Troubleshooting

Scan to Network troubleshooting

The application icon is missing from the home screen

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

To display the application icon when no destinations are available:

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

2 Click **Apply**.

An application error has occurred

CHECK THE SYSTEM LOG FOR RELEVANT DETAILS

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

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

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

3 Click **Log**.

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

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

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

ADJUST THE SCAN SETTINGS

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

CONTACT YOUR LEXMARK REPRESENTATIVE

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

A network destination stopped working or is invalid

MAKE SURE THE PRINTER AUTHENTICATION IS CONFIGURED

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

MAKE SURE DESTINATION HAS A VALID NETWORK ADDRESS

If the destination has been moved, the network address may have changed. The destination network address can be accessed from the Embedded Web Server. For information on accessing or editing a destination, see Editing a destination.

MAKE SURE THE PRINTER IS CONNECTED TO THE NETWORK

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

CHECK THE SYSTEM LOG FOR RELEVANT DETAILS

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

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

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

3 Click **Log**.

Printer cannot scan to the selected destination

MAKE SURE THE DESTINATION IS VALID

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

If the destination has been moved, the network address may have changed. The destination network address can be accessed from the Embedded Web Server. For information on accessing or editing a destination, see Editing a destination.

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

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

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

MAKE SURE THE FIREWALL SOFTWARE IS ALLOWING COMMUNICATION

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

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

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

MAKE SURE THE NETWORK IS FUNCTIONING AND THE PRINTER CAN COMMUNICATE

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

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

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

MAKE SURE YOU HAVE PERMISSION TO SAVE SCANS TO THIS DESTINATION

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

The application is unlicensed

There are two versions of the application: an unlicensed version with basic functionality and a licensed version with additional advanced features. For more information on the advanced features, see "Overview" on page 5 or the *Readme* file that came with the application.

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

Using the application in a Novell network environment

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

In the Novell Create User dialog, the following must be configured:

- Set simple password
- Create home directory

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

Exporting and importing configuration files troubleshooting

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

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

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

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

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

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