security of your information. By not enabling verification of SSL certificates, the secure communications of private or sensitive information is vulnerable.

- **1.** From the local user interface of the device, select the **Services Home** Button.
- 2. Select the Xerox[®] ConnectKey Print from OneDrive App.
- **3.** When the Choose Account screen appears, select which type of OneDrive account you will be using: Business Account or Personal Account.
 - a) If using a Business Account, enter the account login information.
 - b) If using a Personal Account:
 - i. Enter the Account login information on the repository Authentication screen.
 - ii. When requested, grant XeroxConnectkeyforCloudProd1_0 approval to access your OneDrive repository.

To exit the app from the Authentication & Grant Access screen, double-click the Clear All button on the device panel, and select Confirm in the dialog window.

AltaLink and VersaLink devices do not support a double Clear All. Use the Reset buttons instead.

4. Select the desired folder containing documents.

Depending on how the account is structured, you may need to select multiple levels of folders to get to your document. Select the path you want by selecting the folder or press the **Browse** button to navigate to the document you want to print.

Note

AltaLink and VersaLink devices support swipe gestures to navigate some screens.

5. Select the file name and select **OK**. The OK button is not selectable until a file is selected.

A screen having two tabs appears: File to Print and Print Settings.

- **6.** Review your **File to Print** selections.
 - a) To change the settings, select the **Pencil** icon. When done, select **OK**.
 - b) To exit the App, select the **Arrow in a Box** icon.
 - c) To get Contact Info for App support, press the **Gear** icon.
- 7. To review or change the Print Settings, select the Print Settings tab. The Print features you can change are visible in the tab.
 - a) Select the feature you want to check or change.
 - b) Select the setting you want to apply to your current print job.

8. Select **Start** to begin printing.

Job status indicators appear just below the Start button. The Job Succeeded message tells you the print job is complete.

Related Topics:

Available Scan Settings

How to Set Up the Proxy Server for ConnectKey and AltaLink Devices from CentreWare **Internet Services**

How To Upload / Verify SSL Certificates

How To Use α Xerox[®] ConnectKey Print from URL App

This App enables MFP and Printer users to navigate to and print print-ready documents from a Web server-hosted document repository.

IIS and Apache Web servers are supported.



(I) Caution

It is highly recommended that you enable Verification of SSL Certificates on your MFP or Printer to maintain the security of your information. By not enabling verification of SSL certificates, the secure communications of private or sensitive information is vulnerable.

- 1. From the local user interface of the device, select the **Services Home** Button.
- 2. Select the Xerox® ConnectKey Print from URL App.
- **3.** The Login screen for your site appears.
 - a) If the App was set up to automatically provide the required credentials for the site, those fields are filled in.
 - b) If you wish to use different credentials, you can enter a different User ID and password.
 - c) If no credentials are required to access the site, the App should be configured so that you are not prompted for credentials.

4. Select OK.

A screen with the URL you logged into appears, directing you to select a folder with print-ready documents. Print-ready documents are of the following file types: JPEG, PCL 5e, PCL 6 (PCL XL), PDF, PostScript Level 2 or 3, Text, TIFF, XPS.

- **5.** Choose the folder you want to print from.
 - Scroll using the arrows on the right to display additional folders and files.

Note

AltaLink and VersaLink devices support swipe gestures to navigate some screens.

Note

Depending on how the URL is structured, you may need to select multiple levels of folders to get to your document. Select the path you want by selecting the folder or down arrow until you reach the document you want to print.

selection. The OK button is not selectable until a print-ready document has been selected.

6. Select the file name and select OK. Only print-ready files will be displayed for user

The Print from URL App tabs screen appears showing the selected settings for the File to Print.

- 7. Review your File to Print selections.
 - a) To change the settings, select the **Pencil** icon. When done, select **OK**.
 - b) To exit the App, select the **Arrow in a Box** icon.
 - c) To get Contact Info for App support, press the **Gear** icon.
- **8.** To review or change the Print Settings, select the **Print Settings** tab. The Print features you can change are visible in the tab.
 - a) Select the feature you want to check or change.
 - b) Select the setting you want to apply to your current print job.
- 9. Select **Start** to begin printing.

Job status indicators appear just below the Start button. The Job Succeeded message tells you the scan job is complete.

Note

Depending on how your Web server is configured, you may need to enable the proxy on your device.

Related Topics:

Available Scan Settings

How to Set Up the Proxy Server for ConnectKey and AltaLink Devices from CentreWare Internet Services

How To Upload / Verify SSL Certificates

How To Save a New Preset for a Scanning App (MFPs Only)

Presets allow the end customer to define default values used in scanning Xerox® ConnectKey Apps.

Note

Presets are supported for the following Xerox® ConnectKey Apps:

- ConnectKey Scan to Email
- ConnectKey Scan to FTP
- ConnectKey Scan to SMB
- ConnectKey Scan to USB
- ConnectKey Scan to Multi-Destination
- 1. Select the icon for the installed scanning ConnectKey App at the device control panel.
- 2. Modify the Scan App Features to be used in Preset.
- 3. Select the **Gear** icon at top of the ConnectKey App.
- 4. Select Save As Preset.

5. Enter the Name to be used for the Preset and select **OK**.

How To Load a Preset for a Scanning App (MFPs Only)

Note

Presets are supported for the following Xerox® ConnectKey Apps:

- ConnectKey Scan to Email
- ConnectKey Scan to FTP
- ConnectKey Scan to SMB
- ConnectKey Scan to USB
- ConnectKey Scan to Multi-Destination
- **1.** Select the icon for the installed scanning ConnectKey® App at the device control panel.
- 2. Click on the **Gear** icon at the top of the Xerox® ConnectKey App.
- 3. Select Load Preset.
- **4.** Select from the list of stored presets to load the desired Scan App feature selections.

How To Save a Preset as the Default Preset (MFPs Only)

Note

Presets are supported for the following Xerox® ConnectKey Apps:

- ConnectKey Scan to Email
- ConnectKey Scan to FTP
- ConnectKey Scan to SMB
- ConnectKey Scan to USB
- ConnectKey Scan to Multi-Destination

You must be logged in as the device administrator to save a preset as the default preset.

This modification overwrites the current default settings and you cannot restore those settings.

- 1. Select the icon for the installed Xerox[®] ConnectKey App at the device control panel.
- 2. Select Scan App Features or select the Gear icon at the top of the ConnectKey App to load a set of stored Scan App feature presets.
- 3. Select Save as Default Setting.

Channel Partner Gallery

How To Use the Channel Partner Gallery

Use the Channel Partner Gallery to find Apps that provide new features or capabilities for your MFPs and Printers. The Gallery offers Xerox® Apps designed by Xerox and Xerox partners.

Some Gallery Apps are Non-Licensable and some are Licensable; the Licensable Apps require a License.

Customers can access the Channel Partner Gallery and see the Xerox Apps, but cannot add Xerox Apps to their accounts. If a customer sees an App in the Channel Partner Gallery that he or she wants to add to an MFP or Printer, the customer can contact the Reseller to obtain the App.

How to View Apps in Channel Partner Gallery

Customers can follow these steps to view Xerox® Apps from the Channel Partner Gallery.

- **1.** Go to https://appstudio.external.xerox.com.
- 2. Login to the Xerox® App Studio.
- 3. Select the **Channel Partner Gallery** button or click the **Channel Partner Gallery** link to go to the Channel Partner Gallery.
- **4.** Review the Apps available in the Gallery.
 - a) Search by App name or description, such as Scan, using the Search field.
 - b) Scroll through pages using the controls at bottom left.
- 5. To find out more about a particular App, select **Learn More**.

 The Learn More screen provides the name of the App, the version, the company that created it, the publication date, and a description of the App.
- **6.** Contact your Reseller if you want to add a Gallery App to your App Studio Account.
- 7. Select the **Back to Xerox App Studio** button to return to your App Studio Account.

Only a Reseller can add an App to a Customer Subaccount. A customer cannot add or move an App from Channel Partner Gallery to App Studio. A customer must contact the Reseller and request use of a Xerox® App.

Related Topics:

How To Get Apps from the Channel Partner Gallery

How To Get Apps from the Channel Partner Gallery

Customers can follow these steps to get Xerox® Apps from the Channel Partner Gallery into the customer's App Studio Account.

- 1. Contact your Reseller to add Apps to your App Studio Account.
- 2. Provide the name of the App you are interested in from Channel Partner Gallery, along with a description of the App.
- 3. The Reseller can add the requested App to your Xerox® App Studio Account, along with a License if one is required.

Troubleshooting

Account Issues

User Cannot Register for an Account

When a Reseller creates an invited Customer account, an account invitation is sent to the customer. If the invitation email was not received, check the following:

- Check your junk email folder for the Account Invitation message.
- Contact your Reseller to verify the Account invitation was sent to the correct email account recipient.

To ensure you receive future Xerox® App Studio emails, specify the message as "Not Junk."

User Cannot Log in to Account

- 1. Go to https://appstudio.external.xerox.com.
- 2. Select Forgot Password?
- **3.** Enter the User ID.
 - This step will generate a Forgot Password, email which will be sent to the email address provided.
- **4.** Go to your email and open the message titled Xerox App Studio: Forgot Password Details. If you do not see the email, check your Junk/Spam email folder.
- 5. Click on the link provided, or copy the link to your Internet browser and press Enter. A message box appears with your current User ID, prompting you to enter a new password. Enter your new password in the Password field. Enter the password again in the Confirm Password field.
- **6.** Select **Reset**. Your password is reset.

Note

If you do not receive a password reset email within a few minutes, please check your junk email folder. To ensure you receive future emails, specify the message as "Not Junk".

User Cannot Log in to Print from URL App

If you are trying to access the Print from URL App, and you receive a Certificate Error, this means the SSL Certificate for the Web site could not be verified. Do the following:

- 1. Verify whether "Verify Server Certificates" is enabled in CentreWare IS.
- 2. If it is enabled, a Server Certificate must be uploaded to your Web server.
- 3. Upload a Server Certificate to your Web server.
- **4.** Upload the corresponding Certificate to your device. Or, disable Verify Server Certificates. However, you should be aware that setting is a global setting that will affect all EIP Solutions, including any ConnectKey Apps installed on your device.

User Cannot Connect to Xerox® App Studio

Check the browser security settings.

Related Topics:

How To Modify the Browser Security Settings Using Internet Explorer Modifying the Browser Security Settings Using Chrome

User is Unable to Retrieve an Account

Related Topics:

How To Retrieve Your App Studio User ID

Xerox® App Studio Device Issues

No Devices are Displayed on Xerox® App Studio Devices Screen

Devices need to be added to Xerox® App Studio manually, by entering the device IP address. Devices can be added by adding a list of devices via a CSV file, or through Device Discovery.

Verify that the ActiveX control is installed in the browser to enable communication with Xerox® MFPs and Printers.

Related Topics:

How To Add a Device to Xerox App Studio

Automatic Device Discovery Does Not Return a List of Devices

Device Discovery is not supported by the Chrome browser.

For automatic device discovery the Xerox® App Studio must have a network connection available to the supported Xerox® devices. You can search for a specific printer by entering the IP address assigned to the printer, or by searching a range of IP addresses.

When searching by range, verify the following:

- Starting IP address
- Ending IP address

Device Discovery will only return a list of devices which support the Xerox Extensible Interface Platform® versions 2.5 and above.

If you choose to add discovered devices, all of the devices in the discovered list will be added. There is no ability to select individual devices to add from the list of discovered devices.

User Cannot Communicate with Devices from Xerox® App Studio

Verify the following:

- ActiveX control is installed and enabled in the Web browser to enable communication with Xerox[®] devices.
- The device(s) are connected to a network. If the device(s) are behind a network firewall, the proxy server must be configured for the device(s).

User Cannot Install Xerox® ConnectKey App on MFP or Printer

The following Xerox® ConnectKey Apps can only be installed on ConnectKey 1.5 / EIP 3.0 devices, AltaLink / EIP 4.0 devices, or VersaLink / EIP 3.7 MFPs: ConnectKey Scan to Dropbox, ConnectKey Scan to Office 365, ConnectKey Print from URL, ConnectKey Print from Dropbox, ConnectKey Print from Office 365.

For a complete list of supported MFPs, Printers, and EIP software versions, go to http://www.xerox.com/connectkeyapps and refer to the **ConnectKey Compatible Products** page.

User Cannot Add a Device to Xerox® App Studio

Verify the following:

- a) The device is operational and is connected to the Xerox® App Studio over the network.
- b) The device input address is correct.
- c) The device is connected to a network.
- d) The device to be added is supported by the Xerox® Extensible Interface Platform®, version 2.5 or higher, depending on the ConnectKey App(s) on the device.

The following Apps are compatible with Xerox® EIP version 2.5 or higher: ConnectKey Info App, ConnectKey Scan to Email App, ConnectKey Scan to FTP App, ConnectKey Scan to USB App, ConnectKey Scan to Shared Folders, ConnectKey Scan to Multi-Destination App, and Apps obtained from Channel Partner Gallery.

The following Xerox® ConnectKey Apps require Xerox® EIP version 3.0 or higher: ConnectKey Scan to Office 365, ConnectKey Print from Office 365, ConnectKey Scan to Dropbox, ConnectKey Print from Dropbox, and ConnectKey Print from URL.

The following Xerox® ConnectKey Apps require Xerox® EIP version 3.0 with SPAR Release R15-05 or higher: ConnectKey Scan to Box, ConnectKey Print From Box, ConnectKey Scan to Google Drive, ConnectKey Print from Google Drive, ConnectKey Scan to OneDrive, ConnectKey Print from OneDrive.

The following Xerox ConnectKey Apps are supported on VersaLink MFPs running Extensible Interface Platform version 3.7 and higher:

- ConnectKey Info App
- ConnectKey Scan to Email
- ConnectKey Scan to FTP
- ConnectKey Scan to Shared Folder
- ConnectKey Scan to USB
- ConnectKey Scan to Multi-Destination
- ConnectKey Scan to Dropbox
- ConnectKey Scan to Office 365
- ConnectKey Print from Dropbox
- ConnectKey Print from Office 365
- ConnectKey Print from URL
- ConnectKey Scan to Box
- ConnectKey Scan to Google Drive
- ConnectKey Scan to OneDrive
- ConnectKey Print from Box
- ConnectKey Print from Google Drive
- ConnectKey Print from OneDrive

The following Xerox ConnectKey Apps are supported on VersaLink Printers running Xerox Extensible Interface Platform version 3.7 and higher:

- ConnectKey Info App
- ConnectKey Print from Dropbox
- ConnectKey Print from Office 365
- ConnectKey Print from URL
- ConnectKey Print from Box
- ConnectKey Print from Google Drive
- ConnectKey Print from OneDrive

The following Xerox ConnectKey Apps are supported on AltaLink MFPs running Xerox Extensible Interface Platform version 4.0 and higher:

- ConnectKey Info App
- ConnectKey Scan to Email
- ConnectKey Scan to FTP
- ConnectKey Scan to Shared Folder
- ConnectKey Scan to USB
- ConnectKey Scan to Multi-Destination

- ConnectKey Scan to Dropbox
- ConnectKey Scan to Office 365
- ConnectKey Print from Dropbox
- ConnectKey Print from Office 365
- ConnectKey Print from URL
- ConnectKey Scan to Box
- ConnectKey Scan to Google Drive
- ConnectKey Scan to OneDrive
- ConnectKey Print from Box
- ConnectKey Print from Google Drive
- ConnectKey Print from OneDrive

For a complete list of supported MFPs, Printers, and EIP software versions, go to http://www.xerox.com/connectkeyapps and refer to the **ConnectKey Compatible Products** page.

User Cannot Add Xerox Device Connector

Verify that the browser is configured to allow third party add-ons or ActiveX controls.

Related Topics:

How To Install the Internet Explorer Add-on for Xerox App Studio How To Install the Chrome Extension for App Studio

Licensing Issues

Only Licensable ConnectKey Apps require Licenses. They can be run on a Trial up to ten times before a License is required.

Note

In the current version of App Studio, all Xerox ConnectKey Apps are now free and thus do not require a license.

Note

If you previously received Licenses for any of the following Apps, these Licenses are no longer valid since these Apps no longer require a License. As a result these Licenses will be removed from the Licenses Tab.

- ConnectKey Scan to Dropbox
- ConnectKey Print from Dropbox
- ConnectKey Scan to Office 365
- ConnectKey Print from Office 365
- ConnectKey Print from URL

Note

If you previously installed a Licenseable Xerox ConnectKey App as Trial, it is recommended that you reinstall the App as Free.

Application Licenses are not Available for Installation

Note

In the current version of App Studio, all Xerox ConnectKey Apps are now free and thus do not require a license. If you previously added Licenses, these licenses are no longer valid and will not display under the Licenses Tab.

Only Licensable ConnectKey Apps require Licenses. License keys must be added for Licensable ConnectKey Apps by entering License key strings using the Licensing screen of the Xerox® App Studio. If you would like to purchase a License key, contact your Xerox® representative for more information.

License keys are specific to the App type.

Unable to Release License for App from Xerox® App Studio

In order to release an App license from the device's control panel, the device must be connected to the Internet so that it can communicate the license activity to Xerox® App Studio.

If the App is deleted manually from the device without first releasing the license, or if the license is released manually from the device without a connection to the Internet, the status of the license in Xerox® App Studio will not be updated. For the license to be free for re-use, it will then need to be released manually by logging into Xerox® App Studio, and uninstalling the App from the device, or by releasing the license manually from the device.

- 1. Go to https://appstudio.external.xerox.com.
- 2. Click the Licenses tab.

The list of Licenses appears, including information about the License Status, Associated ConnectKey App, and Associated Device.

3. Identify the associated App and device from which the license will be released.

If the associated App is listed as Unknown and does not exist in Xerox® App Studio account, the license will have to be released manually from the device control panel.

If the associated device is listed as Unknown and does not exist in the Xerox® App Studio account, the device will have to be added manually to continue the process, and the license will have to be released from the device control panel.

- 4. Click the Apps tab.
- **5.** Locate the App for which the License will be released, and click its **X** icon to uninstall the license.
- **6.** When the **Device** list appears, select the device(s) from which the license will be released.
- 7. Select Uninstall.

The App will be uninstalled, and the license will be released for re-use with another App installation.

Unable to Release License for an App from the Device

In order to release a license from the device, the user must be logged into the device administrator account.

In order to release a Xerox[®] ConnectKey App License from the device's control panel, the device must be connected to the Internet so that it can connect to Xerox[®] App Studio.

If a License is released from the device without a connection to the Internet, the status of the License in Xerox® App Studio will not be updated. The License will then need to be released manually by logging into Xerox® App Studio, and releasing the License.

Releasing the License will not uninstall the App. This process will need to be completed from CentreWare® Internet Services.

Related Topics:

How To Release a License for an App from the Device

Unable to License App from Local Device

The following rules apply to licensing a Xerox® ConnectKey App from a local device:

- License keys must be added from the Licensing screen of the Xerox® App Studio, or the user must have a License key string to manually enter and License the App from the device's control panel.
- Establishing a network connection to the Xerox® App Studio from behind a firewall may require that the proxy server information be set up on the device.

Related Topics:

How To Apply a License from the Device Control Panel

Unable to Connect to the Xerox® License Server from the Device

If the Xerox® license server cannot be reached from the device, the ability to license a Xerox® ConnectKey App or to release the license for an App from that device's control panel will not be available.

- **1.** If an error message is displayed that the license server cannot be reached, do the following steps:
 - a) Verify that the device is connected to the Internet.
 - b) Verify that the DNS is properly configured.

Refer to the Device System.

- 2. If the device is behind a firewall, ensure that the proxy server has been configured on the device.
- 3. To ensure proper activation (excluding trial runs) if the device is behind a firewall, the proxy server information at the device should be configured prior to running the ConnectKey App.

Related Topics:

How to Set Up the Proxy Server for ConnectKey and AltaLink Devices from CentreWare Internet Services

Unable to License an App from Xerox® App Studio

In order to license a Xerox[®] ConnectKey App from Xerox[®] App Studio, you must first obtain a ConnectKey App License by contacting your Xerox[®] representative for further information.

The App Studio should then display the associated App and device used for each license.

Related Topics:

How To Apply a License to a Xerox ConnectKey App in Xerox App Studio

Unable to Run Free Trials for App from Device

The ten free Trials for the App may have been used. When the ConnectKey App is installed on the device and has not yet been licensed, you are presented with an option to use a free Trial to run the ConnectKey App. Each Licensable ConnectKey App has ten free Trial runs before licensing is required.

If there are no Trials left on the App, you must apply a License for that App. If you have no licenses, contact your Reseller representative.

Note

Running the ConnectKey App using Free Trials does not require the device to be connected to the Internet, but the Internet connection is required to apply a license to a device.

User is Unable to Release the License for an Installed App on a Device that Is No Longer Available

When a device is no longer available and a License needs to be released for an installed ConnectKey App, this can be accomplished through the Xerox® App Studio if the App and License are displayed in the App Studio account.

The License can be released manually from the control panel of the local device if the user is logged into the device administrator account.

Related Topics:

How To Release a License for an App from the Device

ConnectKey® App Installation Issues

User Cannot Install Xerox ConnectKey Apps from Xerox App Studio

1. Ensure that the ActiveX control is installed in the Web browser and that devices have been added to Xerox® App Studio to enable the installation of ConnectKey Apps.

- 2. Ensure that the target device supports the Xerox® Extensible Interface Platform® (EIP) version. ConnectKey Apps require EIP version 2.5 or 3.0 and above, depending on the App:
 - The following Apps are compatible with Xerox® EIP version 2.5 or higher: ConnectKey Info App, ConnectKey Scan to Email App, ConnectKey Scan to FTP App, ConnectKey Scan to USB App, ConnectKey Scan to Shared Folders, ConnectKey Scan to Multi-Destination App, and Apps obtained from Channel Partner Gallery.
 - The following Xerox® ConnectKey Apps require Xerox® EIP version 3.0 or higher: ConnectKey Scan to Office 365, ConnectKey Print from Office 365, ConnectKey Scan to Dropbox, ConnectKey Print from Dropbox, and ConnectKey Print from URL.
 - The following Xerox® ConnectKey Apps require Xerox® EIP version 3.0 with SPAR Release R15-05 or higher: ConnectKey Scan to Box, ConnectKey Print from Box, ConnectKey Scan to Google Drive, ConnectKey Print from Google Drive, ConnectKey Scan to OneDrive, ConnectKey Print from OneDrive.

The following Xerox ConnectKey Apps are supported on VersaLink MFPs running Extensible Interface Platform version 3.7 and higher:

- ConnectKey Info App
- ConnectKey Scan to Email
- ConnectKey Scan to FTP
- ConnectKey Scan to Shared Folder
- ConnectKey Scan to USB
- ConnectKey Scan to Multi-Destination
- ConnectKey Scan to Dropbox
- ConnectKey Scan to Office 365
- ConnectKey Print from Dropbox
- ConnectKey Print from Office 365
- ConnectKey Print from URL
- ConnectKey Scan to Box
- ConnectKey Scan to Google Drive
- ConnectKey Scan to OneDrive
- ConnectKey Print from Box
- ConnectKey Print from Google Drive
- ConnectKey Print from OneDrive

The following Xerox ConnectKey Apps are supported on VersaLink Printers running Xerox Extensible Interface Platform version 3.7 and higher:

- ConnectKey Info App
- ConnectKey Print from Dropbox
- ConnectKey Print from Office 365
- ConnectKey Print from URL
- ConnectKey Print from Box

- ConnectKey Print from Google Drive
- ConnectKey Print from OneDrive

The following Xerox ConnectKey Apps are supported on AltaLink MFPs running Xerox Extensible Interface Platform version 4.0 and higher:

- ConnectKey Info App
- ConnectKey Scan to Email
- ConnectKey Scan to FTP
- ConnectKey Scan to Shared Folder
- ConnectKey Scan to USB
- ConnectKey Scan to Multi-Destination
- ConnectKey Scan to Dropbox
- ConnectKey Scan to Office 365
- ConnectKey Print from Dropbox
- ConnectKey Print from Office 365
- ConnectKey Print from URL
- ConnectKey Scan to Box
- ConnectKey Scan to Google Drive
- ConnectKey Scan to OneDrive
- ConnectKey Print from Box
- ConnectKey Print from Google Drive
- ConnectKey Print from OneDrive

For a complete list of supported MFPS, Printers, and EIP software versions, go to http://www.xerox.com/connectkeyapps and refer to the ConnectKey Compatible Products page.

3. If a ConnectKey App has been saved to a folder from the App Studio, the App can no longer be installed on a device from App Studio. It can now only be installed from a folder or USB device. A copy of the App can be created in App Studio, which can then be installed on a device directly from the App Studio.

Note

The following Apps cannot be saved from Xerox App Studio and thus can only be installed via Xerox® App Studio: ConnectKey Scan to Dropbox, Scan to Office 365, Print from Dropbox, Print from Office 365, Scan to OneDrive, Print from OneDrive, Scan to Google Drive, Print from Google Drive, Scan to Box, Print from Box.

- **4.** From the **Weblet Management** screen on the CentreWare® Internet Services device, verify the following:
 - The install policy has been enabled.
 - The Xerox Extensible Interface Platform® service browser is enabled.
 - The proxy settings are configured correctly.

Installation of the ConnectKey App requires the device administrator username and password to be entered when adding the device / devices to Xerox® App Studio. If

the username and password are not correct for the device, the installation of the ConnectKey App will fail.

User Is Unable to Install Apps after App Studio Upgrade

If you encounter the following problem, do the steps below: You are able to select a device and select install, but there is no response when you press the **Install** button.

- 1. Log out of Xerox® App Studio.
- 2. Clear your browser cache:
 - If you are using Internet Explorer 10 or 11, do the following:
 - 1. Select the Gear menu
 - 2. Select **Developer tools** (F12)
 - 3. Select **Cache** tab
 - 4. Clear cache and confirm
 - 5. Select Clear browser cache.
 - If you are using Google Chrome, do the following:
 - 1. Select Menu options
 - 2. Select **Settings**
 - 3. Select **History**
 - 4. Select Clear Browsing Data
 - 5. Select **Cached Images and Files**. It is recommended that you clear all Browsing Data.
- 3. Log back in to Xerox® App Studio and install Apps.

User Cannot Install Xerox® ConnectKey Apps from Xerox®CentreWare® Internet Services

You can install ConnectKey Apps (.weblet files) from the Weblet Management screen of CentreWare® Internet Services for devices which support the Xerox® Extensible Interface Platform® version 2.5 or above.

Check to ensure the following:

- Install policy is enabled
- Extensible service browser is enabled

Related Topics:

How To Install Xerox ConnectKey Apps Using XeroxCentreWare Internet Services

User Cannot Install Xerox ConnectKey Apps from USB

Verify that the device supports Xerox Extensible Interface Platform® version 2.5 or above, depending on the App.

Xerox EIP version compatibility varies among ConnectKey Apps.

The following Apps are compatible with Xerox® EIP version 2.5 or higher: ConnectKey Info App, ConnectKey Scan to Email App, ConnectKey Scan to FTP App, ConnectKey Scan to USB App, ConnectKey Scan to Shared Folders, ConnectKey Scan to Multi-Destination App, and Apps obtained from Channel Partner Gallery.

The following Xerox® ConnectKey Apps require Xerox® EIP version 3.0 or higher: ConnectKey Scan to Office 365, ConnectKey Print from Office 365, ConnectKey Scan to Dropbox, ConnectKey Print from Dropbox, and ConnectKey Print from URL.

The following Xerox® ConnectKey Apps require Xerox® EIP version 3.0 with SPAR Release R15-05 or higher: ConnectKey Scan to Box, ConnectKey Print from Box, ConnectKey Scan to Google Drive, ConnectKey Print from Google Drive, ConnectKey Scan to OneDrive, ConnectKey Print from OneDrive.

This is not supported on VersaLink Devices. This is not implemented for version 1.0. However, when this is supported in the next release, the following Xerox ConnectKey Apps are supported on VersaLink MFPs running Xerox Extensible Interface Platform version 3.7 and higher.

- ConnectKey Info App
- ConnectKey Scan to Email
- ConnectKey Scan to FTP
- ConnectKey Scan to Shared Folder
- ConnectKey Scan to USB
- ConnectKey Scan to Multi-Destination
- ConnectKey Scan to Dropbox
- ConnectKey Scan to Office 365
- ConnectKey Print from Dropbox
- ConnectKey Print from Office 365
- ConnectKey Print from URL
- ConnectKey Scan to Box
- ConnectKey Scan to Google Drive
- ConnectKey Scan to OneDrive
- ConnectKey Print from Box
- ConnectKey Print from Google Drive
- ConnectKey Print from OneDrive

This is not supported on VersaLink Devices. This is not implemented for version 1.0. However, when this is supported in the next release, the following Xerox ConnectKey Apps are supported on VersaLink Printers running Xerox Extensible Interface Platform version 3.7 and higher:

- ConnectKey Info App
- ConnectKey Print from Dropbox
- ConnectKey Print from Office 365
- ConnectKey Print from URL
- ConnectKey Print from Box
- ConnectKey Print from Google Drive
- ConnectKey Print from OneDrive

The following Xerox ConnectKey Apps are supported on AltaLink MFPs running Xerox Extensible Interface Platform version 4.0 and higher:

- ConnectKey Info App
- ConnectKey Scan to Email
- ConnectKey Scan to FTP
- ConnectKey Scan to Shared Folder
- ConnectKey Scan to USB
- ConnectKey Scan to Multi-Destination
- ConnectKey Scan to Dropbox
- ConnectKey Scan to Office 365
- ConnectKey Print from Dropbox
- ConnectKey Print from Office 365
- ConnectKey Print from URL
- ConnectKey Scan to Box
- ConnectKey Scan to Google Drive
- ConnectKey Scan to OneDrive
- ConnectKey Print from Box
- ConnectKey Print from Google Drive
- ConnectKey Print from OneDrive

For a complete list of supported MFPS, Printers, and EIP software versions, go to http://www.xerox.com/connectkeyapps and refer to the **ConnectKey Compatible Products** page.

Related Topics:

How To Install Xerox ConnectKey Apps at the Printer Control Panel

User is Unable to Delete Xerox® ConnectKey App from Device using Xerox® CentreWare® Internet Services

Note

Before an App is deleted from a device using CentreWare IS, or the control panel of the device, the License should be released. This will allow the License to be re-used on another installation.

An App cannot be deleted from a Xerox[®] device if that App has been designated as a "Start-up" screen.

If you are attempting to delete a ConnectKey App that has been designated as a Start-Up screen, designate another App or screen as the Start-Up screen first, then delete the unwanted App.

Related Topics:

Unable to Release License for an App from the Device

User is Unable to Uninstall a Xerox® ConnectKey App from Xerox® App Studio

- 1. Click the Apps tab.
- 2. Locate the App, and click its X icon to uninstall it.
- 3. Select the devices from which the App will be uninstalled.

When an App is uninstalled successfully, it will release the associated License for re-use.

If the ConnectKey App is not installed on the device, Xerox® App Studio allows you to force the release of the License associated with the App manually. This is allowed up to three times during the lifetime of the account.

Related Topics:

How To Uninstall a Xerox ConnectKey App from the Device Using Xerox App Studio

User is Unable to Download App to a Folder From Xerox® App Studio

- 1. Click the Apps tab.
- 2. Locate the desired App, and click its Gear icon.

The Additional Options menu appears.

3. Click Save.

If an App has been downloaded to a device from the Xerox® App Studio, the App can no longer be saved from Xerox® App Studio to a folder or USB. However, a copy of the App can be created, which can then be saved from the Xerox® App Studio.

Related Topics:

How To Save an App Out of Xerox App Studio

ConnectKey® App Run-Time Issues

Error Printing or Scanning with Cloud-based Apps

- **1.** Ensure your proxy is enabled in order to allow communication with the cloud based repositories.
- 2. When a failure occurs, go to the device to determine which error case occurred by either:
 - Looking for the status of the job using the job ID displayed in the App interface on the device OR
 - Looking for a job error sheet that may be printed at the device for that job.
- **3.** You may encounter an error code during scan or print. If you receive an error report printed at the device, use the following as a guide to understand the cause of the failure:
 - a) Http Code 401 Unauthorized: user does not have permission to access repository. This error can be received when scanning to a repository where user does not have access permissions.
 - b) Http Code 403 Forbidden: user does not have permission to scan to destination. This error can be received when scanning to a repository where user has read permissions but does not have write or contribute permissions.
 - c) Http Code 404 NotFound: requested destination to scan to cannot be found. This error can be encountered when a path was selected as a destination, but the repository was updated to remove the path.
 - d) Http Code 413 RequestEntityTooLarge: job is too large to scan. This error can be received if the document scanned is too large for repository. This could be due to restriction with a per document size limitation or a storage quota limitation on the cloud repository.
 - e) Http Code 500 InternalServerError: unexpected problem occurred. This error is usually an indication of a problem with the communication with the cloud based repository. The recommendation is to retry your operation.

Note

The above error codes and error descriptions may vary on device models. These are provided as a guide to understand the cause of the issue.

Related Topics:

How to Set Up the Proxy Server for ConnectKey and AltaLink Devices from CentreWare Internet Services

Error Printing or Scanning When Verify Server Certificates is Enabled

You will encounter an error printing and scanning, when "Verify Server Certificates" is enabled but no Security Certificate has been loaded on your device. The error will allow you to proceed, but both scan and print operations will fail.

In order to successfully scan or print when "Verify Security Certificates" is enabled, you must first upload a Security Certificate to your device.

Related Topics:

How To Upload / Verify SSL Certificates

Xerox® ConnectKey Scanning App Does Not Deliver Scanned Images (MFPs Only)

Verify that the scanning destinations have been configured correctly.

For more information on configuring scanning applications, refer to the System Administrator Guide for the device.

Info App Text was Updated at Device User Interface and Formatting was Lost

If the Info App user at the device is logged in as the device administrator, selecting the text area of the App causes the keyboard to appear on the device with the Info App text displayed and editable in the text field of the keyboard.

This text can be edited and then saved in the Info App, but all text formatting will be lost. To preserve the formatting of the text, the App should be edited from within the Xerox® App Studio.

