# Scan to Network and Scan to Network Premium

**Administrator's Guide**

# Contents

# Overview

Use the application to scan documents from the printer to network destinations specified by the administrator.

After establishing the destinations in the network, complete the setup process by installing and configuring the application on the appropriate printers.

- **Advanced Imaging**—Users can auto-crop, despeckle, or deskew images, or remove blank pages.
- **Advanced Scan Preview**—Users have more options available from the preview screen, such as automatic and manual crop, page rotation, contrast, darkness, and page addition or removal. Aside from disabling the scan preview or allowing a preview of the first page, administrators can enable a preview for all pages.
- **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 or custom prompts, administrators can include this information in the file name of the scanned document.
- **OCR**—This feature enables the printer to convert the scanned document to searchable PDF or editable text.
- **Page Break**—This feature enables the printer to break a job based on a set of number of pages per file. Users can set the page break using the bar code template.

## Working with other applications

- **Bar Code Discovery** lets administrators create bar code templates to specify the location and type of bar code that users frequently scan. The bar code template is added to a scan destination to reduce the scan time and identify bar codes on a given printer. The bar code information collected in the scan is included in the scan index file and added to the file name of the scanned document.
- **Lexmark™AccuRead™ OCR** lets you use the optical character recognition (OCR) feature to enable printers to convert scanned documents to searchable PDF and editable text.

For more information, contact your Lexmark representative.

## Supported bar codes

- Codabar
- 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-A +2
- UPC-A +5
- UPC-E

# Supported scan file types

- JPEG
- PDF[2]
- PDF - Highly Compressed[2]
- PDF - Searchable[1,2]
- PDF - Searchable Highly Compressed[1,2]
- PDF - Secure
- PDF - Secure Highly Compressed
- PDF - Secure Searchable[1]
- PDF - Secure Searchable Highly Compressed[1]
- Rich Text[1]
- Text[1]
- TIFF - Multiple Files
- TIFF - Single File
- XPS

[1] The file type appears only when AccuRead OCR is enabled.

[2] The file type can be converted to Archivable PDFs.

**Note:** To use OCR, a printer hard disk is required.

# Configuring the application

## Accessing the Embedded Web Server

**1** Obtain the printer IP address. Do either of the following:
  - Locate the IP address on the printer home screen.
  - View the IP address in the Network Overview section or in the TCP/IP section of the Network/Ports menu.

**2** Open a web browser, and then type the printer IP address.

## Customizing the application icon

**1** From the Embedded Web Server, access the configuration page for the application.

**2** Specify the text and image that you want to appear on your home screen.

   **Note:** For more information, see the mouse-over help.

**3** Click **Apply**.

## Configuring a destination

### Using the configuration page for the application

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

**2** Depending on your printer model, do one of the following:
  - Click **Apps** > **Apps Management**.
  - Click **Device Solutions** > **Solutions (eSF)**.
  - Click **Embedded Solutions**.

**3** Select the application from the list.

**4** In Scan Destination, click **Add**.

**5** Configure the application.

   **Note:** For more information on each setting, see the mouse-over help or see "Configuring destination settings" on page 6.

**6** Click **OK** > **Apply**.

### Using "Set up Scan to Network"

This feature is available only in Embedded Solutions Framework (eSF) version 4.0 printers.

**Note:** For more information on the Embedded Solutions Framework (eSF) version installed on your printer, see the **help information documentation**.

**1** From the Embedded Web Server, click **Set up Scan to Network**.

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

**3** Configure the application.

> **Note:** For more information on each setting, see .

**4** Click **OK**.

# 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 .
- For a list of protocols used or required by the application, see the *Readme* file.

**Network Folder**

| Use | To |
|-----|-----|
| **Address** | Type the IP address of the network folder. You can type up to 255 characters.<br>**Note:** The following characters are not allowed: /, :, \*, ?, ", <, >, \|, +<br>Add the LDAP path attribute to any section of the field by typing `%u`. For example, `\\local\%u\share`. |
| **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.<br>**Note:** This setting appears only when the LDAP Path Attribute field is not empty. |
| **Use Service Account for File Access** | Specify the source from which the user ID is validated against the LDAP server.<br>By default, the user ID that is set in the authentication options for the application is used.<br>When enabled, this option uses the user ID to access the application from the control panel. This option lets all accounts scan to the network folder.<br>**Note:** This setting appears only when the LDAP Path Attribute field is not empty. |
| **Domain** | Type the Windows domain for the destination if the destination resides within a different domain than the printer. |

| Use | To |
|---|---|
| **WINS Server** | Type the WINS Server address if the printer has difficulty connecting to a network folder destination. |
| **Broadcast Address** | Type the network Broadcast Address if the printer has difficulty connecting to a network folder destination. |

**FTP**

| Use | To |
|---|---|
| **Address** | Type the server name. You can type up to 255 characters.<br>**Note:** The following characters are not allowed: /, :, *, ?, ", <, >, \|, +<br>Add the LDAP path attribute to any section of the field by typing **%u**. For example, **server/%u/share**. |
| **Port** | Enter the port number used to communicate to the FTP server. The default port for FTP is 21; for SFTP, 22. |
| **SFTP** | Enable a secured FTP connection. |
| **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.<br>**Note:** This setting appears only when the LDAP Path Attribute field is not empty. |
| **Use Service Account for File Access** | Specify the source from which the user ID is validated against the LDAP server.<br>By default, the user ID that is set in the authentication options for the application is used.<br>When enabled, this option uses the user ID to access the application from the control panel. This option lets all accounts scan to the network folder.<br>**Note:** This setting appears only when the LDAP Path Attribute field is not empty. |

## Authentication Options

| Use | To |
|---|---|
| **Use Kerberos authentication** | Use a Kerberos ticket to authenticate to network destinations.<br>**Notes:**<br><br>• This option is visible if the location is set to **Network Folder**.<br>• For printers running the Embedded Solutions Framework (eSF) version 2.0, if you select this option, then make sure that **Use MFP authentication credentials** is also selected. |
| **Guest (Network Folder)/Anonymous (FTP)** | Allow the user to access the destination without prompting for authentication credentials. |

| Use | To |
|---|---|
| **Use MFP authentication credentials** | Prompt the user to enter the authentication credentials set on the printer when they access the application from the printer control panel. The authentication settings for the printer must be configured appropriately for this option to work correctly.<br><br>**Note:** Select this option if your printer has been configured to use access controls and a security template has been assigned to the "Device Apps" or "Use Profiles" access control, depending on your device. For more information, see the *Embedded Web Server — Security Administrator's Guide* for your printer. |
| **Prompt for username and password** | Prompt the user to enter authentication credentials.<br><br>**Note:** Do not select this option if your printer has been configured to use access controls. |
| **Use static username and password** | Use the authentication credentials for the destination as specified in the Username and Password fields, without requiring the user to enter them at the touch screen. |

## Scan Settings

Adjust the settings to determine the default settings to use for each scan.

**Note:** Some scan settings are available only in some printer models. For a complete list of available scan settings, see the printer *User's Guide*.

| Use | To |
|---|---|
| **Paper size** | Specify the paper size of the original document. |
| **Orientation** | Specify whether the original document is in portrait or landscape orientation. |
| **Content** | Specify the content of the original document to enhance scan quality. |
| **Sides (Duplex)** | Allow users to scan one-sided or two-sided documents. |
| **Format** | Specify the output for the scanned image.<br><br>**Note:** The Secure PDF file format is available only in some printer models. |
| **PDF Version** | Specify the version of the PDF used for the scanned image.<br><br>**Notes:**<br><br>• For Archivable PDFs, select version **A-1a**, **A-1b**, or **A-2u**.<br>• Versions **A-1a** and **A-1b** are based on PDF version 1.4.<br>• Version **A-2u** is based on PDF version 1.7.<br>• This setting is enabled only when a PDF file format is selected. |

| Use | To |
|---|---|
| Resolution | Adjust the quality of the scanned document. If users are scanning photographs, drawings with fine lines, or documents with very small text, then increase the resolution setting.<br><br>**Notes:**<br><br>• Higher resolution settings result in larger files.<br>• The maximum scan resolution for color images is 300 dpi, and the maximum for grayscale images is 600 dpi. |
| Color | Scan document in color or in black and white. |
| Custom Job | Scan documents of mixed paper sizes into a single file. |
| Edge to Edge | Determine if the document is scanned edge to edge. |
| Contrast | Adjust the contrast of a scanned image. |
| Darkness | Lighten or darken the output of a scanned image. |
| Shadow Detail | Adjust the amount of detail in shadows on a scanned image. |
| Background Removal | Lighten or darken the background of a scanned image. |
| Scan Preview | Determine whether a preview appears for scan jobs.<br><br>If **Advanced Scan Preview** is enabled, then users can select other preview options, such as automatic and manual crop, rotate pages, contrast, and darkness. |

## Scan Adjustments

**1** Select each setting to set the default value.

**2** If you want to allow users to modify the default values from the printer, then select the check box next to the appropriate feature. If you want to prevent users from modifying the default settings, then clear 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 disable Scan Adjustments in multiple locations, allow user modification only when the default value is set to **Off**.

| Select | To |
|---|---|
| Auto Crop | Allow the printer to determine the best crop area for a scanned image. |
| Despeckle | Allow the printer to remove specks automatically from a scanned image. |
| Deskew | Allow the printer to straighten images automatically following a scan. |
| Blank Page Removal | Allow the printer to remove blank pages automatically from a scan file. |
| Tolerance | Set 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). |

# OCR (Convert to Text)

**Notes:**

- Make sure that AccuRead OCR is installed.
- To use this feature, select an OCR-supported file format for the scan destination. For more information, see "Supported scan file types" on page 4.
- For best results, OCR-supported file formats are automatically set to 300 dpi.
- A printer hard disk is required. For more information, see the printer *User's Guide*.

| Use | To |
|---|---|
| **OCR Recognized Languages** | Set the languages you want the OCR to recognize. |
| **Autorotate** | Automatically turn scanned documents to the proper orientation. |
| **Despeckle** | Allow the printer to remove specks automatically from a scanned image. |
| **Inverse Detection** | Allow OCR to recognize white text on black background, and then convert it to editable text. |
| **Auto Contrast Enhance** | Adjust the contrast automatically to improve OCR quality. |

# Custom Prompts

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

**1** In the Custom Prompts menu, select **Enable Custom Prompts**.

**2** Click **Add**.

**3** Select the type of custom prompt that you want to add.

**4** Configure the settings, and then click **Save**.

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

You can add six types of prompts to each destination.

| Select | To |
|---|---|
| **String** | Require users to enter a text string, such as a user ID.<br>- *Name*—The name of the prompt. It is not shown to the user on the printer touch screen.<br>- *Prompt Text*—The text that appears on the printer touch screen.<br>- **Default Value**—Type a default value for the prompt response. Users can keep this response or create their own.<br>- **Minimum Length**—The minimum number of characters users are allowed to enter in response to the Prompt Text.<br>- **Maximum Length**—The maximum number of characters users are allowed to enter in response to the Prompt Text.<br>- *Password (Mask Characters)*—If this field is set to **Yes**, then asterisks are shown for each character entered. |

| Select | To |
|--------|-----|
| **Integer** | Require users to enter a numeric value, such as a PIN.<br>• ***Name***—The name of the prompt. It is not shown to the user on the printer touch screen.<br>• ***Prompt Text***—The text that appears on the printer touch screen.<br>• **Default Value**—Type a default value for the prompt response. Users can keep this response or create their own.<br>• **Minimum**—The minimum value users are allowed to enter in response to the Prompt Text.<br>• **Maximum**—The maximum value users are allowed to enter in response to the Prompt Text.<br>• ***Password (Mask Numbers)***—If this field is set to **Yes**, then asterisks are shown for each number entered. |
| **Message** | Deliver a message on the printer touch screen. This prompt requires no user input.<br>• ***Name***—The name of the prompt. It is not shown to the user on the printer touch screen.<br>• ***Prompt Text***—The text that appears on the printer touch screen.<br>• ***Justification***—Determines how the text is aligned on the printer touch screen (Center, Left, or Right). |
| **Multiple Select** | Allow users to make multiple selections from a list of options.<br>• ***Name***—The name of the prompt. It is not shown to the user on the printer touch screen.<br>• ***Prompt Text***—The text that appears on the printer touch screen.<br>• ***Items***—The list of choices that are shown to users. Use commas to separate items in this field. |
| **Single Select** | Require users to make a single selection from a list of options.<br>• ***Name***—The name of the prompt. It is not shown to the user on the printer touch screen.<br>• ***Prompt Text***—The text that appears on the printer touch screen.<br>• ***Items***—The list of choices that are shown to users. Use commas to separate items in this field.<br>• **Default Item Position (Starts at 0)**—Determines which item is the default selection. Type **0** to indicate that the first item in the list is the default. If you do not want a default selection, then leave this field blank. |
| **Boolean** | Require users to choose whether an option is true or false.<br>• ***Name***—The name of the prompt. It is not shown to the user on the printer touch screen.<br>• ***Prompt Text***—The text that appears on the printer touch screen.<br>• ***Default Value***—Determines the default value that is shown to users on the printer touch screen. Choose **True** or **False**. |

## Bar code

**Notes:**

- To use the bar code settings, create bar code templates using Bar Code Discovery. For more information, see the *Bar Code Discovery User's Guide* or contact your Lexmark representative.
- The application scans for bar codes before performing any other operations, including blank page removal. If bar codes are enabled, then remove any blank pages from the document before scanning.

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

## Page Break

Page Break enables the printer to break a print job into multiple jobs based on numeric values or bar codes set by the administrator.

**Note:** This feature is not compatible with JPEG and multiple-page TIFF file formats.

| Select | To |
|--------|-----|
| **Enable Page Break** | Enable the printer to break a job to multiple jobs. |
| **Number of pages between jobs** | Allow users to specify the number of page per file.<br>**Note:** This setting is enabled only when **Enable Page Break** is selected. |
| **Barcode** | Enable the printer to break a job based on a bar code specified in the first page bar code template. For more information, see <u>"Bar code" on page 11</u>.<br>**Notes:**<br>• Select the **Enable bar codes on first page** check box in the Bar code section to enable bar code page break.<br>• To include the bar code page template, select the **Include Barcode page** check box.<br>• This setting is enabled only when **Enable Page Break** is selected. |

## File

**Note:** To avoid errors, select either **Append time stamp** or **Over-write existing file**. If neither setting is selected and a file using the default name exists in the destination, then the application cannot save to the destination. An error also occurs.

| Use | To |
|-----|-----|
| **Name** | Type a default 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** | Replace an existing file of the same name automatically. |

| Use | To |
|---|---|
| Enable Custom Filename | Include information collected from custom prompts or bar code templates as part of the scan file name.<br><br>**1** Select an option from the Available list.<br><br>**2** Click the right arrow to add the option to the file name.<br><br>**3** Use the up and down arrows to arrange the options in the order that you want them to appear. |

## 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. (Custom scan jobs are excluded, because they have no uniform scan settings.) The administrator can use this file to write files, 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 user name within the destination folder. |
| Show on home screen | Create a shortcut with the scan destination name on the home screen. |

## Scan Confirmation Page

| Select | To |
|---|---|
| Include Thumbnail | Include a thumbnail of only the first page, all pages, or none at all (Off) with the scan confirmation page. |
| Print Confirmation Page | Determine if a confirmation page will be printed after a scan job. Select **Allow User to Choose** to let the user choose whether to print a confirmation page or not. |
| 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**.<br><br>**Note:** When Email Confirmation is used, 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, then the printer may be required to connect to the LDAP authentication server to retrieve network folder or FTP path information.

**Notes:**

- If your printer has been configured to use LDAP authentication for user access, then some or all 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.

**1** From the Embedded Web Server, click **Settings** > **Security** > **Security Setup** > **Address Book Setup**.

**2** Configure the following settings:
- **Server Address**—Type the IP address or host name of the LDAP server.
- **Server Port**—Enter the port number used to communicate to the LDAP server. The default port is 389.
- **Use SSL/TLS**—Select **None**.
- **LDAP Certificate Verification**—Select **Allow**.
- **Use GSSAPI**—Clear this check box.
- **Mail Attribute**—Type the mail attribute of the LDAP server.
- **Search Base**—Type the search base used on the LDAP server.
- **Search Timeout**—Enter a value from 5 to 300 seconds.
- **Displayed Name**—Select the format of the display name.
- **Max Search Results**—Enter a range from 5 to 500.
- **Use user credentials**—Clear this check box.

**3** Click **Submit**.

**4** Click **Device Credentials**, and then configure the following settings:

**Device Credentials**
- **Anonymous LDAP Bind**—Clear this check box.
- **Distinguished Name**—Type the distinguished name of the print server or servers.
- **MFP's Password**—Type the password for the print servers.

**Kerberos Settings**
- **MFP Login**—Type the user name for the print servers.
- **MFP Password**—Type the password for the print servers.

**5** Click **Submit**.

## Locating 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 field, type the names of all the domains found on your network.

**3** Click **Submit**.

# Importing or exporting a configuration file

**Note:** Importing configuration files overwrites the existing application configurations.

**1** From the Embedded Web Server, click **Apps** > **Application Name** > **Configure**.

**2** Click **Import/Export Configuration**.

**3** Select either of the following:

- **Replace all existing scan destinations with the imported destinations**—Overwrites the existing scan destinations.

  **Note:** This option is selected by default.

- **Add imported scan destinations to the existing list**—Add scan destinations to the existing list.

  **Notes:**

  - The scan destination names must be unique.
  - A space and a number are appended to its file name, and the number increments depending on the smallest available number starting with 2. For example, if the name of the stored file is Scan, then the new documents with the same file name are Scan 2, Scan 3, and Scan 4.

**4** Do either of the following:

- Browse to the configuration file, and then click **Import**.
- Click **Export**.

**Note:** For security purposes, passwords are excluded during exporting. To include passwords during import, manually set them.

# Checking the version of the Embedded Solutions Framework

**1** From the Embedded Web Server, click **Reports** > **Device Settings**.

**2** In the Embedded Solutions section, note the value associated with "Framework =."

**Note:** To view the complete list of supported printers for each version of the Embedded Solutions Framework, see the *Readme* file.

# Using the application

## Scanning documents

**1** Load an original document into the ADF tray or on the scanner glass.

   **Note:** For more information, see the printer *User's Guide*.

**2** From the home screen, touch the application icon.

**3** If prompted, enter your credentials.

**4** Select the destination. If prompted, enter your credentials to access the destination.

   **Note:** For login information, contact your administrator.

**5** If necessary, change the scan settings.

**6** Follow the instructions on the display.

# Troubleshooting

## The application icon is missing from the home screen

Try one of the following:

**Make sure that at least one valid destination is enabled**

For more information, see "Configuring a destination" on page 5.

**Make sure that "Always show button" is selected**

To show the application icon when no destinations are available, do the following:

1 From the Embedded Web Server, access the configuration page for the application.

2 In the Display Option menu, select **Always show button**.

3 Click Apply.

## Application error

Try one or more of the following:

**Check the system log**

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

2 Depending on your printer model, do one of the following:
- Click **Apps** > **Apps Management**.
- Click **Device Solutions** > **Solutions (eSF)**.
- Click **Embedded Solutions**.

3 Click **System** > **Log**.

4 Select and submit the appropriate filters.

5 Analyze the log, and then resolve the problem.

**Adjust the scan settings**

1 From the Embedded Web Server, access the configuration page for the application.

2 In the scan settings, select a lower scan resolution or turn off color scanning.

3 Click **Apply**.

**Contact your Lexmark representative**

# A network destination stopped working or is invalid

Try one or more of the following:

**Make sure that the destination is shared and has a valid network address**

From the Embedded Web Server, access the configuration page for the application, and then confirm the destination network address.

**Make sure that the printer is connected to the network**

**Make sure that the user name and password are correct**

**Make sure to specify the domain information of the source file**

To obtain the network address of the computer that contains the source file, contact your administrator.

**1** From the Embedded Web Server, access the configuration page for the application.

**2** Edit the network settings.

   **Note:** Some applications require changing the settings from the profile page.

**3** Apply the changes.

**Check the system log**

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

**2** Depending on your printer model, do one of the following:

   - Click **Apps** > **Apps Management**.
   - Click **Device Solutions** > **Solutions (eSF)**.
   - Click **Embedded Solutions**.

**3** Click **System** > **Log**.

**4** Select and submit the appropriate filters to view the log entries.

**Contact your system administrator**

# Cannot scan to the selected destination

**Make sure that the destination is valid**

From the Embedded Web Server, access the configuration page for the application, and then confirm the destination network address.

**If the printer and destination are in different domains, then make sure that the domain information is specified**

From the Embedded Web Server, access the configuration page for the application, and then enter the appropriate domain information.

**Make sure that the printer is connected to the network**

**Make sure that the user name and password are correct**

**Make sure that the user has permission to save scans to the destination**

1 From the Embedded Web Server, access the configuration page for the application.

2 From the Scan Destination section, select the destination to configure.

3 From the Authentication Options section, select the correct authentication type, and if necessary, type the correct authentication credentials.

4 Apply the changes.

**Make sure that a file with the default file name does not exist in the destination**

Remove the old file from the destination, or configure the application to:

- Allow users to type a file name.
- Append the time stamp.
- Overwrite the existing file.

**Configure the firewall to allow communication with the subnet in which the printer is located**

For more information, contact your system administrator.

**Make sure that the printer and destination have the same subnet**

For more information, contact your system administrator.

**Make sure that the LDAP settings are configured properly in your printer setup and in the setup dialog**

For more information, contact your system administrator.

**Contact your system administrator**

# An error occurs when opening a secure PDF file

**Make sure that the PDF version for the device is not set to A-1a**

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

**2** Click **E-mail/FTP Settings** > **E-mail Settings**.

**3** From the E-mail Settings menu, click **PDF Settings**.

**4** Select a PDF version except **A-1a**.

# Notices

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August 2023

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