Scan to Network and Scan to Network Premium

Administrator's Guide

Contents

Overview

Scan to Network is an embedded Java application that is installed on multifunction printers (MFPs) which support the Lexmark Embedded Solutions Framework (LeSF). It allows users at the printer to scan their documents to network destinations specified by the network administrator. This document is intended for use by Lexmark service providers and administrators responsible for the implementation and management of this software in their network environment.

After the destinations (shared network folders) have been established on the network, the setup process for the application involves installing and configuring the application on the appropriate printer(s).

The unlicensed version of the application is fully functional and includes basic scan settings. A license is not required to use the application.

The licensed version of the application includes the following advanced features:

- **Advanced Imaging**—Users can auto-crop, despeckle, deskew, or add and remove blank pages.
- **Advanced Scan Preview**—In addition to disabling the scan preview or allowing a preview of the first page, administrators can enable a preview for all pages. When Advanced Scan Preview is enabled, the user has additional options available from the preview screen, such as automatic and manual crop, rotate pages, contrast, and darkness.
- **Custom prompting**—Administrators can enter custom prompts that appear on the printer home screen before a user scans a document. The information collected from the prompts is included in the scan index file and can be added to the file name of the scanned document.
- **Custom file names**—After creating bar code templates and/or custom prompts, administrators can choose to include this information in the file name of the scanned document.

For more information on purchasing a license, contact your Lexmark representative.

The licensed version of the application can also read bar codes and is designed to work with Bar Code Discovery (purchased separately):

Using Bar Code Discovery, administrators can create bar code templates to specify the location and type of bar code that users will frequently scan. The bar code template can then be added to a scan destination to reduce the amount of time it takes to scan and identify bar codes on a given printer. The bar code information collected in the scan is included in the scan index file and can be added to the file name of the scanned document.

For more information on purchasing Bar Code Discovery, contact your Lexmark representative.

Configuring the application

Accessing the Embedded Web Server

Most configuration tasks will be performed through the Embedded Web Server on the device. To access the Embedded Web Server:

1 Type the device IP address or hostname in the address field of your Web browser.

2 Use the navigation menu on the left to access settings and report menus.

> **Note:** If the device IP address or hostname is not readily apparent, you can find it by printing a network setup page.

Printing a network setup page

1 From the printer home screen, touch **Menus** >**Reports** >**Network Setup Page**. After the network setup page prints, the device will return to the home screen.

2 On the printout under TCP/IP, locate the IP Address or Fully Qualified Domain Name.

Changing display icons and labels

You can change the icons and associated text that appear on the printer home screen. If you do not want to use the default icons for an application, you can import new icons to be used for both the pressed and unpressed button states.

Note: For information about compatible image file types and recommended file sizes, see the mouse-over help next to each field.

1 From the application configuration settings you can:
- Specify new Icon Text, to be displayed above the icon on the home screen.
- **Browse** to a new icon image file to represent the application on the home screen.
- **Browse** to a new image file to be displayed while the application icon is being pressed.

2 Click **Apply** to save the settings or **Reset** to return to the previous settings.

Licensing the advanced features

There are two versions of the application: an unlicensed version with basic functionality and a licensed version with additional advanced features. An electronic license is required to activate the optional advanced features.

If individual licenses are used, then you must install them locally on each printer. If you plan to use the application with several printers, you may prefer to install the Lexmark License Server and obtain a network license for the appropriate number of devices.

For more information on purchasing a license for the application, contact your Lexmark representative.

Obtaining a license file

For local (individual) licensing

1 From the Embedded Web Server, do one of the following:

- Click **Settings** > **Device Solutions** >**Embedded Solutions**.
- Click **Settings** >**Embedded Solutions**.

2 Click **System**.

3 Record the Host ID (serial number).

Record only the string that appears after `Serial=`.

4 Contact your Lexmark representative, and provide the Host ID to obtain the license file.

For network licensing

The server Host ID is required to generate the license file for network licensing. To collect the Host ID, contact your system support person and request the MAC address of the computer on which the license server resides. Then contact your Lexmark representative, and provide the Host ID (MAC address) to obtain the license file.

You can also find the Host ID using the Lexmark License Server.

Installing the Lexmark License Server

Note: Lexmark License Server is intended for use with Windows operating systems.

1 From the application package, launch the **LicenseServer.exe** file.

This executable file is located in <install location>\esf-license-app.

2 Click **Next**.

3 Select the installation method you want to use, and then click **Next**.

You have the option to unpack the installation files to a temporary directory from which they will be removed after the installation is complete, or to specify a location where the files will remain after the installation is complete.

4 If you do not want the server installed in the default directory, then click **Browse** to select an alternate location.

5 Click **Finish** to complete the installation.

6 After the Lexmark License Server installation is complete, click **Done**.

Collecting the Host ID

1 Click ⊕ or **Start** > **All Programs** or **Programs** > **Lexmark** > **Lexmark License Server** > **License Administration Tools**.

2 Click the **System Settings** tab.

3 Record the Host ID (MAC address).

4 Contact your Lexmark representative, and provide the Host ID.

The Host ID is required to generate the license file.

Licensing the printer

Using a local license

Using the Embedded Web Server

1 From the Embedded Web Server, click **Settings** or **Configuration** > **Embedded Solutions**.

2 Click **Solutions**.

3 Under Installed Solutions, click the appropriate application link.

4 Click **License**.

5 Click **Update License**.

6 Make sure **Local** is selected, and then click **Browse** to locate the license file.

7 Click **Update License**.

Using MarkVision Professional

1 In MarkVision Professional, select the device where the application is installed.

2 Click **Settings** > **Embedded Solutions** > **Solutions Management**.

3 Under the appropriate application, click **Update License**.

4 In the Update License window, select **Use a local license file**.

5 Click **Browse** to locate the license file.

6 Click **Update License**.

Using a network license

Copying the license file to the Lexmark License Server

Note: Before installing a network license using either the Embedded Web Server or MarkVision Professional, copy the license files to the license server.

1 Copy the license file to the following directory on the network license server:

C:\Program Files\Lexmark\LicenseServer\Licenses

2 On the host computer, open the Control Panel.

3 Under Administrative Tools, click **Services**.

4 Select **License Server**.

5 Stop and then restart the **License Server** service.

Configuring the network license

1 From the Embedded Web Server, click **Settings** or **Configuration** > **Embedded Solutions**.

2 Click **Network License**.

3 Enter the IP address or hostname and optional port for the network license server where the license is stored. You can enter values for up to three separate servers.

4 Specify the **Heartbeat Period** (2–60 minutes), to designate how often the printer will ping the network license server to check for updates and maintain access to an electronic license.

5 Specify the **Number of Retries** (1–5), to set the maximum number of times the printer can attempt to obtain a license before quitting.

6 Click **Apply**.

Updating the network license

Using the Embedded Web Server

1 Click **Solutions**.

2 Under Installed Solutions, click the appropriate application link.

3 Click **License**.

4 Click **Update License**.

5 Select **Network**.

6 Click **Update License**.

Using MarkVision Professional

1 In MarkVision Professional, select the device where the application is installed.

2 Click **Settings** > **Embedded Solutions** > **Solutions Management**.

3 Under the appropriate application, click **Update License**.

4 In the Update License window, select **Use a network license server**.

5 Click **Update License**.

Configuring Scan to Network

The following procedure outlines in general terms how to configure a destination. For a comprehensive explanation of each setting available when adding or editing a destination, see "Configuring destination settings" on page 10.

Configuring a destination

1 From the Embedded Web Server, do one of the following:

- Click **Settings** > **Device Solutions** > **Solutions (eSF)** > **Scan to Network**.
- Click **Settings** > **Embedded Solutions** >**Scan to Network**.

2 Under Scan Destination, click **Add**.

  Note: You can also edit or delete existing destinations.

3 Type a name for the destination.

4 Select **Network Folder** or **FTP Address**, and then configure the selected destination.

5 Under Authentication Options, select whether to require user authentication for this destination. The credentials are used to access the network destination.

6 In the sections that follow, adjust the settings as necessary:

- Select check boxes to allow users to modify settings.
- Use radio buttons and drop down menus to specify the default settings.

7 Click **OK**.

8 Repeat to add, edit, or delete destinations.

9 Click **Apply**.

Configuring destination settings

The following are explanations of settings available when adding or editing a destination. Some scan settings may not be available on certain devices or in certain situations. For more information, see the documentation that came with the printer.

Name

Type a name for the destination.

Location

Select **Network Folder** or **FTP**, and then configure the selected destination.

Notes:

- To use the LDAP features, the printer must be configured to use an LDAP server. For more information, see "Configuring LDAP" on page 17.
- For a list of protocols used or required by the application, see the *Readme*.

Network Folder

Use	To
Address	Type the server name or IP Address of the network folder in the `\\server\share` format.
LDAP Path Attribute	Type the path attribute for the LDAP server.
Path Suffix	Type the path suffix for the LDAP server.
LDAP User ID Attribute	Type the attribute for the User ID on the LDAP server. This setting will not be visible until something is typed in the LDAP Path Attribute field.
Domain	Type the Windows domain for the destination if the destination resides within a different Windows domain than the printer.
WINS Server	Type the WINS Server address if the printer has difficulty connecting with a network folder destination.
Broadcast Address	Type the network Broadcast Address if the printer has difficulty connecting with a network folder destination.

FTP

Use	To
Address	Type the server name or IP Address of the network folder in the `\\server\share` format.
Port	Type the port number that the MFP uses to communicate with the FTP server.
LDAP Path Attribute	Type the path attribute for the LDAP server.
Path Suffix	Type the path suffix for the LDAP server.
LDAP User ID Attribute	Type the attribute for the User ID on the LDAP server. This setting will not be visible until something is typed in the LDAP Path Attribute field.

Scan Settings

Adjust settings in this section to determine the default settings that will be used for each scan. Select the check box next to a setting to allow users to change that setting when scanning a document. Clear the check box to prevent users from changing the default settings when scanning a document.

Note: Some scan settings may not be available on certain devices or in certain situations. For a complete list of available scan settings, see the documentation that came with your printer.

1 Select the radio button or use the drop down menu next to each setting to set the default value.

2 If you want to allow users to modify the default values from the printer, select the check box next to the appropriate feature. If you want to prevent users from modifying the default settings, deselect the check box.

Select	To
Paper size	Select an option that corresponds to the paper size of the original document.
Orientation	Tell the printer whether the original document is in portrait or landscape orientation. Select **Portrait** if the height of the page is greater than the width; select **Landscape** if the width of the page is greater than the height.
Content	Select the content of the original document to enhance scan quality. • **Text**—Scan original documents that are mostly text or line art. • **Text/Photo**—Scan original documents that are a mixture of text and graphics or pictures. • **Photo**—Scan original documents that are high-quality photographs or inkjet prints.
Sides (Duplex)	Allow users to scan 1-sided or 2-sided documents. Select **1 Sided** to scan 1-sided documents. Select **2 Sided - Short Edge** to scan 2-sided documents that are bound along the short edge of the paper; or select **2 Sided - Long Edge** to scan 2-sided documents that are bound along the long edge of the paper.
Format	Specify the output (TIFF, JPEG, PDF, Raw, Secure PDF, or XPS) for the scanned image. **Note:** The Raw and Secure PDF file formats are not available on devices running Lexmark Embedded Solutions Framework v 1.2. • **TIFF**—Creates multiple files or a single file. The file size is usually larger than an equivalent JPEG. **Note:** If Multi-page TIFF is turned off in the Settings menu of the Embedded Web Server, then this option saves one page in each file. • **JPEG**—Creates and attaches a separate file for each page of the original document, viewable by most Web browsers and graphics programs. • **PDF**—Creates a single file with multiple pages, viewable with Adobe Reader. • **Raw**—Saves the scan job as raw data. • **Secure PDF**—Creates an encrypted PDF file that protects the file contents from unauthorized access. • **XPS**—Creates a single XPS file with multiple pages, viewable using an Internet Explorer-hosted viewer and the .NET Framework, or by downloading a third-party standalone viewer.

Select	To
Resolution	Adjust the quality of the scanned document. If users will be scanning photographs, drawings with fine lines, or documents with very small text, increase the resolution setting. **Notes:** • Higher resolution settings result in larger files. • The maximum scan resolution for color images is 300 dpi, and the maximum for grayscale images is 600 dpi.
Color	Determine whether the document will be scanned in color or in black and white. Select this option to scan in color, or clear it to scan in black and white.
Custom Job	Scan documents of mixed paper sizes into a single file.
Edge to Edge	Specify that the original document is treated as borderless and will be scanned edge to edge.
Contrast	Increase or decrease the difference between lights and darks in a scanned image. Select a value from 0 (least contrast) to 5 (most contrast).
Darkness	Adjust how light or dark images will turn out in relation to the original document. Specify darkness from 1 (very light) to 9 (very dark).
Shadow Detail	Increases or decrease the amount of detail in shadows on a scanned image. Enter a value from -4 (least detail) to 4 (most detail).
Background Removal	Lighten or darken the background of a scanned image. Enter a value from 4 (lightest) to -4 (darkest).
Scan Preview	Select whether the user should see a scan preview of only the first page or not at all (Off). In the licensed version of the application, the user can also preview all pages. When Advanced Scan Preview is enabled, the user has additional options available from the preview screen, such as automatic and manual crop, rotate pages, contrast, and darkness. **Note:** For more information on purchasing a license, contact your Lexmark representative.

Scan Adjustments

Note: These settings are only available with the licensed version of the application. For more information on purchasing a license, contact your Lexmark representative.

1 Select the radio button next to each adjustment to set the default value.

2 If you want to allow users to modify the default values from the printer, select the check box next to the appropriate feature. If you want to prevent users from modifying the default settings, deselect the check box.

Note: When the check boxes are selected, users may access these features from the printer using both the Scan Adjustments section of the application or the Advanced Scan Preview. To help prevent Scan Adjustments from being enabled in multiple locations, only allow user modification when the default value is set to **Off**.

Select	To
Auto Crop	Select whether to allow the printer to determine the best crop area for a scanned image.
Despeckle	Select whether to allow the printer to remove specks automatically from a scanned image.
Deskew	Select whether to allow the printer to straighten images automatically following a scan.
Blank Page Removal	Select whether to allow the printer to remove blank pages automatically from a scan file.
Tolerance	Select a Tolerance level for Blank Page Removal. This establishes the sensitivity of the printer in determining which pages are considered blank (0 means more pages can be removed; 10 means fewer pages can be removed).

Custom Prompts

Note: These settings are only available with the licensed version of the application. For information on purchasing a license, contact your Lexmark representative.

With custom prompts, you can require input from, or deliver messages to, users via the printer touch screen. To add a custom prompt:

1 Under Custom Prompts, select **Enable Custom Prompts**.

2 Click **Add**.

3 From the drop-down list, select the type of custom prompt you want to add.

4 Configure the settings as necessary.

5 Click **Save**.

6 Use the up and down arrows to arrange the prompts in the order you want them to appear to the user.

You can add six types of prompts to each destination (required fields are in *italics*):

Select	To
String	Require users to enter a text string, such as a user ID. • *Name*—This is the name of the prompt and is not displayed to the user on the printer touch screen. • *Prompt Text*—This is the text that will appear on the printer touch screen. • **Default Value**—Type a default value for the prompt response. Users can keep this response or create their own. • **Minimum Length**—This is the minimum number of characters users will be allowed to enter in response to the Prompt Text. • **Maximum Length**—This is the maximum number of characters users will be allowed to enter in response to the Prompt Text. • *Password (Mask Characters)*—If set to **Yes**, asterisks are displayed for each character entered.
Integer	Require users to enter a numerical value, such as a PIN. • *Name*—This is the name of the prompt and is not displayed to the user on the printer touch screen. • *Prompt Text*—This is the text that will appear on the printer touch screen. • **Default Value**—Type a default value for the prompt response. Users can keep this response or create their own. • **Minimum**—This is the minimum value users will be allowed to enter in response to the Prompt Text. • **Maximum**—This is the maximum value users will be allowed to enter in response to the Prompt Text. • *Password (Mask Numbers)*—If set to **Yes**, asterisks are displayed for each number entered.
Message	Deliver a message on the printer touch screen. This requires no user input. • *Name*—This is the name of the prompt and is not displayed to the user on the printer touch screen. • *Prompt Text*—This is the text that will appear on the printer touch screen. • *Justification*—This determines how the text will be justified on the printer touch screen (Center, Left, or Right).
Multiple Select	Allow users to make multiple selections from a list of options. • *Name*—This is the name of the prompt and is not displayed to the user on the printer touch screen. • *Prompt Text*—This is the text that will appear on the printer touch screen. • *Items*—This is the list of choices that will be displayed to users. Items in this field should be separated by commas.
Single Select	Require users to make a single selection from a list of options. • *Name*—This is the name of the prompt and is not displayed to the user on the printer touch screen. • *Prompt Text*—This is the text that will appear on the printer touch screen. • *Items*—This is the list of choices that will be displayed to users. Items in this field should be separated by commas. • **Default Item Position (Starts at 0)**—This determines which item will be the default selection. Type **0** to indicate that the first item in the list is the default. Leave this field blank if you want no default selection.
Boolean	Require users to choose whether an option is true or false. • *Name*—This is the name of the prompt and is not displayed to the user on the printer touch screen. • *Prompt Text*—This is the text that will appear on the printer touch screen. • *Default Value*—This determines the default value that will be displayed to users on the printer touch screen. Choose **True** or **False**.

Bar code

Notes:

- These settings are only available with the licensed version of the application. For information on purchasing a license, contact your Lexmark representative.
- Bar code templates must be created using Bar Code Discovery. For more information on creating bar code templates, see the documentation that came with the application. If you need to purchase Bar Code Discovery, contact your Lexmark representative.
- The application scans for bar codes before performing any other operations, including blank page removal. Remove any blank pages from the document before scanning if bar codes are enabled.

Select	To
Enable bar codes on first page	Recognize bar code templates on the first page of a scanned document. Choose existing bar code templates from the **Choose a template** drop-down list.
Enable bar codes on other pages	Recognize bar code templates on subsequent pages of a scanned document. Choose existing bar code templates from the **Choose a template** drop-down list.

File

Note: To avoid errors, make sure you select either **Append time stamp** or **Over-write existing file**. If neither of these settings is selected, and a file using the default file name already exists in the destination, the application will not be able to save the new scan to the destination, and an error may occur.

Use	To
Name	Type a default base name for the scan file. The file extension is generated automatically according to the value of the Format field in the Scan Settings section.
Allow user to enter file name	Allow users to override the default file name.
Append time stamp	Add a time signature to the file name when saving a file.
Over-write existing file	Automatically replace an existing file of the same name.
Enable Custom Filename	Include information collected from custom prompts or bar code templates as part of the scan file name. 1 Select an option from the Available list. 2 Click the right arrow to add the option to the file name. 3 Use the up and down arrows to arrange the options in the order you want them to appear. **Note:** This setting is only available with the licensed version of the application. For more information on purchasing a license, contact your Lexmark representative.

Other Options

Select	To
Enable basic XML index file	Generate a basic XML index file in the destination folder. The index lists details about the scan job, such as the user (if authentication is turned on) and the scan settings (except for custom scan jobs, which have no uniform scan settings). The administrator can use this file to write, or use an external application to move or handle files.
Allow user to navigate through folders	Let users browse through subfolders within the destination folder and select where to save their scan job.
Allow user to create folder	Let users create a subfolder within the destination folder and save their scan job.
Start in username folder (create if it doesn't exist)	Save each user's scanned documents in a subfolder named for their username within the destination folder.

Scan Confirmation Page

Select	To
Include Thumbnail	Select whether to include a thumbnail of only the first page, all pages, or none at all (Off) with the scan confirmation page. **Note:** This setting is only available with the licensed version of the application. For more information on purchasing a license, contact your Lexmark representative.
Print Confirmation Page	Select whether to print a confirmation page, or select **Allow User to Choose** to prompt the user to choose whether to print a confirmation page after the job is complete.
Email Confirmation	E-mail a confirmation page. To include the status of the associated scan in the subject line of the e-mail message, select **Append scan status to Subject line**. **Note:** When using Email Confirmation, the printer must be configured to use an e-mail server. For more information, see the documentation that came with your printer.

Configuring LDAP

If your network uses LDAP, the printer may be required to connect to the LDAP authentication server to retrieve network share or FTP path information for network destinations.

Notes:

- If your printer has been configured to use LDAP authentication for user access, some or all of the needed settings may have been configured previously.
- Modifying or deleting an existing LDAP profile can affect user access to the printer or to individual printer functions.

Address Book Setup

1 From the Embedded Web Server, click **Settings ➞ Security ➞ Edit Security Setups**.

2 Under Edit Building Blocks, select **LDAP**.

3 Under Settings, select **Address Book Setup**.

4 Configure or verify the following settings:

- **Server Address**—The IP address or hostname of the LDAP server where authentication will be performed.
- **Server Port**—The port number the Embedded Web Server will use to communicate with the LDAP server. The default port is 389.
- **Use SSL/TLS**— Select **None**.
- **LDAP Certificate Verification**—Select **Allow**.
- **Use GSSAPI**— The check box should be empty.
- **Mail Attribute**—The mail attribute of the LDAP server.
- **Search Base**— The search base used on the LDAP server.
- **Search Timeout**— Can be from 5 to 300 seconds.
- **Use user credentials**— The check box should be empty.

5 Click **Submit** to save changes or **Reset Form** to clear all fields.

Device Credentials

1 From the Embedded Web Server, click **Settings → Security → Edit Security Setups**.

2 Under Edit Building Blocks, select **LDAP**.

3 Under Settings, click **Address Book Setup → Device Credentials**.

4 Configure or verify the following settings:

- **Anonymous LDAP Bind**—This check box should be empty.
- **Distinguished Name**— The distinguished name of the print server(s).
- **MFP's Password**— The password for the print server(s).

5 Click **Submit** to save changes or **Reset Form** to clear all fields.

Specifying the Domain Search Order

Your printer will use the Domain Search Order list to locate devices and resources residing in different domains on your network.

1 From the Embedded Web Server, click **Settings → Network/Ports → TCP/IP**.

2 In the Domain Search Order box, type the names of all domains found on your network.

3 Click **Submit**.

Exporting and importing configuration files

After configuring an application, you can export your current settings into a file that can then be imported and used to configure that application on one or more additional printers.

When you export a configuration file for this application, any bar code templates created with Bar Code Discovery will be included in the file.

For more information on purchasing Bar Code Discovery, contact your Lexmark representative.

Exporting and importing application settings using the Embedded Web Server

Note: Not available on all printer models.

Exporting configuration settings

1 From the application configuration settings, click **Export**.

2 Follow the browser prompts to save the configuration file. You will have the option to enter a unique file name or use the default name.

    Note: If a JVM Out of Memory error occurs, repeat the export until the settings file is saved.

Importing configuration settings

1 From the application configuration settings, click **Import**.

2 Browse to the saved configuration file, and then load or preview it.

    Note: If a timeout occurs and a blank screen appears, refresh the browser, and then click **Apply**.

Troubleshooting

Scan to Network troubleshooting

The application icon is missing from the home screen

For the application to work, at least one valid destination must be enabled. If no valid destinations are available, then the application icon will disappear from the home screen.

To display the application icon when no destinations are available:

1 From the application configuration settings, under Home Screen Button, select **Always show button** under Display Option.

2 Click **Apply**.

An application error has occurred

CHECK THE SYSTEM LOG FOR RELEVANT DETAILS

To access the system log:

1 Type the printer IP address or hostname in the address field of your Web browser.

Note: If the printer IP address or hostname is not readily apparent, consult your system support person, or see the documentation that came with the printer for help with printing a network settings page.

2 From the navigation menu on the left, click **Settings** or **Configuration**➙ **Embedded Solutions**➙ **System**.

3 Click **Log**.

MAKE SURE THE FILENAME YOU WANT TO SCAN TO IS NOT ALREADY IN USE

Verify that the file to which you want to scan is not open by another application or user.

To help prevent errors, make sure either **Append time stamp** or **Overwrite existing file** is selected in the destination configuration settings.

ADJUST THE SCAN SETTINGS

In the destination configuration settings, lower the scan settings. For example, lower the scan resolution, disable **Color**, or change the Content type to **Text**.

CONTACT YOUR LEXMARK REPRESENTATIVE

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

A network destination stopped working or is invalid

Make sure the printer authentication is configured

If the application is configured to use MFP authentication credentials, the printer authentication settings must be configured from the Embedded Web Server. For more information on configuring the printer authentication settings, see the *Embedded Web Server Administrator's Guide* available on **www.lexmark.com**.

Make sure the destination is valid

- To make sure the destination is valid:

  1 From Windows, click or **Start** > **Run**.

  2 Enter the path to the network share in the format `\\server\share`, and then click **OK**.

- If the destination is valid, make sure the path is correct in the application configuration settings.
- If the destination address is the server hostname, try using the server IP address instead.

For information on accessing or editing a destination, see "Configuring a destination" on page 9.

Make sure the printer is connected to the network

Make sure that all appropriate network cables are securely connected and that the network settings of the printer are correctly configured. For information on networking the printer, see the printer *User's Guide* or the *Software and Documentation* CD that came with the printer.

Check the system log for relevant details

To access the system log:

1 Type the printer IP address or hostname in the address field of your Web browser.

  Note: If the printer IP address or hostname is not readily apparent, consult your system support person, or see the documentation that came with the printer for help with printing a network settings page.

2 From the navigation menu on the left, click **Settings** or **Configuration** ➞ **Embedded Solutions** ➞ **System**.

3 Click **Log**.

Printer cannot scan to the selected destination

Make sure the destination is valid

- To make sure the destination is valid:

  1 From Windows, click or **Start** > **Run**.

  2 Enter the path to the network share in the format `\\server\share`, and then click **OK**.

- If the destination is valid, make sure the path is correct in the application configuration settings.
- If the destination address is the server hostname, try using the server IP address instead.

For information on accessing or editing a destination, see "Configuring a destination" on page 9.

IF THE PRINTER AND DESTINATION RESIDE IN DIFFERENT DOMAINS, THEN MAKE SURE THE DOMAIN INFORMATION IS SPECIFIED

If the destination exists within a different Windows domain than the printer, you can edit the destination from the application's configuration page and enter the appropriate Windows domain information in the domain field as part of the Network Folder Address.

Add the domain name to the Domain Search Order list under the printer network setup. For information on adding or editing domain names, see Specifying the Domain Search Order.

MAKE SURE THE FIREWALL SOFTWARE IS ALLOWING COMMUNICATION

If the destination resides on a computer that uses Windows XP or later, and the Windows Firewall is enabled, the printer may have difficulty sending information to the destination if the destination and the printer reside on different subnets. The Windows Firewall must either be configured to allow communication with the subnet the printer resides on, or the destination should be set up on the same subnet as the printer.

MAKE SURE A FILE WITH THE DEFAULT FILE NAME DOES NOT ALREADY EXIST IN THE DESTINATION

If the three configuration settings for the File Name section of the solution's configuration page are not selected (allow user to enter file name; append time stamp; overwrite existing file), and a file using the default file name already exists within the destination, there will be no method in place to distinguish the newly scanned file from the file present in the destination. The printer will not be able to overwrite the old file, the new file will not receive a time stamp to differentiate it from the old file, and the user will not be able to give the new file a different name. In this case, the old file must either be removed from the destination, or one of the previously mentioned settings must be turned on.

MAKE SURE THE NETWORK IS FUNCTIONING AND THE PRINTER CAN COMMUNICATE

Verify all network connections and that the network settings of the printer are configured appropriately. For information on networking the printer, see the *User's Guide* and additional documentation on the *Software and Documentation CD* that shipped with the printer.

FOR NETWORKS USING LDAP AUTHENTICATION, MAKE SURE LDAP SETTINGS HAVE BEEN CONFIGURED CORRECTLY

Verify that LDAP settings are configured appropriately in your printer setup, and in the setup dialog. For more information on LDAP settings, see Adding a destination, and Configuring LDAP.

MAKE SURE YOU HAVE PERMISSION TO SAVE SCANS TO THIS DESTINATION

On the application Edit Destination screen, clear the contents of the Path Suffix field; or on the destination server, change the user's home folder to match the contents of the Path Suffix field.

The application is unlicensed

There are two versions of the application: an unlicensed version with basic functionality and a licensed version with additional advanced features. If the application is unlicensed, it will function properly but will not have the advanced features. For more information on the advanced features, see "Overview" on page 5 or the *Readme* that came with the application.

The license state will automatically change to "licensed" when a purchased license has been installed on the printer.

For more information on purchasing a license, contact your Lexmark representative.

Using the application in a Novell network environment

In order to function correctly in a Novell network environment, the network server must have the following installed:
- Novell OES SuSe 10 (Linux)
- NetWare CIFS protocol (CIFS.nlm)

In the Novell Create User dialog, the following must be configured:
- Set simple password
- Create home directory

From the adding or editing a destination configuration screen, use the static username and password authentication option.

Exporting and importing configuration files troubleshooting

Settings imported using the Embedded Web Server are not applied to the application

If the new settings are not correctly applied to an application after you import a configuration file, then repeat the importing procedure as follows:

1 From the Embedded Web Server, click **Settings** or **Configuration** → **Embedded Solutions**.

2 From the list of Installed solutions, click the name of the application you want to import settings for.

3 Click the application **Configure** tab, and then scroll to find the Import button (normally found at the bottom of the screen).

4 Click **Import**, and then follow the on-screen prompts to browse for and install the appropriate configuration file.

Appendix

Bar codes can only be read by the licensed version of the application using templates created by Bar Code Discovery.

For more information on purchasing both a license and Bar Code Discovery, contact your Lexmark representative.

Supported bar codes

- Code 11
- Code 128
- Code 32
- Code 39
- Code 93
- Data Matrix
- EAN-13
- EAN-8
- Interleaved 2 of 5
- ITF-14
- Patch Code
- PDF 417
- Planet
- PostNet
- QR
- RM4SCC
- RSS-14
- RSS Limited
- Telepen
- UPC A
- UPC E

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