



Lexmark™

Scan to RightFax

Administrator's Guide

June 2017

www.lexmark.com

Contents

- Overview..... 3**
- Deployment readiness checklist.....4**
- Configuring the application.....5**
 - Accessing the configuration page for the application..... 5
 - Configuring the application settings.....5
 - Managing a profile.....5
 - Customizing the application icon..... 6
 - Exporting or importing a configuration file..... 6
 - Hiding settings on the printer control panel.....6
 - Setting up the function access control..... 6
- Using the application..... 8**
 - Sending a document automatically.....8
 - Sending a document manually.....8
- Troubleshooting..... 9**
 - Application error..... 9
 - License error..... 9
 - Cannot access the application..... 10
 - Cannot authenticate the user..... 10
 - Cannot connect to the RightFax fax server..... 11
 - Cannot send fax with attachments..... 11
- Notices..... 13**
- Index.....14**

Overview

Use the application to scan a document from a multifunction product (MFP) and then send it to an OpenText RightFax fax server using a fax number. The application enables fax server traceability and optional archiving capabilities for all outgoing fax messages that are sent from the MFP.

You can also do the following tasks:

- Create shortcuts for fax destinations.
- Create destinations.
- Select fax job parameters.
- Send fax to a RightFax fax server manually.
- Send fax to a RightFax fax server with configured destinations.
- Show scan previews.
- Receive an e-mail or print a notification when a job is completed.
- Send fax from a personal e-mail.

This document provides instructions on how to configure, use, and troubleshoot the application.

Deployment readiness checklist

Make sure that you have:

A Lexmark™ MFP with Embedded Solutions Framework (eSF) version 4 or earlier

A RightFax fax server host name or IP address and its version number

An application license

Note: For more information, contact your Lexmark representative.

The IP port numbers that the application uses

OpenText RightFax version 10.6 Feature Pack 2 Service Release 1 installed on the RightFax fax server

Configuring the application

You may need administrative rights to configure the application.

Accessing the configuration page for the application

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

Notes:

- Locate the IP address on the printer home screen.
- View the 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 Select the application from the list, and then click **Configure**.

Configuring the application settings

- 1 From the Embedded Web Server, access the configuration page for the application.
- 2 From the RightFax Server Information section, type the host name or IP address of the RightFax fax server.
Note: For a more stable connection, use the host name.
- 3 From the Manual Fax section, configure the confirmation and authentication settings.
- 4 Click **Apply**.

Managing a profile

- 1 From the Embedded Web Server, access the configuration page for the application.
- 2 From the RightFax Profiles section, click **Add**.
Note: You can also edit or delete a profile.
- 3 From the RightFax Settings section, assign a fax name and fax number.
- 4 Configure the settings.

Notes:

- To separate multiple e-mail addresses for the confirmation, use a comma.
- You need a printer hard disk to use scan preview. For more information on installing a printer hard disk, see the printer *User's Guide*.

- For more information, see the mouse-over help.

5 Click **Apply**.

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 From the Embedded Web Server, access the configuration page for the application.
- 2 Export or import the configuration file.

Notes:

- 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**.

Hiding settings on the printer control panel

Increase security by preventing users from editing the scan settings using the printer control panel.

Note: The changes are reflected on the application and on succeeding profiles.

- 1 From the Embedded Web Server, access the configuration page for the application.
- 2 Add a profile or edit an existing profile.
- 3 From the Scan Settings section, clear **Show Scan Settings**.
- 4 Click **Apply**.

Setting up the function access control

- 1 Open a Web browser, and then type the printer IP address.
Note: View the IP address in the TCP/IP section of the Network/Ports menu.
- 2 Click **Settings** or **Configuration** > **Security** > **Security Setup**.
- 3 From the Advanced Security Setup, configure a building block.
- 4 Set up a security template using the previously configured building block.

- 5 Click **Access Controls**, and then depending on your printer model, do either of the following:
 - Click **Device Apps**, and then locate the application and select the previously configured security template.
 - Select an unused solution function (Solutions 1 to 10), and then select the previously configured security template.
- 6 Click **Submit**.

Using the application

Within each profile, the prompts that users see are the settings that are configured by the administrator.

Note: You need a printer hard disk to use scan preview. For more information on installing the printer hard disk, see the printer *User's Guide*. For more information on enabling scan preview, see [“Managing a profile” on page 5](#).

Sending a document automatically

- 1 Load the document into the automatic document feeder (ADF) tray or on the scanner glass.
- 2 Touch the application icon.
- 3 Select a profile, and then touch **Fax**.
- 4 If necessary, adjust the settings.
- 5 Follow the instructions on the display.

Sending a document manually

- 1 Load the document into the ADF tray or on the scanner glass.
- 2 Touch the application icon.
- 3 Touch **Manual**.
- 4 Enter the recipient fax number, and then touch **OK**.
- 5 If necessary, adjust the settings.
- 6 Follow the instructions on the display.

Troubleshooting

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.

Make sure that the fax settings of the printer are correct

- 1 From the Embedded Web Server, click **Settings** or **Configuration > Fax Settings**.
- 2 In the Fax Mode menu, select **Analog**.
- 3 Click **Analog Fax Setup**.
- 4 Check the settings, and then make the necessary changes.
- 5 Click **Submit**.

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

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 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 the license status of the application from the list.
- 4 Update the license.

Cannot access the application

Try one or more of the following:

Make sure that a profile is available

For more information, see [“Managing a profile” on page 5](#).

If you are using Card Authentication, then configure the application

For more information, see the *Card Authentication Administrator’s Guide*.

Make sure to set up the function access control

For more information, see [“Setting up the function access control” on page 6](#).

Contact your Lexmark representative

Cannot authenticate the user

Try one or more of the following:

Make sure that the application settings match the settings for the RightFax fax server

For more information, see [“Configuring the application” on page 5](#).

Make sure that the user name and password are correct**Contact your Lexmark representative**

Cannot connect to the RightFax fax server

Try one or more of the following:

Make sure that the application settings match the settings for the RightFax fax server

For more information, see [“Configuring the application settings” on page 5](#).

Make sure that all appropriate network cables are connected securely and that the network settings of the printer are configured correctly

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**, and then do the following:
 - a Clear the log file.
 - b Set the logging level to **Yes**.
 - c Generate the log file.
- 3 Analyze the log, and then resolve the problem.

Note: To avoid insufficient memory problems, after analyzing the log, set the logging level to **No**.

Cannot send fax with attachments

Try one or more of the following:

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**.

Make sure that the computer hard disk has at least 10GB of free space

Delete the image files associated with the faxes from the “Windows\Temp” folder on the server.

Change the server response time from the application configuration file

- 1 From the Embedded Web Server, export the configuration file.

Note: For more information, see [“Exporting or importing a configuration file” on page 6](#).
- 2 Using a text editor, open the application configuration file.
- 3 Increase the **pollMaximumRetries** and the **pollWaitingInterval** settings.
- 4 Set **pollTimeoutState** to **true**.

- 5** Save your changes.
- 6** From the Embedded Web Server, import the application configuration file.

Contact your Lexmark representative

Notices

Edition notice

June 2017

The following paragraph does not apply to any country where such provisions are inconsistent with local law: LEXMARK INTERNATIONAL, INC., PROVIDES THIS PUBLICATION "AS IS" WITHOUT WARRANTY OF ANY KIND, EITHER EXPRESS OR IMPLIED, INCLUDING, BUT NOT LIMITED TO, THE IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. Some states do not allow disclaimer of express or implied warranties in certain transactions; therefore, this statement may not apply to you.

This publication could include technical inaccuracies or typographical errors. Changes are periodically made to the information herein; these changes will be incorporated in later editions. Improvements or changes in the products or the programs described may be made at any time.

References in this publication to products, programs, or services do not imply that the manufacturer intends to make these available in all countries in which it operates. Any reference to a product, program, or service is not intended to state or imply that only that product, program, or service may be used. Any functionally equivalent product, program, or service that does not infringe any existing intellectual property right may be used instead. Evaluation and verification of operation in conjunction with other products, programs, or services, except those expressly designated by the manufacturer, are the user's responsibility.

For Lexmark technical support, visit <http://support.lexmark.com>.

For information on supplies and downloads, visit www.lexmark.com.

© 2013 Lexmark International, Inc.

All rights reserved.

GOVERNMENT END USERS

The Software Program and any related documentation are "Commercial Items," as that term is defined in 48 C.F.R. 2.101, "Computer Software" and "Commercial Computer Software Documentation," as such terms are used in 48 C.F.R. 12.212 or 48 C.F.R. 227.7202, as applicable. Consistent with 48 C.F.R. 12.212 or 48 C.F.R. 227.7202-1 through 227.7207-4, as applicable, the Commercial Computer Software and Commercial Software Documentation are licensed to the U.S. Government end users (a) only as Commercial Items and (b) with only those rights as are granted to all other end users pursuant to the terms and conditions herein.

Trademarks

Lexmark and the Lexmark logo are trademarks or registered trademarks of Lexmark International, Inc. in the United States and/or other countries.

All other trademarks are the property of their respective owners.

Index

A

- adding profiles 5
- application icon
 - customizing 6
- application settings
 - configuring 5

C

- cannot authenticate the user 10
- cannot connect to the RightFax fax server 11
- checklist
 - deployment readiness 4
- configuration file
 - exporting or importing 6
- configuring settings
 - application 5
 - manual fax 5
 - scanning 5
 - user authentication 5
- customizing the application icon 6

D

- deleting profiles 5
- deployment readiness checklist 4
- documents
 - sending automatically 8
 - sending manually 8

E

- editing profiles 5
- exporting a configuration file 6

H

- home screen icon
 - customizing 6

I

- importing a configuration file 6

L

- license error 9

M

- manual fax
 - configuring settings 5

O

- overview 3

P

- printer control panel
 - hiding settings 6
- profiles
 - adding 5
 - deleting 5
 - editing 5

S

- scanning
 - configuring settings 5
- sending a document automatically 8
- sending a document manually 8
- settings
 - hiding on the printer control panel 6

T

- troubleshooting
 - cannot authenticate the user 10
 - cannot connect to the RightFax fax server 11
 - license error 9

U

- user authentication
 - configuring settings 5