



Scan to DocuWare

Administrator's Guide

January 2011

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Edition notice

January 2011

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Lexmark International, Inc.
Bldg 004-2/CSC
740 New Circle Road NW
Lexington, KY 40550
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Overview

The *Scan to DocuWare* solution is an embedded Java application that is installed on multifunction printers (MFPs) that support the *Embedded Solutions Framework (eSF)*. The application is designed to send documents to projects stored on DocuWare Servers. It also gives users the option to print, display, or e-mail confirmation messages for completed scans. Scan to DocuWare can be configured to allow different levels of access based on user credentials.

This guide is intended for use by service providers and network administrators responsible for the management of this software in their network environment. A working knowledge of DocuWare Servers is required for effective use of this guide. This document does not include information pertaining to the installation and use of DocuWare software. For information on the DocuWare software, see your DocuWare documentation.

Configuring the application

Configuring applications using the Embedded Web Server (EWS)

The application can be manually configured using the Embedded Web Server (EWS) of a device. However, the setup procedure has to be completed for each device running the application. Setting up the application using the Embedded Web Server is recommended for networks where a relatively small number of devices will be used.

Larger networks should use MarkVision™ Professional (MVP) to configure multiple devices at one time.

Accessing application configuration settings using the Embedded Web Server

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

Note: If you do not know the IP address or host name of the printer, then you can:

- View the information on the printer control panel home screen, or in the TCP/IP section under the Network/Ports menu.
- Print a network setup page or menu settings page, and then locate the information in the TCP/IP section.

2 From the navigation menu on the left, click **Settings** or **Configuration**.

3 Click **Device Solutions > Solutions (eSF)**, or click **Embedded Solutions**.

4 From Installed Solutions, click the application you want to configure, and then click **Configure**.

Configuring applications using MarkVision Professional (MVP)

Use MarkVision Professional (MVP) to configure multiple printers at one time.

Note: MVP can only be used for printers that support the Embedded Solutions Framework (eSF) 1.2 and 2.0. For more information, see “Checking which version of the Embedded Solutions Framework is installed on a printer” on page 25.

Installing solution descriptors on the MarkVision Server

Solution descriptors are XML files that are installed on the MarkVision Server. They describe to MVP how to configure an embedded solution, providing information about supported settings such as types, descriptions, ranges, defaults, and internationalization values and strings. Each embedded application includes a solution descriptor, which must be installed before the application can be configured.

Use one of the following methods to install a solution descriptor on the MarkVision Server:

Method one

- 1 From the MarkVision Professional Home screen, select **Embedded Solutions - Solutions Management** from the All Tasks list.
- 2 Use the Quick Find or Folders tabs to select a device.
Note: When a device managed by MVP is not supported by a specific task, its name will appear with a black line through it in the Quick Find or Folders tabs. Password-protected network devices are displayed in red. Enter the device password to gain access to the device.
- 3 Select the application from the list.
- 4 Click **Fetch Descriptor(s)**. This will read the solution descriptor from the device if this method is supported by the device. If it is not, a dialog will open so that you can browse to the file to be installed.

Method two

- 1 From the MarkVision Professional Home screen, select **Embedded Solutions - Solutions Management** from the All Tasks list.
- 2 Use the Quick Find or Folders tabs to select a device.
Note: When a device managed by MVP is not supported by a specific task, its name will appear with a black line through it in the Quick Find or Folders tabs. Password-protected network devices are displayed in red. Enter the device password to gain access to the device.
- 3 Click **Manage Descriptors**.
- 4 Click **Add**.
- 5 Browse to find the solution descriptor for the application.
- 6 Click **Open**.

Notes:

- The installed solution descriptor appears in the Plug-ins/Solutions on Server box. The solution descriptor details appear in the Details box.
- If the descriptor file is not valid, MVP 11.2 will display an error message.

7 Click **Close**.

Accessing application configuration settings using MarkVision Professional

Note: MarkVision Professional 11.2 or later required.

To configure a solution in MVP:

- 1 From the MarkVision Professional Home screen, select **Embedded Solutions - Solutions Management** from the All Tasks list.
- 2 Select devices using the Quick Find or Folders tabs.
Use **Ctrl + click** and **Shift + click** to select multiple devices.
Note: When a device managed by MVP is not supported by a specific task, its name will appear with a black line through it in the Quick Find or Folders tabs. Password-protected network devices are displayed in red. Enter the device password to gain access to the device.
All installed embedded solutions appear.
- 3 Select the solution to be configured.
- 4 Click **Fetch Descriptor(s)** to install the necessary solution descriptor onto the MVP server from the device.
- 5 Click **Configure**, and then adjust settings as needed.

Licensing the application

An electronic license is required for the application to run on the printer.

If individual licenses are used, then you must install them locally on each printer. If you plan to use the application with several printers, then 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, click **Settings** or **Configuration**.
- 2 Click **Device Solutions** > **Solutions (eSF)**, or click **Embedded Solutions**.
- 3 Click **System**.

- 4 Record the host ID (serial number).
Record only the string that appears after **Serial=**.
- 5 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**.
- 2 Click **Device Solutions > Solutions (eSF)**, or click **Embedded Solutions**.
- 3 Under Installed Solutions, click the appropriate application link.

- 4 Click **License > Update License**.
- 5 Make sure **Local** is selected, and then click **Browse** to locate the license file.
- 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 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**.
- 2 Click **Device Solutions > Solutions (eSF)**, or click **Embedded Solutions**.
- 3 Click **Network License**.
- 4 Enter the IP address or host name and optional port for the network license server where the license is stored. You can enter values for up to three separate servers.
- 5 In the Heartbeat Period field, enter a value of 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.
- 6 In the Number of Retries field, enter a number of 1–5 to set the maximum number of times the printer can attempt to obtain a license before quitting.
- 7 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 > Update License**.
- 4 Select **Network**.
- 5 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 DocuWare

Configuring network settings

- 1 Access the application configuration settings from the Embedded Web Server or MarkVision Professional.
- 2 Adjust the server and proxy settings as necessary:
 - **Server Address**—Type the IP address of the DocuWare Server. This address is a combination of the IP address (or host name) of the server you are trying to access, and the port number determined by the DocuWare Web Services component.

Follow these steps to locate the port number:

- a Open the Web Services directory, and locate the file `DWWebService.exe.config`.
- b Using a text editor, open the file, and then locate the first line of text that follows the format `http://hostname:port/DWService`, where **hostname** is a subset of the name of the server and **port** is the number needed for the Server Address field (usually four digits).

Note: The correct line in the `DWWebService.exe.config` file will be followed by **Compatible Services**.

- c Type the port number into the Server Address field using the format `host:port`, where **host** represents the IP address (or host name) of the DocuWare server, and **port** represents the port number found in the `DWWebService.exe.config` file (example: 127.0.0.1:9007).

Note: The DocuWare Web Services component must be installed in order to retrieve the port number. See the documentation that came with DocuWare for more information on installing this component.

- **Proxy Host**—Type the IP address of the server if the connection is through a firewall.
- **Proxy Port**—Type the port number to be used in conjunction with the Proxy Host IP address if the connection is through a firewall.

3 Do one of the following:

Using the Embedded Web Server

- Click **Restore Defaults** to return all fields to factory default settings.
- Click **Reset** to cancel changes to all fields and begin again.
- Click **Apply** to save changes.

Note: Reset and Apply are the only options available on certain devices.

Using MarkVision Professional

- Click **OK** to save changes.
- Click **Cancel** to exit without making changes.

Configuring profile settings

Adding or editing a profile

- 1 Access the application configuration settings from the Embedded Web Server or MarkVision Professional.
- 2 Add or edit a profile:

Adding a profile

From the Configure, Profile, or Profiles page, click **Add** or **New**.

Editing a profile

From the Configure, Profile, or Profiles page, select a profile to edit, and then click **Edit**.

- 3 Change the settings as necessary.
 - To customize the display text and icons, see “Customizing the display icon” on page 13.
 - To add user login information, see “Configuring user login options” on page 13.
 - To specify index field settings, see “Configuring index field settings” on page 14.
 - To configure scan settings, see “Configuring scanning options” on page 15.
 - To enable confirmation options, see “Configuring confirmation options” on page 16.
- 4 Do one of the following:

Using the Embedded Web Server

- Click **Return** to go back to the main configuration page without making any changes.
- Click **Restore Defaults** to return all fields to factory default settings.
- Click **Reset** to cancel changes to all fields and begin again.
- Click **Apply** to save changes.

Note: Reset and Apply are the only options available on certain devices.

Using MarkVision Professional

- Click **OK** to save changes.
- Click **Cancel** to exit without making changes.

Customizing the display icon

- 1 Access the application configuration settings from the Embedded Web Server or MarkVision Professional.
- 2 From the Configure, Profile, or Profiles page, add or edit a profile, and then change the settings as necessary:
 - **Button Text** or **Icon Text**—Type up to 20 characters that will appear above the profile button on the printer home screen. This field is required.
 - **Button Icon** or **Icon**—Browse to a new image file that represents the profile on the printer home screen. This field is optional.
 - **Button Icon when pressed** or **Icon when pressed**—Browse to a new image file that will be displayed while the profile icon is being pressed. This field is optional.

Notes:

- For printers running eSF version 3.0 or later, the image should be a PNG file with a transparent background, and should measure 192 x 302 pixels. It should not exceed 11KB in size.
- For printers running eSF version 2.0, the image should be a GIF, PNG, or JPEG file, and should measure 120 x 75 pixels.
- For printers running eSF version 1.2, the image should be a GIF file and should measure 120 x 75 pixels.
- If you are unsure about which version of eSF your printer is running, then see “Checking which version of the Embedded Solutions Framework is installed on a printer” on page 25.

- 3 Do one of the following:

Using the Embedded Web Server

- Click **Return** to go back to the main configuration page without making any changes.
- Click **Restore Defaults** to return all fields to factory default settings.
- Click **Reset** to cancel changes to all fields and begin again.
- Click **Apply** to save changes.

Note: Reset and Apply are the only options available on certain devices.

Using MarkVision Professional

- Click **OK** to save changes.
- Click **Cancel** to exit without making changes.

Configuring user login options

- 1 Access the application configuration settings from the Embedded Web Server or MarkVision Professional.
- 2 From the Configure, Profile, or Profiles page, add or edit a profile, and then change the user login options as necessary:
 - **Organization**—Type the name of the organization listed on the server.
 - **User Name**—Type the text that will be used as the default value for the User Name authentication field on the printer display.
 - **Show User Name**—Select this option to allow the user to change the default value used in the User Name field. If this option is not selected, then the User Name prompt will not be shown on the printer display.

- **Password**—Type the text that will be used as the default value for the Password authentication field on the printer display.
- **Show Password**—Select this option to allow the user to change the default value used in the Password field. If this option is not selected, then the Password prompt will not be shown on the printer display.

3 Do one of the following:

Using the Embedded Web Server

- Click **Return** to go back to the main configuration page without making any changes.
- Click **Restore Defaults** to return all fields to factory default settings.
- Click **Reset** to cancel changes to all fields and begin again.
- Click **Apply** to save changes.

Note: Reset and Apply are the only options available on certain devices.

Using MarkVision Professional

- Click **OK** to save changes.
- Click **Cancel** to exit without making changes.

Configuring index field settings

1 Access the application configuration settings from the Embedded Web Server or MarkVision Professional.

2 From the Configure, Profile, or Profiles page, add or edit a profile, and then change the index field settings as necessary.

- **Index Prompts Timeout**—Type a value from 15–300 to specify the number of seconds the application allows an index field input screen to remain open before it returns to the printer home screen. If this field is left blank, then the application will use a default value of 120 seconds.
- **Show Only Specific Index Fields**—Select this option to use the text file uploaded in the Specific Index Fields Text File to specify which index fields will be visible.
- **Specific Index Fields Text File**—Browse for a comma-delimited text file that specifies which index fields will be visible to users at the printer.

Notes:

- Each line of the text file should begin with the name of the file cabinet, followed by each of the index fields that users should see on the printer control panel. For example, if a server has a file cabinet called Legal, with index fields named Case Number, Company Name, Date, Comments, and Case Type, then the entry in the text file might look like this: **Legal , Case Number , Comments , Date**. In that scenario, any user accessing the Legal file cabinet will see only the Case Number, Comments, and Date index fields on the printer display.
- To specify which index fields will be visible for other file cabinets, add them on separate lines to the text file.

3 Do one of the following:

Using the Embedded Web Server

- Click **Return** to go back to the main configuration page without making any changes.
- Click **Restore Defaults** to return all fields to factory default settings.

- Click **Reset** to cancel changes to all fields and begin again.
- Click **Apply** to save changes.

Note: Reset and Apply are the only options available on certain devices.

Using MarkVision Professional

- Click **OK** to save changes.
- Click **Cancel** to exit without making changes.

Configuring scanning options

- 1 Access the application configuration settings from the Embedded Web Server or MarkVision Professional.
- 2 From the Configure, Profile, or Profiles page, add or edit a profile, and then change the scanning options as necessary.
 - **Scan Sides (Duplex)**—Select **1 Sided** for the printer to scan only one side of a document. Select **2 Sided** to scan both sides.
 - **Scan Resolution**—Select a setting to specify the output quality of the documents scanned to the DocuWare Server. Higher image resolution increases the file size and the time needed to scan the original document. Image resolution can be decreased to reduce the file size. Each setting specifies how many dots per inch are scanned.

Note: Although the application allows for a scan resolution of up to 600 dpi, certain devices are limited to a maximum of only 300 dpi. See the documentation that came with your device if you are unsure about the maximum scan resolution for your printer.
 - **Scan Color**—Select **On** for the printer to scan documents to the DocuWare Server in color. Select **Off** to scan documents in black and white.
 - **Scan Contrast**—Specify a setting to increase or decrease the difference between lights and darks in a scanned image. Select **Best for Content** if you want the printer to adjust the contrast automatically, or select a value from 0 (least contrast) to 5 (most contrast).
 - **Scan File Format**—Select an option to specify the output format (TIF, JPEG, or PDF) for scans stored on the DocuWare Server.

Note: The JPEG file format does not support multiple pages. If users will be scanning documents containing more than one page, then use either TIF or PDF as the scan file format.
- 3 Do one of the following:

Using the Embedded Web Server

- Click **Return** to go back to the main configuration page without making any changes.
- Click **Restore Defaults** to return all fields to factory default settings.
- Click **Reset** to cancel changes to all fields and begin again.
- Click **Apply** to save changes.

Note: Reset and Apply are the only options available on certain devices.

Using MarkVision Professional

- Click **OK** to save changes.
- Click **Cancel** to exit without making changes.

Configuring confirmation options

- 1 Access the application configuration settings from the Embedded Web Server or MarkVision Professional.
- 2 From the Configure, Profile, or Profiles page, add or edit a profile, and then change the confirmation options as necessary.
 - **Display Confirmation Page**—Select this option to specify that users will be presented with a confirmation page on the printer control panel. after scanning documents into a project on the DocuWare Server.
 - **Print Confirmation Page**—Select this option to specify that the printer will print a confirmation page after users scan documents into a project on the DocuWare Server.
 - **Email Confirmation Page**—Select this option to specify that the printer will send a confirmation e-mail after users scan documents into a project on the DocuWare Server. Addresses for recipients must be specified in the “Email To” field.
 - **Email To**—If you select the Email Confirmation Page option, then you must specify at least one recipient's e-mail address in this field. Multiple addresses should be separated by commas.
- 3 Do one of the following:

Using the Embedded Web Server

- Click **Return** to go back to the main configuration page without making any changes.
- Click **Restore Defaults** to return all fields to factory default settings.
- Click **Reset** to cancel changes to all fields and begin again.
- Click **Apply** to save changes.

Note: Reset and Apply are the only options available on certain devices.

Using MarkVision Professional

- Click **OK** to save changes.
- Click **Cancel** to exit without making changes.

Deleting a profile

- 1 Access the application configuration settings from the Embedded Web Server or MarkVision Professional.
- 2 From the Configure, Profile, or Profiles page, select a profile from the list, and then click **Delete** or **Remove**.
- 3 Click **Remove** to confirm.

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.

Exporting and importing a configuration using the Embedded Web Server

You can export configuration settings into a text file that can then be imported and used to apply the settings to one or more additional printers.

Exporting a configuration

- 1 From the Embedded Web Server, click **Settings** or **Configuration**.
- 2 Click **Device Solutions > Solutions (eSF)**, or click **Embedded Solutions**.
- 3 From Installed Solutions, click the name of the application you want to configure.
- 4 Click **Configure > Export**.
- 5 Follow the instructions on the computer screen to save the configuration file, and then enter a unique file name or use the default name.

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

Importing a configuration

- 1 From the Embedded Web Server, click **Settings** or **Configuration**.
- 2 Click **Device Solutions > Solutions (eSF)**, or click **Embedded Solutions**.
- 3 From Installed Solutions, click the name of the application you want to configure.
- 4 Click **Configure > Import**.
- 5 Browse to the saved configuration file, and then load or preview it.

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

Exporting and importing a configuration using MarkVision Professional

Exporting configuration settings

- 1 From the MarkVision Professional Home screen, select **Embedded Solutions - Solutions Management** from the All Tasks list.
- 2 Using the Quick Find or Folders tabs, select the device(s) where the application is installed.
Use **Ctrl + click** and **Shift + click** to select multiple devices.
Note: Password-protected network devices are displayed in red. Enter the device password to gain access to the device.
- 3 From the list, select the name of the application you want to configure, and then click **Export**.
- 4 Browse to find a location to save the universal configuration file (.ucf), and then click **Save**.

Importing configuration settings

- 1 From the MarkVision Professional Home screen, select **Embedded Solutions - Solutions Management** from the All Tasks list.
- 2 Using the Quick Find or Folders tabs, select the device(s) where the application is installed.
Use **Ctrl + click** and **Shift + click** to select multiple devices.
Note: Password-protected network devices are displayed in red. Enter the device password to gain access to the device.
- 3 From the list, select the name of the application you want to configure, and then click **Import**.
- 4 Browse to find the universal configuration file (.ucf), and then click **Add**.

Using Scan to DocuWare

After the application is installed, the scan features on the MFP will behave differently when users scan to a DocuWare Server using a Scan to DocuWare profile. Within each profile, the prompts that users will see are determined by settings configured by the administrator. Therefore, users may not see all of the prompts described here when using a particular profile.

Scanning documents using Scan to DocuWare

- 1 Touch the application profile icon.
- 2 If prompted, enter the user name and password used to access the printer, and then touch **Next**. Contact your system support person for login information.
- 3 Select a file cabinet from the list, and then touch **Next**.

Note: Contact your network administrator if you need to access a file cabinet that is not displayed in the list.

- 4 Depending on how the application has been configured, you may now be prompted to specify values for a number of index fields. These values help differentiate your document from others stored in the file cabinet directory. After entering a value for a particular index field, touch **Next**.

Notes:

- Index fields marked with an asterisk (*) are required.
- The prompts for certain optional index fields may not feature a Next button. Instead, users must select a value (such as **True**, **False**, or **[BLANK]**).
- The application cannot detect the maximum length for text fields set by the administrator on the DocuWare server. The administrator must enforce the length if necessary, or else users may receive unrecoverable error messages when verifying index field data after scanning.

- 5 When prompted, load the document into the scanner and then touch **Next**.

Note: Documents may be loaded into the scanner in multiple ways. For information on the different methods for loading documents into the scanner, see the printer *User's Guide*.

- 6 From the Preview Scan screen, touch one of the following:
 - **Accept and continue**—This lets you to scan more pages to save with the current job
 - **Discard**—This lets you to remove the page(s) you just scanned from the current job
 - **Finish the job**—This sends the current job to the DocuWare Server
 - **Cancel Job**—This cancels the current job and lets you return to the printer home screen

Depending on how the application has been configured, you may see a confirmation screen. This screen will indicate whether or not your scan was sent successfully to the DocuWare Server.

- 7 Touch **Next**.
- 8 Touch **Yes** to return to the project list and perform another scan, or touch **No** to return to the printer home screen.

Troubleshooting

Scan to DocuWare troubleshooting

Application cannot authenticate user

Try one or more of the following.

CHECK THE APPLICATION SETTINGS

Make sure the application settings match the settings for the DocuWare server. For more information about configuring Scan to DocuWare settings, see “Configuring Scan to DocuWare” on page 11.

MAKE SURE THE PROXY INFORMATION IS CONFIGURED PROPERLY

For more information on configuring Scan to DocuWare network settings, see “Configuring network settings” on page 11.

MAKE SURE THAT THE **DOCUWARE WEB SERVICES COMPONENT** IS INSTALLED

For more information about installing the Web Services component, see the documentation that came with DocuWare.

MAKE SURE TO SPECIFY THE CORRECT USER NAME AND PASSWORD

If the application is configured to use DocuWare credentials to authenticate users, then make sure to type the correct user name and password combination from the application configuration settings.

CONTACT YOUR SOLUTIONS PROVIDER

If you cannot isolate the problem, then contact your solutions provider for additional help.

An application error has occurred

CHECK THE **ORGANIZATION** SETTING ON THE **SCAN TO DOCUWARE CONFIGURATION PAGE**

- 1 Access the application configuration settings from the Embedded Web Server or MarkVision Professional.
- 2 From the Configure, Profile, or Profiles page, edit your profile.
- 3 Check that the entry in the Organization field matches the organization name listed on the DocuWare server.

CHECK THE SYSTEM LOG

- 1 Type the printer IP address or host name in the address field of your Web browser.

Note: If you do not know the IP address or host name of the printer, then you can:

- View the information on the printer control panel home screen, or in the TCP/IP section under the Networks/Ports menu.
 - Print a network setup page or menu settings page and locate the information in the TCP/IP section.
- 2 From the navigation menu on the left, click **Settings** or **Configuration**.
 - 3 Click **Device Solutions > Solutions (eSF)**, or click **Embedded Solutions**.
 - 4 Click **System** tab > **Log**.
 - 5 From the Filter menu, select an application status.
 - 6 From the application menu, select an application, and then click **Submit**.

ADJUST THE SCAN SETTINGS

In the application configuration settings, select a lower scan resolution. You can select **Off** or a lower resolution from the Scan Color drop-down menu.

CONTACT YOUR SOLUTIONS PROVIDER

If you cannot isolate the problem, then contact your solutions provider for additional help.

A network error has occurred

Try one or more of the following:

MAKE SURE THE APPLICATION SETTINGS MATCH THE DOCUWARE SERVER SETTINGS

If the error message appears during user authentication, then make sure the settings in the application match the settings for the DocuWare server.

MAKE SURE THE PROXY INFORMATION IS CONFIGURED PROPERLY

For more information on configuring Scan to DocuWare network settings, see “Configuring network settings” on page 11.

MAKE SURE THE PRINTER IS CONNECTED TO THE NETWORK

Make sure all appropriate network cables are securely connected and 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.

MAKE SURE THE DOCUWARE SERVER IS UP AND RUNNING

'Keyword' index field type detected in the selected file cabinet

Scan to DocuWare does not support Keyword as an index field type. Any file cabinets that use this index field type will be unavailable.

REMOVE THE KEYWORD INDEX FIELD TYPE

If possible, remove the index field that uses the Keyword field type. For more information on configuring index field settings, see “Configuring index field settings” on page 14.

MOVE THE KEYWORD INDEX FIELD TYPE

Create an additional file cabinet without the 'Keyword' index field type, and migrate the server information from the file cabinet using the Keyword index field type to the new file cabinet. For more information about creating file cabinets, see the documentation that came with DocuWare.

The text file for Specific Index Fields is missing

This message indicates that the Show Only Specific Index Fields setting is selected, but Scan to DocuWare cannot detect a text file associated with the “Specific Index Fields Text File” field.

MAKE SURE THE TEXT FILE HAS BEEN UPLOADED

- 1 Access the application configuration settings from the Embedded Web Server or MarkVision Professional.
- 2 From the Configure or Profiles page, check that a file has been uploaded to the “Specific Index Fields Text File” option.
 - **Show Only Specific Index Fields**—Select this option to use the text file uploaded in the “Specific Index Fields Text File” to specify which index fields will be visible.
 - **Specific Index Fields Text File**—Click **Browse** to upload a comma-delimited text file that specifies which index fields will be visible to users from the printer display.

Notes:

- Each line of the text file should begin with the name of the file cabinet, followed by each of the index fields that users should see on the MFP touch screen. For example, if a server has a file cabinet called Legal, with index fields named Case Number, Company Name, Date, Comments, and Case Type, the entry in the text file might look like this: **Legal, Case Number, Comments, Date**. In that scenario, any user accessing the Legal file cabinet will see only the Case Number, Comments, and Date index fields on the MFP touch screen.
- To specify which index fields will be visible for other file cabinets, add them on separate lines to the text file.

- 3 Click **Apply** or **OK**.

Note: Click **View Current Value** to check the text file that is currently stored.

A project does not appear in the project list

Try one or more of the following:

CHECK THE APPLICATION SETTINGS

Make sure that the application settings match the settings for the DocuWare server. For more information about configuring the application settings, see “Configuring Scan to DocuWare” on page 11.

MAKE SURE THE PROJECT IS VALID

Check that the project was created properly, and that users are able to add and view documents for this project from the server Web site.

If users cannot add or view files from the server Web site, then make sure they have appropriate access to the project.

MAKE SURE USERS HAVE APPROPRIATE ACCESS TO THE PROJECT

Make sure users have privileges to scan to the DocuWare server.

CONTACT YOUR SOLUTIONS PROVIDER

If you cannot isolate the problem, then contact your solutions provider for additional help.

Index field selection list is not up-to-date

CLEAR THE STANDARD SELECT LIST SETTING IN THE DOCUWARE SOFTWARE

For more information about changing DocuWare server settings, see the documentation that came with DocuWare.

Users cannot see index fields

CONFIGURE THE APPLICATION TO PROMPT FOR ALL INDEX FIELDS

- 1 Access the application configuration settings from the Embedded Web Server or MarkVision Professional.
- 2 From the Configure or Profiles page, open a profile for edit.
- 3 Clear the **Show Only Specific Index Fields** check box to prompt for all index fields from the printer display.
- 4 Click **Apply** or **OK**.

MAKE SURE THE TEXT FILE UPLOADED FOR THE SPECIFIC INDEX FIELDS IS FORMATTED CORRECTLY

- 1 Access the application configuration settings from the Embedded Web Server or MarkVision Professional.
- 2 From the Configure or Profiles page, change the index field settings as necessary.
 - **Show Only Specific Index Fields**—Select this option to use the text file uploaded in the “Specific Index Fields Text File” field.
 - **Specific Index Fields Text File**—Click **Browse** to upload a comma-delimited text file that specifies which index fields will be visible to users from the printer display.

Notes:

- Each line of the text file should begin with the name of the file cabinet, followed by each of the index fields that users should see on the MFP touch screen. For example, if a server has a file cabinet called Legal, with index fields named Case Number, Company Name, Date, Comments, and Case Type, the entry in the text file might look like this: **Legal, Case Number, Comments, Date**. In that scenario, any user accessing the Legal file cabinet will see only the Case Number, Comments, and Date index fields on the MFP touch screen.
- To specify which index fields will be visible for other file cabinets, add them on separate lines to the text file.

3 Click **Apply** or **OK**.

Documents are not scanning in color

CONFIGURE THE APPLICATION TO SCAN DOCUMENTS IN COLOR

- 1** Access the application configuration settings from the Embedded Web Server or MarkVision Professional.
- 2** From the Scan Color drop-down menu, select **On**.
- 3** Click **Apply** or **OK** to save the changes.

Appendix

Checking which version of the Embedded Solutions Framework is installed on a printer

- 1 Type the printer IP address or hostname in the address field of your Web browser.
- 2 From the Embedded Web Server, click **Reports > Device Settings**.
- 3 Scroll down until you see Embedded Solutions (usually found near the bottom).
- 4 Under Embedded Solutions, the value next to **Framework** = signifies the installed version.

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