Scan to SharePoint

Administrator's Guide

Contents

Overview

Use the application to scan documents securely from the printer to sites housed on SharePoint® servers. You can also do the following:

- Navigate to SharePoint-based Web sites.
- Create folders.
- Print documents.

Deployment readiness checklist

☐ You have any of the following SharePoint servers:
- SharePoint Online
- SharePoint Server 2013 with ADFS 2.0
- SharePoint Server 2013
- SharePoint Server 2010 with ADFS 2.0
- SharePoint Server 2010
- SharePoint Server 2007

☐ Active Directory Federation Services (ADFS) 2.0

Note: This option applies only to SharePoint Server 2013 and SharePoint Server 2010.

☐ SharePoint URL (URL of the site collection)

_____

☐ You have one of the following information to configure NT LAN Manager (NTLM) authentication:
- For default credentials, you need the default user name and password.
- For session credentials, you need the login credentials depending on the function access control assigned to the application.

☐ You have the following information to configure Kerberos authentication:
- KDC address

_____

- KDC port number

_____

- Realm

_____

☐ If you are using the ADFS feature, then you need the following information:
- KDC address

_____

- KDC port number

_____

- Realm

_____

☐   If your SharePoint server is outside your network, then you may need the following information:

– Proxy host name

_____

– Port number

_____

Configuring the SharePoint server settings

The following instructions are applicable only to SharePoint 2013 and SharePoint 2010.

Before you begin, make sure that:

- You have access to the Windows Internet Information Services (IIS) Manager and the SharePoint Central Administration site.
- The SharePoint server settings are configured properly so that the features and authentication methods work properly with the application.

Enabling authentication types

Note: These settings are applicable to SharePoint On-Premise servers only.

You can use NT LAN Manager (NTLM), Kerberos, or Active Directory Federation Services (ADFS) to authenticate users when accessing the application.

Before you configure the authentication settings in the printer Embedded Web Server, make sure that the authentication type is enabled in the SharePoint server.

1 Log in to the SharePoint server.

2 From the computer, launch the SharePoint Central Administration site, and then click **Application Management** > **Manage web applications** > the Web application name > **Authentication Providers** > **Default**.

3 Do any of the following:

Enable NTLM authentication

a From the Claims Authentication Types section, select **Enable Windows Authentication** and **Integrated Windows authentication**.

b From the drop-down menu, select **NTLM**.

Enable Kerberos authentication

a From the Claims Authentication Types section, select **Enable Windows Authentication** and **Integrated Windows authentication**.

b From the drop-down menu, select **Negotiate (Kerberos)**.

  Note: If this option is selected and Kerberos is not configured, then NTLM is used.

Enable ADFS authentication (only for SharePoint Server 2013 and SharePoint Server 2010 with ADFS 2.0)

a From the Claims Authentication Types section, select **Trusted Identity provider**.

b From the Trusted Identity Provider list, select the ADFS option.

4 Click **Save**.

Configuring site bindings

Site binding allows you to access a site using different protocols such as HTTP or HTTPS. NTLM and Kerberos authentication support both HTTP and HTTPS URLs. ADFS authentication supports HTTPS URLs only.

1 Log in to the SharePoint server.

2 From the computer, launch the Internet Information Services (IIS) Manager.

3 From the Connections pane, expand the server name.

4 Expand **Sites**, and then click the Web application name.

5 From the Actions pane, click **Bindings**.

6 If necessary, add HTTP and HTTPS bindings. Use port 80 for HTTP, and port 443 for HTTPS.

   Note: If you are configuring HTTPS, then select the SSL certificate.

7 Click **OK**.

Configuring SSL settings

The application supports HTTP and HTTPS URLs. HTTPS uses a Secure Sockets Layer (SSL) certificate to establish a secure connection between the printer and the SharePoint server. Access the Internet Information Services (IIS) Manager to specify how the SSL certificate is used depending on your authentication type.

1 Log in to the SharePoint server.

2 From the computer, launch the Internet Information Services (IIS) Manager.

3 From the Connections pane, expand the server name.

4 Expand **Sites**, and then click the Web application name.

5 From the IIS section, double-click **SSL Settings**.

6 Configure the SSL settings.

   Note: If you select **Require SSL**, then only HTTPS is supported.

   Some SharePoint server SSL settings are not supported depending on your authentication type. A check mark indicates a supported SSL configuration.

Authentication type	Embedded Web Server SSL settings	SharePoint server settings		
		Ignore	Accept	Required
NTLMv1	Disabled	✓	X	X
	Ignore User Certificates	✓	X	X
	Provide User Certificates	✓	X	X

Authentication type	Embedded Web Server SSL settings	SharePoint server settings		
		Ignore	Accept	Required
NTLMv2	Disabled	✓	✓	X
	Ignore User Certificates	✓	✓	X
	Provide User Certificates	✓	X	X
Kerberos	Disabled	✓	✓	X
	Ignore User Certificates	✓	✓	X
	Provide User Certificates	X	X	X
Smart Card Authentication Client	Disabled	✓	✓	X
	Ignore User Certificates	✓	✓	X
	Provide User Certificates	✓	✓	✓

Note: For more information on configuring SSL and client certificates for Smart Card Authentication Client, see the *Smart Card Authentication Client Administrator's Guide*.

7 From the Actions pane, click **Apply**.

Configuring alternate access mapping

For the application to show the files in the SharePoint URL only, make sure that the alternate access mapping is properly configured in the SharePoint server. Alternate access mapping allows the SharePoint URL to be associated with a public URL that is externally accessible. If not properly configured, then the application shows all the document libraries, folders, and files of the root URL.

1 Log in to the SharePoint server.

2 From the computer, launch the SharePoint server Central Administration site, and then locate **Configure alternate access mappings**.

3 If necessary, from the Alternate Access Mapping Collection menu, navigate to:

   Change Alternate Access Mapping Collection > the Web application name

4 Assign the SharePoint URL to its corresponding Public URL zone.

   a Add or edit an internal URL.

   b Type the SharePoint URL, and then select a zone.

   c Click **Save**.

Configuring columns

SharePoint allows you to add property columns to your document libraries. These columns contain information about the files saved in the SharePoint server.

Note: Before scanning, the application prompts users to add property values to the scanned document.

1 Open a Web browser, and then type the SharePoint URL.

2 Log in using an administrator account.

3 Select a document library, and then click the **Library** tab.

4 Click **Create Column**.

5 From the Create Column section, type the column name.

6 Select the column type.

The application supports only the following column types:
- Single line of text
- Multiple lines of text
- Choice
- Number
- Currency
- Date and Time
- Yes/No
- Hyperlink or Picture

Note: Column names created using **Quick Edit** may not match the column names in the file information shown by the application.

7 Configure the additional column settings.

Note: For the Number column type, selecting **Show as percentage** converts the value to a decimal in the application. For example, if the value in the number column in SharePoint is 50%, then the application shows the value in the file information as .50.

8 Click **OK**.

Configuring forms-based authentication

The application submits a form to the SharePoint server to authenticate the user. If ADFS is enabled, then the authentication is redirected to the ADFS server. ADFS validates the user credentials, and then returns a token to the application.

This feature is available only in SharePoint 2013 and SharePoint 2010 with ADFS 2.0 configured with Kerberos.

1 Log in to the server where ADFS is configured.

2 Using a text editor, open the *web.config* file in C:\inetpub\adfs\ls.

3 Search for the **`<localAuthenticationTypes>`** tag, cut the entire "Forms" element, and then paste it to the top of the list.

Sample configuration

```
<localAuthenticationTypes>
        <add name="Forms" page="FormsSignIn.aspx" />
        <add name="Integrated" page="auth/integrated/" />
        <add name="TlsClient" page="auth/sslclient/" />
        <add name="Basic" page="auth/basic/" />
</localAuthenticationTypes>
```

4 Save the changes.

Configuring the application from the Embedded Web Server

Configuring proxy settings

If you are using SharePoint Online and your network is protected by a firewall, then you may need to configure the proxy settings.

1 Open a Web browser, and then type the printer IP address.

> **Note:** Locate the IP address on the printer home screen.

2 Click **Settings** or **Configuration**.

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

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

4 Select the application from the list.

5 From the Proxy Settings section, type the proxy host name and port number.

> **Note:** To obtain the proxy host name and port number, contact your system administrator.

6 Apply the changes.

Adding or editing a profile

1 Open a Web browser, and then type the printer IP address.

> **Note:** Locate the IP address on the printer home screen.

2 Click **Settings** or **Configuration**.

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

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

4 Select the application from the list, and then click **Configure**.

5 From the Profile section, add or edit a profile.

6 Configure the settings.

> **Notes:**
>
> - For information on configuring NTLM authentication, see <u>"Configuring NTLM authentication" on page 13</u>.
> - For information on configuring Kerberos authentication, see <u>"Configuring Kerberos authentication" on page 13</u>.

- For information on configuring ADFS authentication, see "Configuring ADFS with Kerberos" on page 15.
- For information on configuring the SharePoint settings, see "Configuring SharePoint settings" on page 17.

7 Apply the changes.

Configuring NTLM authentication

Note: Make sure that NTLM authentication is enabled in the SharePoint server. For more information, see "Enabling authentication types" on page 7.

1 Add or edit a profile.

2 From the Authentication section, set the authentication type to **NTLM** or **NTLMv2**.

   Notes:

   - If your SharePoint server is running on Windows Server 2008 R2 or later, then select **NTLMv2**.
   - If your SharePoint server is running on Windows Server 2008 or earlier, then select **NTLM**.

3 Specify how SSL is used to connect to the SharePoint server.

   Note: For more information, see "Configuring SSL settings" on page 8.

4 From the NTLM Settings section, do one of the following:
   - If you selected **Use default credentials**, then type the default user name and password.
   - If you selected **Use session credentials**, then the application uses the assigned function access control credentials. For example, Internal Accounts, LDAP, or Active Directory.
   - If you selected **Prompt for user credentials**, then you are prompted for the assigned function access control credentials.

5 From the ADFS Settings section, clear **Connect to ADFS**.

6 Apply the changes.

Configuring Kerberos authentication

Note: Make sure that Kerberos authentication is enabled in the SharePoint server. For more information, see "Enabling authentication types" on page 7.

1 Add or edit a profile.

2 From the Authentication section, set the authentication type to **Kerberos**.

3 Specify how SSL is used to connect to the SharePoint server.

   Note: For more information, see "Configuring SSL settings" on page 8.

4 From the ADFS Settings section, clear **Connect to ADFS**.

5 Apply the changes.

Configuring the Kerberos settings

1 Open a Web browser, and then type the printer IP address.

Note: Locate the IP address on the printer home screen.

2 From the Embedded Web Server, navigate to:

Settings > **Security** > **Security Setup** > Advanced Security Setup > **Kerberos 5** > Simple Kerberos Setup

3 Type the KDC address, KDC port number, and realm.

Note: Type the realm in uppercase.

4 Click **Submit**.

Creating a security template

1 Open a Web browser, and then type the printer IP address.

Note: Locate the IP address on the printer home screen.

2 From the Embedded Web Server, navigate to:

Settings > **Security** > **Security Setup** > Advanced Security Setup > **Security Template** > **Add a Security Template**

3 Type the security template name.

4 Set Authentication Setup to **Kerberos Building Block**.

5 Click **Save Template**.

Configuring the access control

1 Open a Web browser, and then type the printer IP address.

Note: Locate the IP address on the printer home screen.

2 From the Embedded Web Server, navigate to:

Settings > **Security** > **Security Setup** > Advanced Security Setup > **Access Controls** > **Device Apps**

3 In the Scan to SharePoint menu, select the Kerberos security template that you created.

4 Click **Submit**.

Configuring ADFS authentication

Notes:

- This feature applies only to SharePoint 2013 and SharePoint 2010 with ADFS 2.0. Make sure that ADFS authentication is enabled in the SharePoint server. For more information, see <u>"Enabling authentication types" on page 7</u>.
- This feature is available only in **eSF v3.x** and **eSF v4.x** printers. For a list of supported printer models, see the *Readme* file.
- ADFS authentication can be configured with simple Kerberos setup or the Smart Card Authentication Client application.
- The application does not support ADFS authentication with NTLM.

Configuring ADFS with Kerberos

1 Add or edit a profile.

2 From the Authentication section, set the authentication type to **Kerberos**.

3 Specify how SSL is used to connect to the SharePoint server.

Note: For more information, see <u>"Configuring SSL settings" on page 8</u>.

4 From the ADFS Settings section, select **Connect to ADFS**.

5 Select the authentication method.

Note: If you selected **Forms-based**, then make sure that the default local authentication type in the ADFS Web configuration file is set to forms-based authentication. For more information, see <u>"Configuring forms-based authentication" on page 10</u>.

6 Apply the changes.

Configuring the Kerberos settings

1 Open a Web browser, and then type the printer IP address.

Note: Locate the IP address on the printer home screen.

2 From the Embedded Web Server, navigate to:

Settings > **Security** > **Security Setup** > Advanced Security Setup > **Kerberos 5** > Simple Kerberos Setup

3 Type the KDC address, KDC port number, and realm.

Note: Type the realm in uppercase.

4 Click **Submit**.

Creating a security template

1 Open a Web browser, and then type the printer IP address.

Note: Locate the IP address on the printer home screen.

2 From the Embedded Web Server, navigate to:

Settings > **Security** > **Security Setup** > Advanced Security Setup > **Security Template** > **Add a Security Template**

3 Type the security template name.

4 Set Authentication Setup to **Kerberos Building Block**.

5 Click **Save Template**.

Configuring the access control

1 Open a Web browser, and then type the printer IP address.

Note: Locate the IP address on the printer home screen.

2 From the Embedded Web Server, navigate to:

Settings > **Security** > **Security Setup** > Advanced Security Setup > **Access Controls** > **Device Apps**

3 In the Scan to SharePoint menu, select the Kerberos security template that you created.

4 Click **Submit**.

Configuring ADFS with Smart Card Authentication Client

Before you begin, make sure that Smart Card Authentication Client, the smart card reader, and the card reader driver are properly installed in the printer. For more information, see the *Smart Card Authentication Client Administrator's Guide*.

1 Add or edit a profile.

2 From the Authentication section, set the authentication type to **Kerberos**.

3 Specify how SSL is used to connect to the SharePoint server.

Note: For more information, see "Configuring SSL settings" on page 8.

4 From the ADFS Settings section, select **Connect to ADFS**.

5 In the Authentication Method menu, select **Integrated**.

6 Apply the changes.

Creating a security template

1 Open a Web browser, and then type the printer IP address.

Note: Locate the IP address on the printer home screen.

2 From the Embedded Web Server, navigate to:

Settings > **Security** > **Security Setup** > Advanced Security Setup > **Security Template** > **Add a Security Template**

3 Type the security template name.

4 Set Authentication Setup to **Smart Card Authentication Client**.

5 Click **Save Template**.

Configuring the access control

1 Open a Web browser, and then type the printer IP address.

Note: Locate the IP address on the printer home screen.

2 From the Embedded Web Server, navigate to:

Settings > **Security** > **Security Setup** > Advanced Security Setup > **Access Controls** > **Function Access**

3 In the Scan to SharePoint menu, select the Smart Card Authentication Client security template that you created.

4 Click **Submit**.

Configuring Smart Card Authentication Client

1 Open a Web browser, and then type the printer IP address.

Note: Locate the IP address on the printer home screen.

2 Click **Settings** or **Configuration**.

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

4 Select **Smart Card Authentication Client**, and then click **Configure**.

5 From the Smart Card Setup section, do the following:

a Set Kerberos Information to **Use simple Kerberos setup**.

b Type the realm, the domain controller, and the domain.

Note: Type the realm in uppercase.

6 Click **Apply**.

Configuring SharePoint settings

1 Add or edit a profile.

2 From the SharePoint Settings section, type the SharePoint URL.

Note: Exclude the default page of the site, document libraries, or folders when typing the URL. For example, to add **https://SharePointURL/Docs/default.aspx**, type only **https://SharePointURL/Docs**.

3 From the Connect To menu, select the SharePoint version.

Select **SharePoint On-Premise** if you are using any of the following:
- SharePoint Server 2013 with ADFS 2.0
- SharePoint Server 2013
- SharePoint Server 2010 with ADFS 2.0
- SharePoint Server 2010
- SharePoint Server 2007

Otherwise, select **SharePoint Online** if you are using a cloud-based SharePoint solution.

4 Type the URL scheme for My Site.

Use **%s** for the SharePoint URL and **%u** for the user ID variable. For example, if the My Site URL is **https://SharePointURL/personal/user1**, where:

- **https://SharePointURL** is the SharePoint URL
- **personal** is the path name
- **user1** is the user ID

then the scheme is **%s/personal/%u**.

Note: If you are using SharePoint Online, then type the exact My Site URL. For example, **https://company1-my.sharepoint.com/personal/user1_onmicrosoft_com**. You cannot use the variable "%s" because the SharePoint URL is modified when used as a My Site URL. For example, if your SharePoint URL is https://company1.sharepoint.com, then it is modified to https://company1-my.sharepoint.com when used as a My Site URL.

5 In the Filtered Locations field, type the name of the document library that you want to hide on the printer display.

6 In the Default Start Location field, type the name of the document library or subsite that you want to appear when you launch the application.

Notes:

- The specified default start location must not be a filtered location.
- If a subsite and a document library have the same name, then the application uses the subsite as the default start location.
- Subsite names are case sensitive. Make sure to type the subsite name with the correct capitalization. For example, if the subsite name is ABC, then type **ABC** in uppercase.

7 If you want users to type a check-in comment when uploading the scanned document, then select **Require Check-in Comments**.

8 In the "Prompt for optional data" menu, select the column data that you want to prompt to the users:

- **None**—Required columns only
- **All**—All supported columns
- **Non-Standard**—Required and non-required columns only
- **Selected**—Selected and required columns only

9 If necessary, configure the time stamp settings.

10 In the Personal Site Use menu, select how personal sites are used by the application:

- **Include Personal Sites**—Users can access their own personal site and the shared document libraries.
- **Only Allow Personal Sites**—Users can see only their own personal site.
- **Not Using Personal Sites**—The My Site button is unavailable, and users can only see the shared document libraries.

11 Enable printing and scanning.

12 Apply the changes.

Configuring scanning options

1 Add or edit a profile.

2 Configure the scan settings.

> **Notes:**
> - A hard disk is required to use custom jobs and show the scan preview.
> - Select **Enable Custom Job** to prompt users to scan from the automatic document feeder (ADF) or on the scanner glass.
> - When scanning documents that contain more than one page, select either **TIFF** or **PDF** as the file format.
> - For more information on each setting, see the mouse-over help.

3 Apply the changes.

Configuring confirmation options

1 Add or edit a profile.

2 Select how you want the print or scan job to be confirmed.

> **Note:** For more information on each setting, see the mouse-over help.

3 Apply the changes.

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

3 Apply the changes.

Exporting or importing a configuration file

1 Open a Web browser, and then type the printer IP address.

> **Note:** Locate the IP address on the printer home screen.

2 Click **Settings** or **Configuration**.

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

4 Select the application from the list, and then click **Configure**.

5 Export or import the configuration file.

Notes:

- Profiles created using version 3.0.x or earlier are not supported in version 4.0.x of the application.
- If a **JVM Out of Memory** error occurs, then repeat the export process until the configuration file is saved.
- If a timeout occurs and a blank screen appears, then refresh the Web browser, and then click **Apply**.

Licensing applications

Applications require an electronic license to run on some printers.

For more information, contact your Lexmark representative.

Configuring PKI Authentication

Note: If you plan to attach a SmartCard reader to your printers, then install and configure PKI (*public key infrastructure*) applications to the devices.

Use Lexmark PKI applications on supported Lexmark devices to take advantage of the enhanced security features of the PKI capabilities of your network. The applications include:

PKI Authentication—This provides the mechanism for authenticating and authorizing printer users.

PKI S/MIME Email—This enables users to sign and encrypt e-mail messages.

PKI Scan to Network—This enables users to scan documents to a network file share.

PKI Held Jobs—This holds print jobs securely at the printer until released by an authorized user. This application is also called Print Release Lite.

The PKI Authentication application is required, but all other applications are optional and can be installed as needed.

For information on setting up PKI‑enabled devices and PKI Authentication, see the *Pre‑Installation Guide* and the *Installation and Configuration Guide* that came with the PKI applications package.

Using the application

After the application is installed, SharePoint users can use additional scan features on the printer when scanning to a SharePoint server.

Prompts may vary depending on the profile set by the administrator.

Using SharePoint with ADFS increases the time it takes for the application to process tasks.

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 Touch the application profile icon.

3 If prompted, enter your credentials.

4 Select a destination for the scanned document.

Note: You can add a folder.

5 If prompted, adjust the scan settings.

Note: If no printer hard disk is installed, then the maximum file size is 20MB.

6 Scan the document, and then follow the instructions on the display.

Printing documents

1 From the printer control panel, touch the application profile icon.

2 If prompted, enter your credentials.

3 Navigate to the SharePoint site or folder where your document is saved.

To open your personal site or folder, touch **My Site** from the navigation bar.

4 Select a document, and then print it.

Notes:

- The application supports unprotected PDF, TIFF, JPEG, and XPS files only.
- Files with unsupported file types are unavailable, but you can still view the file information.

Troubleshooting

Application error

Try one or more of the following:

Check the diagnostic log

1 Open a Web browser, and then type **IP/se**, where **IP** is the printer IP address.

2 Click **Embedded Solutions** > **Log File**.

Note: Before checking the log files, make sure to include debugging entries in the log. From the Menu Options section, click **Set Logging Level**, select **Yes**, and then click **Submit**.

3 Analyze the log, and then resolve the problem.

Limit the number of profiles that you create

You may encounter problems if there are too many profiles. If the printer memory is less than 1GB, then it is recommended that you create only up to 24 profiles.

Adjust the scan settings

1 Open a Web browser, and then type the printer IP address.

Note: Locate the IP address on the printer home screen.

2 Click **Settings** or **Configuration**.

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

4 Select the application from the list, and then click **Configure**.

5 From the scanning options, select a lower scan resolution or turn off color scanning.

6 Apply the changes.

Contact your solution provider

If you still cannot resolve the problem, then contact your solution provider.

Cannot connect to the SharePoint server

Try one or more of the following:

Make sure that the application settings match the SharePoint server settings

For more information, see .

Make sure that the printer is connected to the network

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

Check the diagnostic log

1 Open a Web browser, and then type **IP/se**, where **IP** is the printer IP address.

2 Click **Embedded Solutions** > **Log File**.

   Note: Before checking the log files, make sure to include debugging entries in the log. From Menu Options, click **Set Logging Level**, select **Yes**, and then click **Submit**.

3 Analyze the log, and then resolve the problem.

Make sure that you have access rights to the SharePoint URL

1 Open a Web browser, and then type the SharePoint URL.

2 Log in using an administrator account.

   Note: If you do not have an administrator account, then contact your SharePoint administrator.

3 From the landing page, click the settings icon, and then click **Site Settings**.

4 From the Users and Permissions section, click **Site Permissions** > **Check Permissions**.

5 Type your user name.

6 Click **Check Now**.

   Note: Users that have Read or View Only access may not be able to connect to the SharePoint server through the application. To change your permission level, contact your SharePoint administrator.

If your SharePoint URL is outside your network, then make sure to configure the proxy settings

For more information, see "Configuring proxy settings" on page 12.

Contact your solution provider

If you still cannot resolve the problem, then contact your solution provider.

Cannot authenticate user

Try one or more of the following:

Check the application settings

Make sure that the authentication options and SharePoint settings in the application configuration page match the settings for the SharePoint server. For more information, see "Configuring SharePoint settings" on page 17.

Make sure that you specify the correct credentials

Make sure that you have access rights to the SharePoint URL

1 Open a Web browser, and then type the SharePoint URL.

2 Log in using an administrator account.

Note: If you do not have an administrator account, then contact your SharePoint administrator.

3 From the landing page, click the settings icon, and then click **Site Settings**.

4 From the Users and Permissions section, click **Site Permissions** > **Check Permissions**.

5 Type your user name.

6 Click **Check Now**.

Note: If you have Read or View Only access, then contact your SharePoint administrator to change your permission level.

Contact your solution provider

If you still cannot resolve the problem, then contact your solution provider.

Cannot access My Site

Try one or more of the following:

Make sure that you specify the correct URL scheme for My Site in the configuration page for the application

For more information, see "Configuring SharePoint settings" on page 17.

Make sure that My Site is configured properly in the SharePoint server

For more information, contact your SharePoint administrator.

Cannot access a site or find it in the list

Try one or more of the following:

Make sure that the application settings match the SharePoint server settings

For more information, see "Configuring SharePoint settings" on page 17.

Make sure that you have access to the SharePoint server and have proper site permission

For more information, contact your SharePoint administrator.

Make sure that the SharePoint URL is properly mapped to the public URL

For more information, see "Configuring alternate access mapping" on page 9.

Make sure that all subsites are listed in the site collection

1 Log in to the SharePoint server.

2 From the computer, launch the SharePoint server Central Administration site, and then click **Application Management** > **Site Collections** > **View all site collections**.

3 Confirm if your site is in the list.

   Note: You need administrative rights to add a site. For more information, contact your SharePoint administrator.

Contact your solution provider

If you still cannot resolve the problem, then contact your solution provider.

Cannot scan or print documents

Try one or more of the following:

Make sure that scanning or printing is enabled

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

2 From the Configure, Profile, or Profiles page, add or edit a profile.

3 In the SharePoint Settings section, enable scanning or printing.

4 Apply the changes.

If you cannot print a PDF file, then make sure that the file is not encrypted

Make sure that you have access rights to the SharePoint URL

1 Open a Web browser, and then type the SharePoint URL.

2 Log in using an administrator account.

   Note: If you do not have an administrator account, then contact your SharePoint administrator.

3 From the landing page, click the settings icon, and then click **Site Settings**.

4 From the Users and Permissions section, click **Site Permissions** > **Check Permissions**.

5 Type your user name.

6 Click **Check Now**.

   Note: If you have Read or View Only access, then contact your SharePoint administrator to change your permission level.

Cannot scan documents in color

Configure the application to scan documents in color

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

2 From the Scan Color menu, select **On**.

3 Apply the changes.

Error in uploading multiple pages

Try one or more of the following:

Increase the printer timeout

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

Increase the timeout in the SharePoint server

For more information, contact your SharePoint administrator.

Contact your solution provider

If you still cannot resolve the problem, then contact your solution provider.

Domain controller and device clocks are out of sync

Make sure that the time difference between the printer and the domain controller does not exceed five minutes

When using Kerberos authentication, make sure that the time difference between the printer and the domain controller does not exceed five minutes. You can manually update the date and time settings or use the Network Time Protocol (NTP) to sync the time with the domain controller automatically.

1 Open a Web browser, and then type the printer IP address.

   Note: Locate the IP address on the printer home screen.

2 Click **Settings** or **Configuration**.

3 Click **Security** > **Set Date and Time**.

   Using manual settings

 Note: Configuring the manual settings disables NTP.

   a From the Set Date and Time section, in the Manually Set Date & Time field, enter the appropriate date and time.

   b Select the appropriate time zone.

Using NTP

a From the Network Time Protocol section, select **Enable NTP**, and then type the IP address or host name of the NTP server.

b If the NTP server requires authentication, then select **MD5 key** in the Authentication menu.

c Click **Install MD5 key**, and then browse to the file containing the NTP authentication credentials. Click **Submit**.

4 Submit the changes.

License error

Try one or more of the following:

Make sure that the application is licensed

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

Make sure that the license is up-to-date

1 Open a Web browser, and then type the printer IP address.

Note: View the printer IP address in the TCP/IP section of the Network/Ports menu.

2 Click **Settings** or **Configuration**.

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

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

4 Click the license status of the application from the list.

5 Update the license.

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Edition notice

January 2016

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