

Maintenance and Support: ControlSuite, Equitrac, Autostore, Output Manager, SafeCom, ShareScan, PDF, Copitrak, SDKs

000032711 | Reference | Last updated 2026-09-11 | AutoStore, ControlSuite, ControlSuite AutoStore, ControlSuite Equitrac, ControlSuite Output Manager, ControlSuite Shared Components, Copitrak, Equitrac Office / Equitrac Express, Equitrac Professional, Output Manager, SafeCom, ShareScan

*If you have Power PDF, OmniPage, and/or PaperPort without a Maintenance & Support Contract, please click **here**.*

Support Portal

Available to customers with Maintenance & Support Contracts, as well as Partners, Resellers, and Distributors. Provides access to create, review, and update Cases with Technical Support. Also provides access to restricted Knowledge Base articles.

To log into your Portal account, please launch your web browser, browse to <https://support.kofax.com/>, and enter your Portal Username and password. If you do not have a Portal Account, you can request one from the Portal login page.

Note: Please add . to the end of your email address to log in (Example: f***.l***@gmail.com.)

Knowledge Base Guides

Please click the link to your product's Knowledge Base guide for assistance with your Digital Imaging product.

- [AutoStore](#)
- **BusinessConnect**
- **ControlSuite**
- **Copitrak**
- **eCopy PDF Pro Office**
- **eCopy ShareScan**
- **Equitrac Office / Express**
- **Equitrac Professional**
- **OmniPage Server**
- **OmniPage Capture SDK**
- **Output Manager**
- **Power PDF**
- **SafeCom**

Software Downloads

Software downloads are available on the Electronic Fulfillment portal. This portal is separate from the Support portal and requires a separate login. You must register a valid License Key or Serial Number to access the associated download(s). Downloads are only available with a valid Maintenance and Support Contract.

· [Electronic Fulfillment \(https://delivery.tungstenautomation.com\)](https://delivery.tungstenautomation.com)

Maintenance & Support Telephone Numbers

Americas

Monday–Friday

08:00 a.m. to 08:00 p.m. Eastern

US/Canada	415-869- 5057
Brazil	+55 21 3956 1453
Mexico	+52 55 4624 2391

Europe

Monday–Friday

08:30 to 18:00 CET

United Kingdom	+44 (0) 203 318 4717
Denmark	+45 44 36 07 40
France	+33 1 828 83159
Germany	+49 761 45269 57110
Netherlands	+31 208 080640
Norway	+47 210 35870

Asia Pacific

Monday–Friday

08:00 a.m. to 08:00 p. m. AEST

Australia	+61 2804 54201
Hong Kong	+85 25 808 2092
India	040-45459824
Japan	+81 36 890 8590
New Zealand	+64 9 887 4327
Singapore	800 852 3061

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