MAKE SURE THE LICENSE SERVICE IS INSTALLED AND RUNNING

For more information on licensing the printer, see "Licensing the application" on page 9.

Printer cannot scan to the selected destination

Try one or more of the following:

MAKE SURE THE DESTINATION IS VALID

Verify that the destination is valid in the application configuration settings.

If the destination has been moved, then the network address may have changed. The destination network address can be accessed from the Embedded Web Server.

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

If the destination exists within a different Windows domain than the printer, then enter the appropriate Windows domain information in the Domain field in the application configuration settings.

MAKE SURE THE FIREWALL SOFTWARE IS ALLOWING COMMUNICATION

If the destination resides on a computer that uses a newer version of the Windows operating system (Windows XP or later), and Windows Firewall is enabled, then the printer may have difficulty sending information to the destination if the destination and the printer reside on different subnets. Windows Firewall must be configured to allow communication with the subnet the printer resides on, or the destination should be set up on the same subnet as the printer. For more information, contact your system support person.

MAKE SURE THE NETWORK IS FUNCTIONING AND THE PRINTER CAN COMMUNICATE WITH THE NETWORK

Verify that all network connections are working and that the network settings of the printer are configured appropriately. For information on networking the printer, see the *Networking Guide* on the *Software and Documentation* CD that came with the printer.

MAKE SURE USERS HAVE PERMISSION TO SAVE SCANS TO THIS DESTINATION

In the application configuration settings, make sure the correct authentication type is selected, and the correct user name and password combination is entered.