EPSON

Document Capture Pro Server

System Installation Guide

About this Guide

Using this Guide

Marks and Symbols

> ⚠️ *Caution:*
>
> *Instructions that must be followed carefully to avoid bodily injury.*

> 🔲 *Important:*
>
> *Instructions that must be observed to avoid damage to your equipment.*

Note:
Provides complementary and reference information.

Related Information

➡ Links to related sections.

Screenshots Used in This Guide

Setting items may vary depending on products and setting conditions.

Operating System References

Windows

In this manual, terms such as "Windows Server 2025", "Windows Server 2022", "Windows Server 2019", "Windows Server 2016", "Windows Server 2012 R2", and "Windows Server 2012" refer to the following operating systems. Additionally, "Windows" is used to refer to all versions.

❏ Microsoft® Windows Server® 2025 operating system

❏ Microsoft® Windows Server® 2022 operating system

❏ Microsoft® Windows Server® 2019 operating system

❏ Microsoft® Windows Server® 2016 operating system

❏ Microsoft® Windows Server® 2012 R2 operating system

❏ Microsoft® Windows Server® 2012 operating system

Definition of the Terms Used in this Guide

The following terms are used in this guide.

About this Guide

Document Capture Pro Server host computer

Document Capture Pro Server host computer indicates the computer which is installed Document Capture Pro Server.

Web Config (device's web page)

The web server that is built into the device. It is called Web Config. You can check and change the device's status on it using the browser.

Device

Refers to the scanner or multi-function device used by Document Capture Pro Server. It also includes scanners that use a Network Interface Panel or Network Interface unit.

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Appendix

Setting Up

Setup Procedure

Follow the procedures below to set up this system.

Procedure		Operations	Approximate Work Time (mins.)
1	Preparing device and checking information	❏ Checking hardware and software requirements for the Document Capture Pro Server host computer. ❏ Checking hardware requirements and the OS environment for the client computer. ❏ Checking requirements for the device. ❏ Acquiring the installer ❏ Checking and recording server settings and registration information.	60
2	Operational check of the installation environment	❏ Checking the components ❏ Checking the firewall and port ❏ Check the device and client computer connections	10
3	Devices preparation	Setting up the devices for operational check.	5
4	System installation	Installing and configuring the system and components using an installer.	15
5	Setting the system and registering information	Setting mail server	10
6	Operational check	❏ Register the device ❏ Register job groups and job ❏ Checking execution of job	10
7	Check before practical use of the system	❏ Registering all devices ❏ Register job groups and job	60

What You Need to Set Up

The setting requires the following.

Items		Description
1	Device	Compatible device for Document Capture Pro Server.
2	Document Capture Pro Server host computer	A computer on which Document Capture Pro Server is installed.

Setting Up

Items		Description
3	SMTP server	For sending email notifications.
4	Computer for administrator	A computer for managing Document Capture Pro Server. This allows you to access the Web page for Document Capture Pro Server host computer. It is also used as a single user's computer.
5	Document Capture Pro Server installer	The installer for Document Capture Pro Server.

1. Prepare Device and Checking Information

Check the preparations necessary to build an authentication system for Document Capture Pro Server, such as the device, usage conditions, and setting information.

Related Hardware

Document Capture Pro Server Host Computer

The following shows the system requirements for the computer being installed as the main system and the necessary components.

Hardware

Minimum system requirements

❏ CPU: 2.1 GHz or faster processor

❏ RAM: 4 GB or more

❏ Hard disk free space: 50 GB or more (Except for database capacity)

❏ Display: 1280 x 1024 or higher

⚠ *Caution:*

> ❏ *You cannot install this system on a computer being used for domain control.*
>
> ❏ *This system does not support a Multihomed computer environment. In this situation, address resolution may not be completed for the system.*

Note:
Make sure the system configuration matches the current environment, such as the network communication speed, number of devices, and so on.

Operating system

The computer must be running any of the following Windows Server Operating System.

OS	Service packs	Edition
Windows Server 2012	-	Essentials / Standard / Datacenter
Windows Server 2012 R2	-	Essentials / Standard / Datacenter
Windows Server 2016	-	Essentials / Standard / Datacenter
Windows Server 2019	-	Essentials / Standard / Datacenter
Windows Server 2022	-	Essentials / Standard / Datacenter

1. Prepare Device and Checking Information

OS	Service packs	Edition
Windows Server 2025	-	Essentials / Standard / Datacenter

Note:
*For Windows Server 2016, Windows 2019, Windows 2022, and Windows Server 2025, you must select the **Desktop Experience Server** option when installing the operating system. For Windows Server 2012 and Windows Server 2012 R2, you can install the desktop experience when installing this system.*

Operation in a virtual environment

This is also available under the following virtual environments, but performance may be degraded.

❏ Hyper-V: Versions in conjunction with a running OS

❏ VMWare: vSphere Ver.4.1, 5.5, 6.0, 7.0

Required components, software

❏ .NET Framework 4.5 or later

  Installed by default on Windows Server 2012 or later.

❏ Microsoft Web Deploy v3.6 or v4.0

Web server

The followings IIS (Microsoft Internet Information Services) versions are operated within this system.

OS	Version
Windows Server 2012	8.0
Windows Server 2012 R2	8.5
Windows Server 2016, Windows Server 2019, Windows Server 2022, Windows Server 2025	10.0

SMTP server

The following email services support OAuth 2.0 authentication.

Service name	Microsoft Exchange Online, Outlook.com

For other email services, the following authentication and encryption methods must be supported.

Security	Settings
Authentication method	No authentication, SMTP authentication, POP before SMTP
Encryption	No encryption, StartTLS, SMTP over TLS

Device (Scanner or Multi-function device)

Device (Scanner or Multi-function device) compatible with Document Capture Pro Server

You can use the device (scanner or multi-function device) compatible with the Document Capture Pro Server on this system.

Client Computer

This computer accesses the system's administrator page and user page.

Supported operating systems

Display size is 1280 x 1024 or higher and one of the following compatible browsers must be available.

Compatible browsers

Note:
You need to enable cookies and JavaScript in the browser.

Browser	Version
Internet Explorer	9 or later
Microsoft Edge	Ver.20 or later
Google Chrome	Ver.49 or later
Mozilla Firefox	45 or later
Safari	6.x or later

Checking Registration Information

Before setting up this system, check the account, connected mail server, etc.

Document Capture Pro Server System Account

This is the administrator account information for logging in to this system. Register it when initial login.

Necessary information:

❏ Login Name

❏ Password

SMTP Server Setting Information

Setting information for the mail server to send emails from this system.

Necessary information :

❏ SMTP Server address

❏ SMTP Port number

❏ Secure Connection

❏ Authentication Method

❏ Email sender address

❏ Email recipient address

Scanner or Multi-function Device Information

Scanner or Multi-function Device Information that has been registered to this system.

Necessary information:

❏ IP address

❏ Model name

❏ Name you want to register on the system

Port number information

Information on the port number used by Document Capture Pro Server can be found in the Appendix.

Related Information

➡ "Ports to be Used" on page 46

2. Operational Check of the Installation Environment

Checking Essential Software

Make sure the essential software as follows are installed on the computer.

If they are not installed, an error screen appears during Document Capture Pro Server installation.

❏ .NET Framework 4.5 or later

❏ Microsoft Web Deploy 3.6 or 4.0

Note:
.NET Framework 4.5 is installed as standard on Windows Server 2012 or later.

How to check essential software

1. Navigate to **Control Panel** > **Programs** and then click **Programs and Features**.

2. Check the list of programs.

   Make sure essential software are listed.

3. If they are not installed, download from the following Microsoft Web site.
   ❏ .NET Framework 4.6

     https://www.microsoft.com/en-US/download/details.aspx?id=48130
   ❏ Microsoft Web Deploy 4.0

     https://www.microsoft.com/en-US/download/details.aspx?id=106070

Installing Essential Software

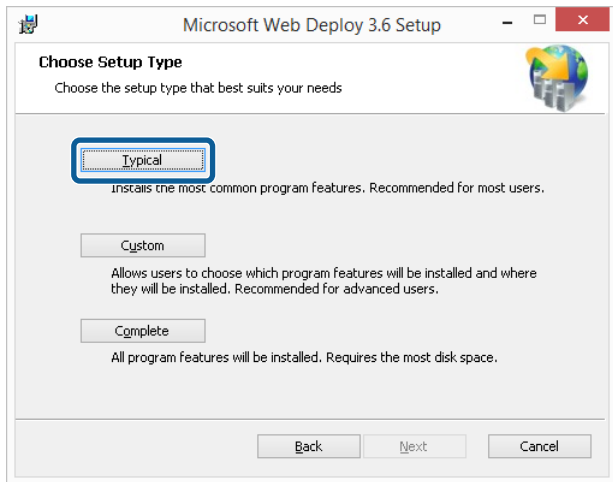Run downloaded installer, and then follow the on-screen instructions to install essential software.

> ❗ *Important:*
>
> *If you have installed Microsoft Web Deploy 3.6, you need to restart the server on Windows Server 2012 and Windows Server 2012 R2.*

Note:
If the following screen is displayed during installing the Web Deploy, select **Typical***.*

Checking Connection for the Device

Check the connection between the Document Capture Pro Server host computer and the device. It is confirmed by trying to display the Web Config page for the device.

You need to enable cookies and JavaScript in the browser.

1. Run Internet Explorer on the computer that Document Capture Pro Server will be installed.

2. Enter the IP address for the device as shown below, and then press **Enter**.

   http://192.0.2.111 (If the IP address is 192.0.2.111)

   Note:
   When accessing the administrator login page through SSL communication (https), a privacy and security warning page may be displayed. When you access the login page, a warning about the security certificate may be displayed. (The screen displayed and wording depend on the browser you are using.)

   This happens when the browser attempts an SSL encrypted communication when the Web site is using a self-signed certificate. To avoid displaying this warning, use a certificate issued by a trusted certification authority.

2. Operational Check of the Installation Environment

3. If the Web Config menu is displayed, confirmation is complete. Close Web Config.

Note:
If the Web Config menu is not displayed, check the followings.

❏ *The device is turned on.*

❏ *The cookies and JavaScript are enabled.*

❏ *The IP address is correct.*

3. Devices Preparation

Settings the Device for Operational Check

Setting up the device to connect to this system.

Different devices need to be set up in different ways.

❑ Scanners with control panel or multi-function device

Server settings for the device on Web Config

❑ Scanners using Network Interface Unit or Network Interface Panel

Server settings for the device on EpsonNet Config (web base)

Related Information

Settings for Scanners with Control Panel or Multi-Function Device

When using the scanners with LCD screen or multi-function device, set up the device from Document Capture Pro on Web Config.

1. Connect the device to same network as this system.

   See the manual supplied with the device for more details.

2. Open Web Config by entering device's IP address on browser of administrator's client computer.

3. Click **Log in** (or **Administrator Login**) and then enter the password to login to the detailed settings screen.

Note:
If you have not set an administrator password, see the product manual.

3. Devices Preparation

4. Click **Scan** (or **Scan/Copy**, **Services**) > **Document Capture Pro**.

5. Set each items as follows.

❏ Mode:

Select **Server Mode** from the menu.

❏ Server Address:

Specify the computer that installed this system. You can specify IPv4, FQDN format, and host name.

For models displaying Authentication Settings, select **Disable** and proceed to step 11.

6. Click **Next**.

7. Confirm displayed contents, and then click **OK**.

8. After a moment, press F5 key and reload the Web Config.

9. Select **Product Security** > **Basic**.
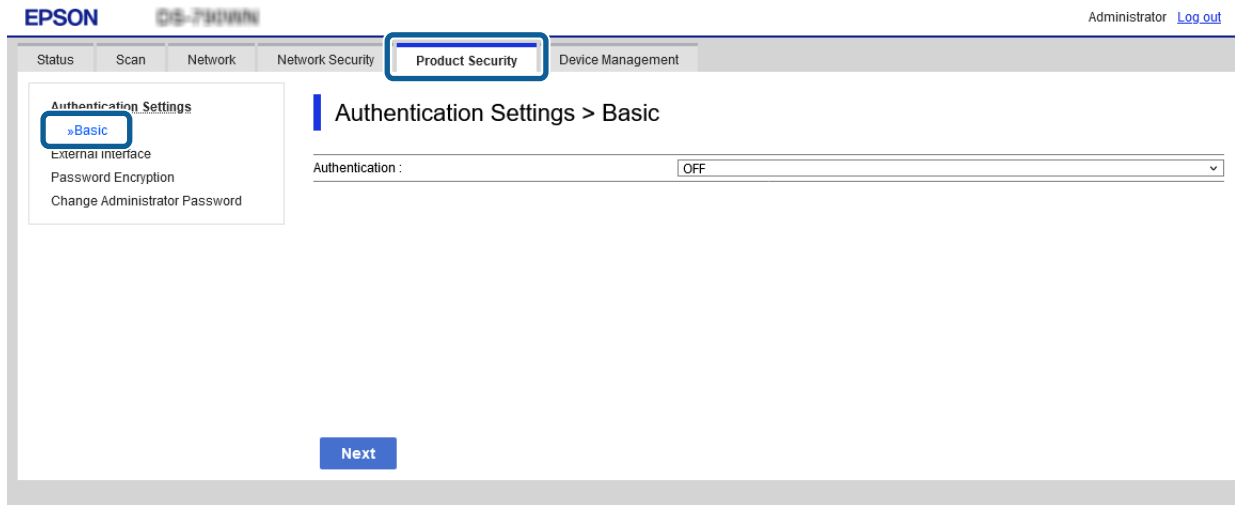
10. Select **OFF** in **Authentication**.
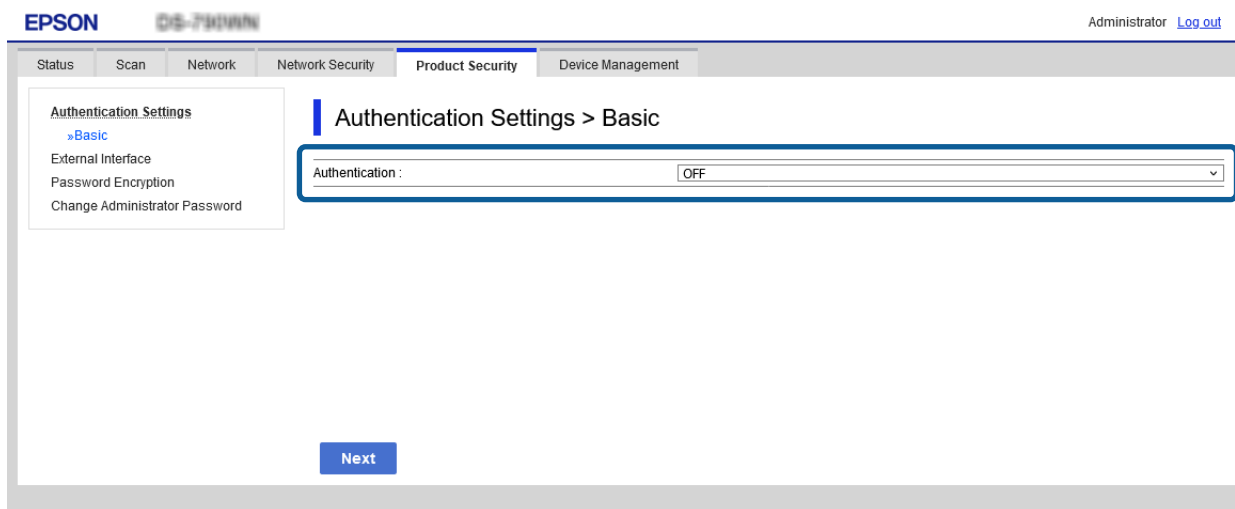
11. Click **Next**.

12. Confirm displayed contents, and then click **OK**.

13. After a moment, press F5 key and reload the Web Config.

    The settings complete when the product information screen is displayed.

Settings for Scanners Using Network Inter Face Panel or Network Interface Unit

Set up the scanner without LCD screen, and using the Network Interface Unit or Network Interface Panel to connect to this system.

3. Devices Preparation

1. Connect the Network Interface Panel or Network Interface Unit connected to the scanner to the same network as this system.

   See the manual supplied with the device for more details.

2. Open EpsonNet Config by entering scanner's IP address on browser of administrator's client computer.

3. Click in **Settings** > **Scan** > **Scan Mode**.

   Note:
   If administrator password is set for the scanner, enter the password.

4. Set each items as follows.

   ❏ Scan Mode : Select **Server**.

   ❏ Server Information : Specify the computer that installed this system. You can specify IPv4, FQDN format, and host name.

5. Click **Submit**.

6. Click **Reset**.

   The settings are reflected to the Network Interface Panel or Network Interface Unit.

4. System Installation

Install components and this system.

Running the Installer

When this system is installed for the first time, the initial setup installs and configures the components.

This step is skipped when repairing the installation.

> ⚠️ *Caution:*
>
> ❏ *Before starting the installation, close all anti-virus programs and running applications. If any applications are running, it may not be correctly installed.*
>
> ❏ *If SSL 3.0 IIS support is enabled, it is disabled when the program is installed and the computer needs to be restarted. If you do not want to restart after installation, disable SSL 3.0 IIS support before you start the installation.*
>
> ❏ *For Windows Server 2016 and Windows Server 2019, you must select the Desktop Experience Server option when installing the operating system.*
>
> *For Windows Server 2012 and Windows Server 2012 R2, you can install the desktop experience when installing this system. In that case, restart the computer after finishing installation certainly. If you do not want to restart the computer after installing this system, install the Desktop Experience in the computer from **Roles** and **Features** for Windows and then restart the computer beforehand.*

1. Log in to the computer that will be installed this system as an administrator .

2. Double-click Setup.exe to run the installer.

   Note:
   *If the **Roles** and **Features** are not installed, the screen that is as following is displayed. In this case, click **Install** to add **Roles** and **Features** to Windows.*

   When installing the Desktop Experience, restart the computer after installing.
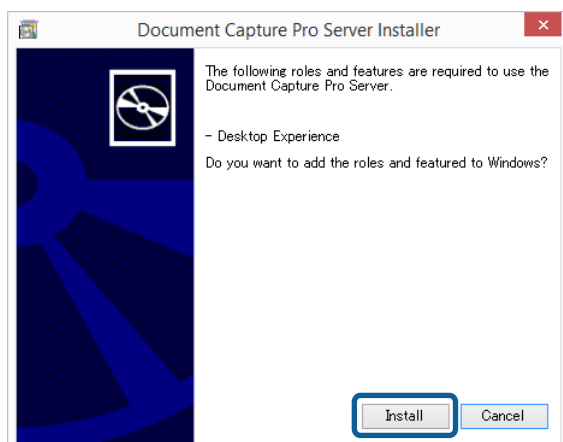
4. System Installation

3. Check the End-User License Agreement, and then select **I accept the terms in the License Agreement**.

4. Click **Install**.

    The Document Capture Pro Server installation starts.

5. Select the IIS site where the front-end of Document Capture Pro Server will be installed.

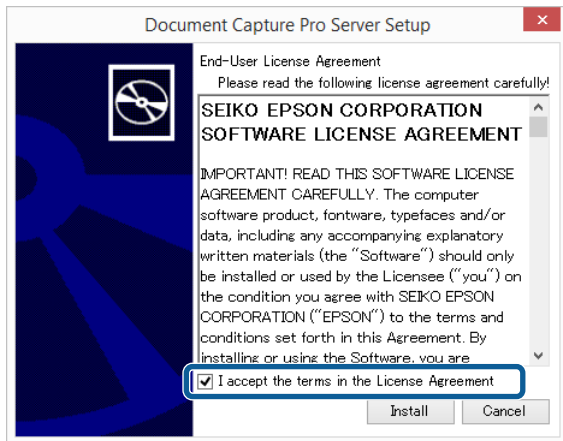   With an existing Web site, its settings may change by installing Document Capture Pro Server. In that case, we recommend creating a dedicated Web site for Document Capture Pro Server and installing there.
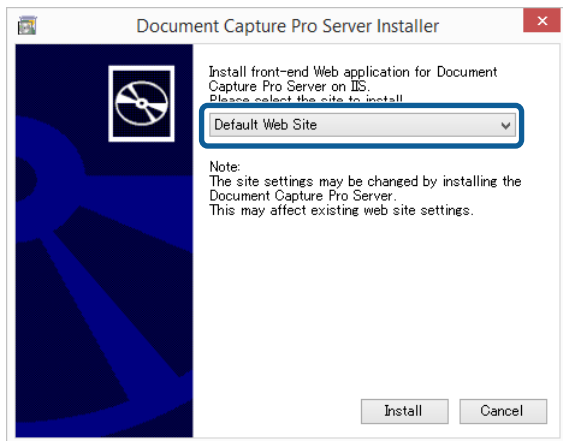
Note:
❏ *Add the front-end web application (the name is "dcps") to the specified site.*

❏ *If you have already created a Web site on the host computer, its settings may change by installing Document Capture Pro Server. In that case, we recommend creating a dedicated Web site for Document Capture Pro Server and installing there.*

6. Click **Install**.

    Document Capture Pro Server is installed.

4. System Installation

Installation completes when the following screen is displayed.
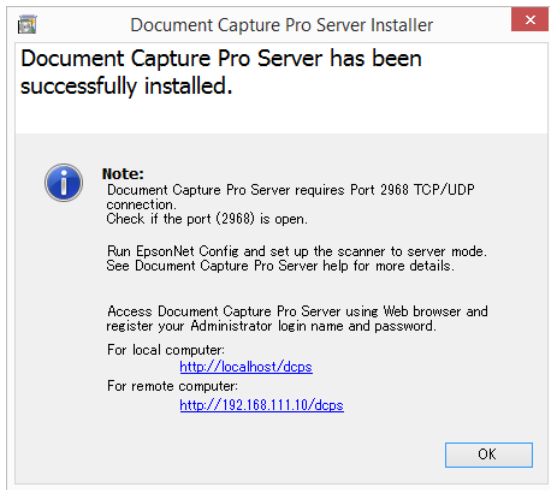
7. If you install Desktop Experience using this system's installer and you are required to restart the computer, restart it.

If you do not need to restart the computer, continue to set up the administrator, system settings, etc. The Web site is accessed from the address displayed on the completion screen.

❏ Address for Local computer :

Click when the computer running the Document Capture Pro Server installer and with the front-end installed is the same computer.

❏ Address for Remote computer :

Click when the computer running the Document Capture Pro Server installer and with the front-end installed are different computers.

5. Setting the System and Registering Information

Make the initial settings for the server and systems that communicate with this system from the administrator's client computer.

Initial Setting of the Administrator Account

Login as the system administrator of the system, and make settings for each item.

1. Access the Document Capture Pro Server Web site from a browser on the Document Capture Pro Server host computer or client computer.

    ❑ Document Capture Pro Server host computer (Local computer)

      http://localhost/dcps/

    ❑ Client computer which can connect to Document Capture Pro Server host computer (Remote computer)

      http://<IP address for Document Capture Pro Server host computer >

2. Set the **Login Name** and **Password**.

    ❑ Login Name : Enter up to 30 characters. The Login Name is not case-sensitive.

    ❑ Password : Enter up to 30 characters.

    ❑ Confirm Password : Enter the same characters as **Password**.

    Note:
    *You can edit the Login Name and Password from **Central Admin** > **Edit**.*

3. Click **Register**.

    Log in to Document Capture Pro Server Web site.

4. Proceed the next procedure to set each items.
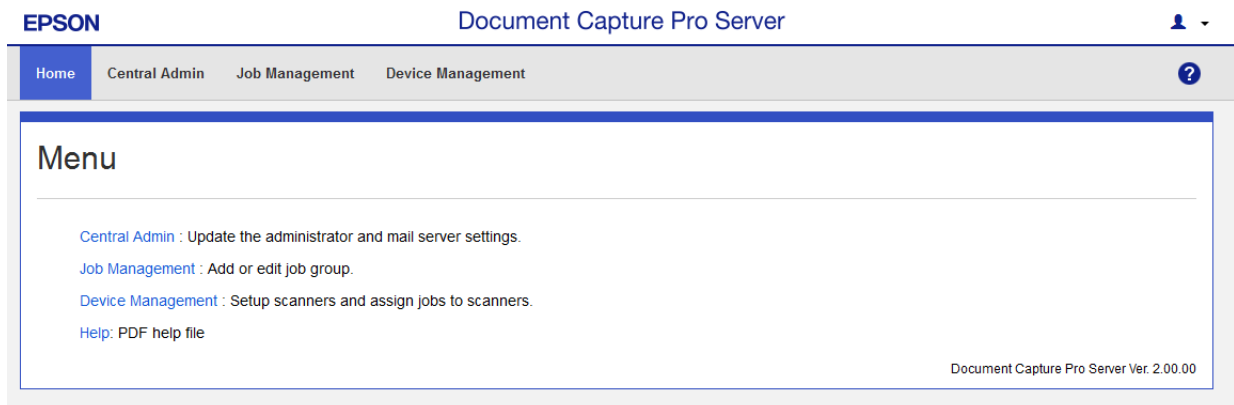
⚠️ *Caution:*

*Do not use your browser's navigation buttons, such as **Back** or **Forward**, otherwise Document Capture Pro Server may not operate correctly.*

Setting Each Item

Editing the Central Admin

You can edit the administrator's Login Name, Password, and Email Address.

1. Select **Central Admin**.

2. Click **Edit**.

3. Select **Change Login Settings** to edit the items.

4. Set each item.

Items	Description
Login Name	Displays the current login name.

Items	Description	
Change Login Settings	Select to make settings for the following items.	
	New Login Name	Set a new login name. You can enter up to 30 characters.
	Current Password	Enter the current password.
	New Password	Set a new password. You can enter up to 30 characters.
	Confirm New Password	Enter the same content for **New Password**.
Email Address	Set the administrator's Email Address. The Email Address entered here is used when sending the temporary password for Document Capture Pro Server.	

5. Click **Save**.

Setting Up the Mail Server

Make settings for the email server used when sending email from Document Capture Pro Server.

1. Select **Central Admin** > **Mail Server Settings**.

2. Click **Edit**.

5. Setting the System and Registering Information

3. Set each item.

Items	Description
SMTP Server	Enter the IP address or the host name of the SMTP server within 255 characters.
SMTP Port	Enter the port number for the SMTP server with a number between 0 and 65535. The default number is 25.
Secure Connection	Select the encryption method for the SMTP server from **None**, **SSL/TLS**, or **STARTTLS**.

5. Setting the System and Registering Information

Items	Description		
Authentication Method	Select the authentication type for the SMTP Server. Setting content varies depending on the selected items.		
	SMTP Auth	Account	The login ID for SMTP authentication. Enter within 255 characters.
		Password	The password for SMTP authentication. Select to enter a password. Enter within 255 characters.
	POP before SMTP	Server Address	Enter the IP address or host name for the POP 3 server within 255 characters.
		Port Number	Enter the port number of the incoming email server with a number between 0 and 65535. The default number is 110.
		Account	The login ID for POP before SMTP authentication. Enter within 255 characters.
		Password	The password for POP before SMTP authentication. Select to enter a password. Enter within 255 characters.
	SMTP Auth (OAuth 2.0)	Email services	Select the Email service you want to use.
		Reauthentication	Select this box if reauthentication is required, such as when SMTP authentication server authentication is invalidated or communication fails.
Email sender address	Set the email address used as the email sent from the system		
Email recipient address	Enter the recipient email address for test transmissions. The default value is the email address of the administrator account that is currently logged in.		
Send test email	Sends an email to the target address.		
Save	Registers the settings to the system.		

4. Click **Send test email**.

   Sends an email to the target address.

5. Click **Save**.

6. Operational Check

Check that the scan job is work correctly.

Note:
You can also check operations for the Document Capture Pro Server host computer. In that case, "administrator's client computer" should read " Document Capture Pro Server host computer."

Device and Job Configuration

The following shows the data structure of Document Capture Pro Server devices and jobs.
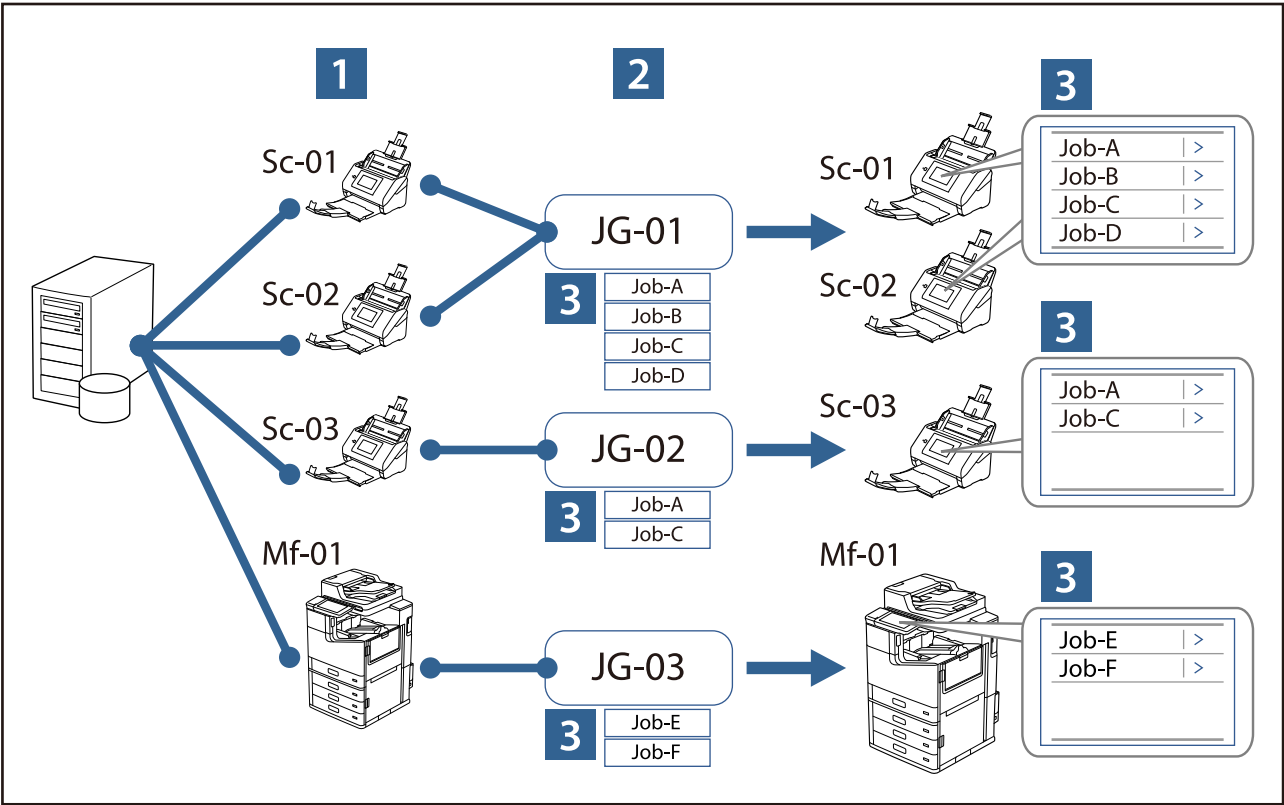
1 Registered Device	**2** Job Group Associated with the Device	**3** Jobs Displayed on the Panel (Jobs Associated with a Job Group)
Sc-01 Document Scanner	JG-01 (Planning Division Job Group)	Job-A (Save as PDF and transfer to folder)
		Job-B (Save as JPEG and attach to email)
Sc-02 Document Scanner		Job-C (Transfer scan results to printer)
		Job-D (Save as PDF and transfer to web folder)

6. Operational Check

1 Registered Device	2 Job Group Associated with the Device	3 Jobs Displayed on the Panel (Jobs Associated with a Job Group)
Sc-03 Document Scanner	JG-02 (Sales Division Job Group)	Job-A (Save as PDF and transfer to folder)
		Job-C (Transfer scan results to printer)
Mf-01 MFP	JG-03 (General Affairs Division Job Group)	Job-E (Save as JPEG and attach to email)
		Job-F (Save as PDF and transfer to web folder)

The values in parentheses are setting examples.

Registering the Devices

You can register devices to the system by searching on the network.

1. Select **Device Management** from the menu.

2. Click **Add New Scanner**.

3. Set each item.

6. Operational Check

Items	Description
Scanner Name	Set the device name. You can enter up to 30 characters. You cannot use a name that has already been registered.
Location	Enter the location of the device if necessary.
Driver	Select the device's model name. You cannot change the model name when using the edit or duplicate functions.
IP Address or Host Name	Set the device's IP address or host name.
Check Connection	Performs a connection test to the device.
Protect with Password	When this is selected, you must enter a password when entering the job selection screen from the device's control panel.
Password	Set a password. You can enter 1 to 8 characters. You can use alphanumeric characters and the following symbols. !, @, #, $, %, ^, &, *, (,), +, =, -, _, /, \ (backslash), (space) If you do not specify this, leave it blank.

4. Click **Check Connection**.

   Check that the **Check Connection** is displayed next to the **Success**.
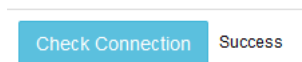
   Check the following if the **Failure** is displayed.

   ❏ The computer was restarted when Desktop Experience was installed.

   ❏ The mode settings (the server settings) on the device are complete.

   ❏ The correct IP address for the device has been entered.

   ❏ The port number used by this system allows communication between the device and the server.

5. Click **Save**.

   You are returned to the **Device Management** screen.

   If you cannot register the device you want, check that the filled items are correct.
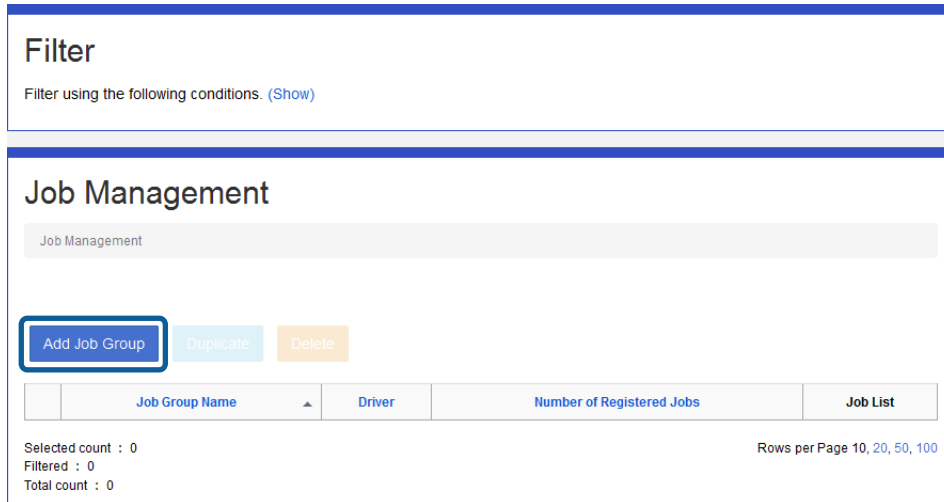
Related Information

➡

Registering a Job

Register a job to the system for an operational check. Save the job that is the scanning result to the folder for checking system operation.

See *Document Capture Pro ServerAdministrator's Guide* for more details. You can read it by clicking 🔵.
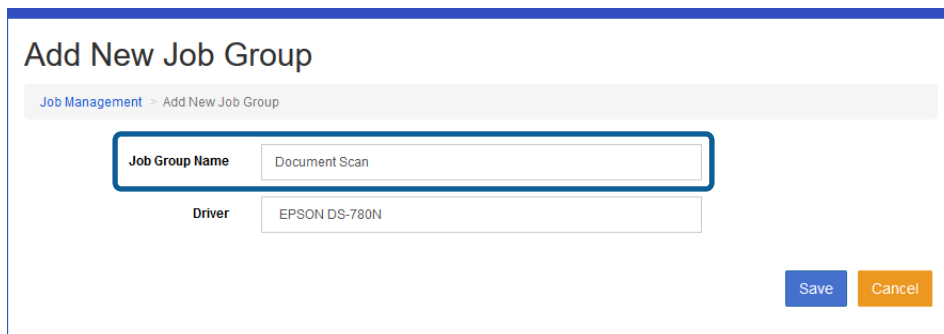
6. Operational Check

1. Click **Job Management** from the menu.

    Job Management screen is displayed.

2. Click **Add Job Group**.

    Add Job Group screen is displayed.

3. Enter any name in **Job Group Name**.

4. Select the device name that is registered on this system in **Driver**.

5. Click **Save**.

6. Operational Check

6. Click **Add New Job**.

Add New Job screen is displayed.

7. Enter any job name in **Job Name**.

It is displayed on the device's control panel which is set on **Job Name**.

6. Operational Check

8. Specify each items in **1. Scan**.

   It is okay to keep the current values since this is for an operational check.

9. Click **2. Save** or ⬚.

6. Operational Check

10. Specify each items in **2. Save**.

11. Click **3. Index** or ⌗.

6. Operational Check

12. Specify each items in **3. Index**.

13. Click **4. Send** or [»].

14. Select **Folder** from **Destination Type**.

15. Select [**New Destination**] from **Destination Type**.

6. Operational Check

16. Enter each items.

    You can check that scanning result is sent to specified folder by clicking **Check Connection**.

    Note:
    Enter the full path for the User Name.

    ❏ *When joining a domain: {domain}/{User Name}*

    ❏ *When operating in a workgroup: {host name}/{User Name}*
       You can replace the host name with an IP address.

    If the connection fails, check that folder path or access rights are set correctly.

17. Click **Save**.

    Job List screen is displayed. Check that created job is registered in the list.

6. Operational Check

18. Click **Back to Job Management**.

    Job Management screen is displayed. Check that created job group is registered, and then number of created job is displayed in **Number of Registered Jobs**.

If you are creating several jobs in the same job group, click **Job List** and then make these jobs.

Assigning Job Groups to Devices

Assigning a registered job group to each device.

This explanation assumes that the devices, job groups and jobs are already registered.

1. Select **Device Management**.

2. Click the link for the Scanner Name.

3. Select the **Job Group** tab.

4. Select the job group in the pull down menu.

5. Click **Save**.

    Return to the Device Management screen.

Checking Job Execution

Check that specified job is executed.

1. Set scanned original on the device.

2. Tap **Computer** on the device's control panel.

    When using Network Interface Panel or Network Interface Unit, press the OK button.
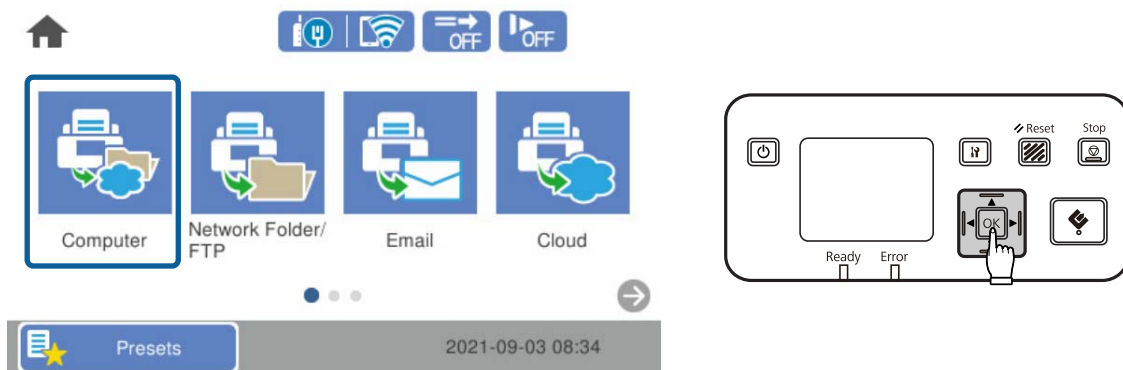
6. Operational Check

3. Tap registered job name.

   When using Network Interface Panel or Network Interface Unit, select job by using ▲ or ▼ button, and then press the OK button.
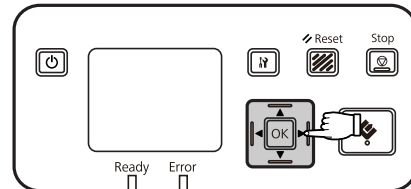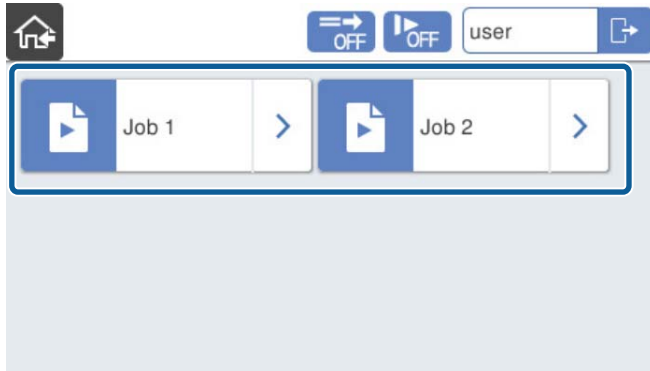
4. Tap **Start**.

   When using Network Interface Panel or Network Interface Unit, press the ✧ button.
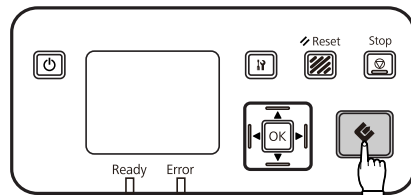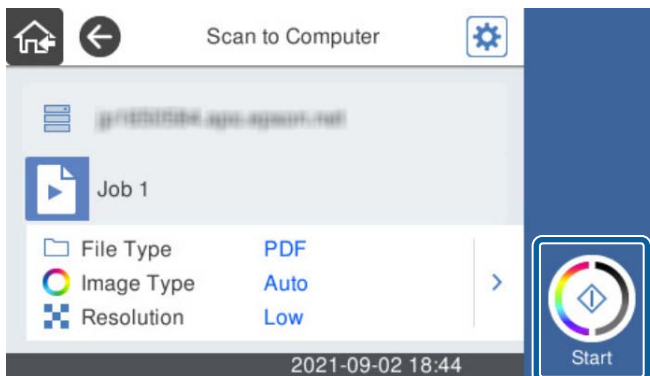
   The device starts scanning.

   Check that the scanning result file is saved in the specified location.

7. Check Before Practical Use of the System

Make the settings necessary for practical use. Make these settings from the administrator's client computer.

Note:
You can also make settings on the Document Capture Pro Server host computer. In that case, "administrator's client computer" should read "Document Capture Pro Server host computer".

Registering All Devices

Register all devices you want to install.

1. Connect the device you want to register to the network.

2. Open a device's Web Config from administrator's client computer.

    When using Network Interface Panel or Network Interface Unit, run EpsonNet Config (Web base) .

3. Make the server settings for connecting to this system from **Services** > **Document Capture Pro**

    When using Network Interface Panel or Network Interface Unit, select **Settings** > **Scan** > **Scan Mode**.

4. Log in to the administrator's page, and then registering and editing information for the device from the **Device Management**.

5. Register all devices by repeating the steps above.

Related Information

➡ "Settings the Device for Operational Check" on page 15
➡ "Registering the Devices" on page 28
➡ "Assigning Job Groups to Devices" on page 36

Registering Jobs for Production Environment

Create job groups and jobs necessary for the operation. See *Document Capture Pro Server Administrator's Guide* for detail of job settings.

Uninstalling and Updating

Uninstalling

Check the user account

You need to log on to Windows Server as an administrator or as a member of the Administrators group.

Uninstalling the back-end service application

Make sure you back up your data and settings before uninstalling from **Export** on the menu.

See the *Document Capture Pro ServerAdministrator's Guide* for details.

Note:
❏ *The following software and components are not uninstalled.*

  ❏ .NET Framework

  ❏ Microsoft Web Deploy

  ❏ Desktop Experience

❏ *For the following software and components, only the files and data used by this system are deleted.*

  ❏ Message queue (MSMQ)

  ❏ Microsoft Internet Information Services (IIS)

1. Log in to the Document Capture Pro Server host computer as an administrator.

2. Click **Control Panel** > **Uninstall a program**.

3. Select Document Capture Pro Server, and then click **Uninstall**.

4. Follow the on-screen instructions.

Delete Document Capture Pro Server setting data

Follow the path below and delete the DCPS folder.

%SystemDrive%\ProgramData\Epson\DCPS

Log out from the front-end Web application

After uninstalling Document Capture Pro Server, if you want to redeploy it on the same computer, make sure that the user is logged out.

If you have not checked that the user is logged out, stop the Web site, and then wait for more than 30 minutes until entering the command to redeploy the software.

Stop the Web site for Document Capture Pro Server

1. Click **Administrative Tools**, **Internet Information Services (IIS) Manager** from the Start menu to run IIS Manager.

2. Click your computer name from the pane on the left.

3. Expand the **Sites** directory, right-click your Web site name, select **Manage Web Site**, and then click **Stop**. The default name is **Default Web Site**.

Delete front-end Web application from IIS

1. Run IIS Manager.

2. Click your computer name from the pane on the left.

3. Expand the **Web Sites** directory, expand your Web site name, right-click the Document Capture Pro Server folder, and then click **Remove**.

4. If a confirmation dialog is displayed, click **Yes**.

Delete front-end Web application files

1. Run IIS Manager.

2. Click your computer name from the pane on the left.

3. Expand the **Web Sites** directory, right-click your Web site name, and then click **Explore**. The default name is **Default Web Site**.

4. In the window that opens, delete the Document Capture Pro Server folder.

Uninstalling scanner drivers

1. Open **Programs and Features** from Control Panel.

2. Select **EPSON Scan Server Component**, and then click **Change/Remove**.

3. Follow the on-screen instructions.

4. Select **Epson Scan 2 Server Component**, and then click **Change/Remove**.

5. Follow the on-screen instructions.

Uninstalling the EPSON Scan PDF extensions module

1. Open Programs and Features from Control Panel.

2. Select **EPSON Scan PDF Extensions**, and then click **Remove**.

3. Follow the on-screen instructions.

Restart the Web site for Document Capture Pro Server

1. Click **Administrative Tools**, **Internet Information Services (IIS) Manager** from the Start menu to run IIS Manager.

2. Click your computer name from the pane on the left.

3. Expand the **Sites** directory, right-click your Web site name, select **Manage Web Site**, and then click **Start**. The default name is **Default Web Site**.

Updating the System

The product is updated to improve functions, increase quality, and so on. To update, follow the instructions provided by the updated version.

Solving Problems

Administrator pages and user pages do not appear

Check the following.

❑ Cookies are enabled in your browser.

❑ JavaScript is enabled in your browser.

❑ If "A system error has occurred." is displayed, make sure the service is running normally.

Jobs are not displayed in the control panel of the device

Check the following.

❑ **Is the port used by Document Capture Pro Server open?**

Jobs are displayed on the operation panel by communicating job information between the device and the server on which Document Capture Pro Server is installed. Make sure that port 2968, which is used for job information communication, is open.

❑ **Is a firewall blocking communication for job information?**

If you are using a different firewall than the server on which Document Capture Pro Server is installed, dynamic ports may be used for responses from the server. Allow the firewall to pass through dynamic ports, or use only port 2968 configured on the server.

❑ **Is a router that supports the NAT (Network Address Translation) function used?**

This system does not support routers with the NAT function. Make sure that you can communicate using a route that does not go through a router.

The IP address of the server on which Document Capture Pro Server is installed is used to respond to job information. If communication between the device and the server goes through a router that supports the NAT function, job information cannot be acquired because the IP address of the server cannot be tracked.

It takes time for the job to be displayed on the control panel

If the server running Document Capture Pro Server has multiple network interfaces, the server will not respond until communication with the network interface that is not communicating has timed out. Use the following method to prioritize the network interface used to communicate with the device.

❑ Specify the server's IP address

❑ Change the network metric values

Specify the server's IP address

This section explains how to specify the server's IP address in the configuration file so that communication is prioritized between Document Capture Pro Server and the device.

This method is available for Document Capture Pro Server version 3.0.12 and later.

1. Select Start menu > **Windows Administrative Tools** > **Services**, or **Control Panel** > **System and Securities** > **Administrative Tools** > **Services**.

   Services on Windows services starts.

2. Select **DCPSNWService**, right-click, and then select **Stop**.

   The DCPSNWService on Windows service stops.

3. See the following example and use a text editor to create a file that specifies the server's IP address on which Document Capture Pro Server is running.

   ❏ Example when the IP address is "192.0.2.0" (IPv4):

   [Server]

   IPAddress=192.0.2.0

   ❏ Example when the IP address is "2001:0db8:1234:5678:90ab:cdef:0000:0000" (IPv6):

   [Server]

   IPAddress=2001:0db8:1234:5678:90ab:cdef:0000:0000

   ----

4. Name the file EPNSMs.ini, and then save the file.

5. Copy EPNSMs.ini to \Program Files(x86)\Epson Software\Document Capture Server\.

6. Select **DCPSNWService** in **Services** on Windows services, right-click, and then select **Start**.

   DCPSNWService on Windows services starts.

Change the network metric values

Change the metric value of the network interface so that communication is prioritized between Document Capture Pro Server and the device.

Checking network interface metric values

This section shows you how to use PowerShell to view metric values for network interfaces. This section uses Windows Server 2019 as an example.

If multiple network interfaces are enabled on the same computer, the network interface with the lower metric value is given priority for communication.

1. Right-click on the Start menu and select **Windows PowerShell**.

Solving Problems

2. Type **Get-NetIPAddress** on the command line and press Return.

    Information about the address of the network interface is displayed.

    You can identify the network interface from the **IPAddress** and check the adapter name for that network interface from **InterfaceAlias**.

3. On the command line, type **Get-NetIPInterface** and press Return.

    Information about the network interface is displayed.

    Find the adapter from **InterfaceAlias**. The value in **InterfaceMetric** in that row is the metric value for the network interface.

Changing the network metric value (Windows)

Change the value of the network metric to change the priority of the network interface. This section uses Windows Server 2019 as an example.

1. From Control Panel > **Network and Internet** > **Network and Sharing Center**, click **Change Adapter Settings**.

2. Right-click the adapter icon for which you want to change the network metric and select **Properties**.

3. Select **Internet Protocol Version 4 (TCP / IPv4)** (or **Internet Protocol Version 6 (TCP / IPv6)** for IPv6) and click **Properties**.

4. Click **Advanced Settings**.

    The **TCP/IP advanced settings** screen is displayed.

5. Uncheck the **Automatic metric** on the **IP Settings** tab (**General** tab for IPv6).

6. Set the metric value for the **Interface metric** in single-byte numbers, click **OK**, and then click **Close**.

7. Set other network adapters in the same way.

    Set the high-priority network interface to a value smaller than the low-priority network interface.

Appendix

Roles and Features to be Installed

The system installs the following **Roles** and **Features** on Windows.

❑ Roles: Web Server (IIS)

❑ Features: Desktop Experience

> ⚠ *Caution:*
>
> *When installing Desktop Experience, restart the computer.*

Ports to be Used

Sender (Client)	Target (Server)	Protocol	Port	Usage
Client Computer (Browser)	Document Capture Pro Server host computer	HTTP (TCP)	80[*1]	Administrator menu
		HTTPS (TCP)	443[*1][*2]	
Document Capture Pro Server host computer	SMTP Server	SMTP (TCP)	25[*3] 465[*2][*3] 587[*4]	Email transmission
Document Capture Pro Server host computer	Cloud services	HTTPS (TCP)	443	SMTP authentication
Document Capture Pro Server host computer	POP Server	POP (TCP)	110[*3] 995[*2][*3]	POP before SMTP connection
Document Capture Pro Server host computer	Device	Epson unique (TCP)	1865	Scan data and Job information
Document Capture Pro Server host computer	Device	Epson unique (UDP)	2968	Computer's information acquiring response
Device	Document Capture Pro Server host computer	Epson unique (UDP)	2968	Computer's information acquiring request

Appendix

Sender (Client)	Target (Server)	Protocol	Port	Usage
Document Capture Pro Server host computer	Device	Epson unique (TCP)	2968	Job information
Device	Document Capture Pro Server host computer	Epson unique (TCP)	2968	Job information
Document Capture Pro Server host computer	FTP/FTPS Server	FTP/FTPS (TCP)	20 21	Send files to Network folder
Document Capture Pro Server host computer	File Server	SMB (TCP)	445	Send files to Network folder
		NetBIOS (UDP)	137 138	
		NetBIOS (TCP)	139	
Document Capture Pro Server host computer	Web DAV Server	HTTP (TCP)	80	Send files to Network folder
		HTTPS (TCP)	443	

*1 The default port number. The actual port number is set to the user for the URL of the authentication system.

*2 The port number when using encryption.

*3 The default port number. If you want to change the port number, set the number that is used by the SMTP server configuration.

*4 Used when you are using the Exchange Online service.

Windows Services and Executable Files

Document Capture Pro Server starts the following Windows services and executable files.

Windows services

Classification	Name	Startup Type	Log On As
DCPS service	Document Capture Pro Application Service	Automatic startup	Network Service
	DCPSNWService	Automatic startup	Network Service

Appendix

Executable file

Classification	Name
Executed during scan operations	JobRunner.exe
	ProjectRunner.exe

Document Capture Pro Server Work Folder

The following is the work folder for Document Capture Pro Server. If operations slows down due to anti-virus software scans, you may be able to improve the situation by excluding the following folders.

Folders	Description
C:\ProgramData\EPSON\DCPS\	Data storage destination, temporary work area, log storage area
C:\Windows\ServiceProfiles\NetworkService\AppData\Roaming\Epson\Document Capture\	Temporary work area
C:\Windows\ServiceProfiles\NetworkService\AppData\Roaming\Epson\Epson Scan 2\	Data storage area for scanner driver (Epson Scan 2)
C:\Windows\ServiceProfiles\NetworkService\AppData\Local\Temp\ES2WorkTemp\	Temporary work area for scanner driver (Epson Scan 2)
C:\Windows\ServiceProfiles\NetworkService\AppData\Roaming\Epson\ESCNDV\	Data storage area for scanner driver (Epson Scan)
C:\Windows\ServiceProfiles\NetworkService\AppData\Local\Temp\EPSONWorkTemp\	Temporary work area for scanner driver (Epson Scan)

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Appendix

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