



Lexmark™

Scan to RightFax XML

Version 3.0

Administrator's Guide

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www.lexmark.com

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Change history

March 2020

- Removed information on license requirement.

April 2018

- Initial document release.

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 uses the XML MFP import module and sends a status confirmation of the sent fax job.

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

Supported printers

Printer model	
Color laser MFP	Mono laser MFP
CX410	6500e
CX421	MX410
CX510	MX51y ¹
CX522	MX522
CX725	MX61y ¹
CX82y ¹	MX622
CX860	MX6500e
CX92y ¹	MX71y ¹
X54y ¹	MX72y ¹
X73y ¹	MX81y ¹
X74y ¹	MX82y ¹
X782e ²	MX91y ¹
X79y ¹	X46y ^{1, 3}
X92y ¹	X64xe ²
X94xe ²	X646ef ²
X95y ¹	X65y ¹
	X85xe ²
	X86y ¹

¹Y is the printer family series.

² Application authentication is not supported. If e-mail confirmation is required, then use one e-mail address.

³ The application requires 256MB of random access memory (RAM). When using the Lexmark X464 printer model, install more RAM.

Deployment readiness checklist

Make sure that:

- The printer settings have been configured properly for fax and e-mail.
- The following are installed on your server:
 - RightFax fax server software
 - RightFax External Document Connector (EDC) monitor
 - XML MFP import module

Note: For more information, contact your RightFax representative.

- You have the following RightFax fax server settings:
 - Host name or IP address
 - User name
 - Password
 - Location of the shared network folder where fax jobs are saved

Note: For more information, contact your RightFax representative.

- Other fax applications are disabled.

Configuring the RightFax fax server

Note: The following instructions are for the RightFax EDC monitor version 10.6. If you are using another version, then contact your RightFax representative.

Assigning a shared network folder

- 1 From the RightFax EDC monitor, click **Tools > Advanced EDC Configuration**.
- 2 Select **XML MFP**, and then click **Edit**.
- 3 Click **Scanning Options**, and then configure the following:
 - **Scan Interval**—The time before the server checks for incoming fax jobs
 - **Directory**—The location of the shared network folder where fax jobs are saved

Note: This setting must be a local shared network folder of the RightFax fax server.
- 4 Click **OK**.
- 5 Restart the RightFax EDC monitor.

Adding printers

- 1 From the RightFax EDC monitor, click **Tools > Advanced EDC Configuration**.
- 2 Select **XML MFP**, and then click **Edit**.
- 3 Click **Devices > Add**.
- 4 In the Identifier field, type the host name or IP address of the printer.
- 5 If necessary, configure the following:
 - **Description**
 - **User ID**
 - **Password**
 - **To Name**
 - **From Name**
- 6 Click **OK**.

Configuring the application

You may need administrative rights to configure 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.

Accessing the configuration page for the application

- 1 From the Embedded Web Server, depending on your printer model, do one of the following:
 - Click **Apps**.
 - Click **Settings > Apps > Apps Management**.
 - Click **Settings > Device Solutions > Solutions (eSF)**.
 - Click **Configuration > Embedded Solutions**.
- 2 Click the application name, 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, in the Destination Server Address field, type the host name or IP address of the RightFax fax server.
- 3 In the Share Name field, type the location of the shared network folder where fax jobs are saved.
- 4 If necessary, type the domain name of the shared network folder.
- 5 Enter your credentials for the shared network folder.
- 6 If necessary, from the Confirmation section, configure the confirmation settings.

Note: The e-mail confirmation attachment is in TIF format.
- 7 If necessary, from the Optional section, configure the following:
 - **RightFax Username**
 - **RightFax Password**
 - **RightFax Coverpage Setting**—If enabled, then a cover page is added when sending a fax job.
 - **RightFax Coverpage Page Comments**—The message shown on the cover page.
 - **Minimum number of digits required for a valid fax number**

- **Invalid fax number error message**—The message shown when an invalid fax number is used.
- **LDD Controls Welcome Screen**—If enabled, then the Lexmark Document Distributor (LDD) welcome screen appears.

Note: This setting is applicable only when the application is used with the LDD solution.

8 If necessary, from the Prompt section, configure the following:

- **Prompt for User Code**—If enabled, then the RightFax fax server account user name is required.
- **Prompt for User Code Text**—The message shown when requiring the RightFax fax server user name.
- **Prompt for User Code Minimum Length**—The minimum number of characters required for the RightFax fax server user name.

Note: Configuring this setting to **0** enables the user to skip the RightFax fax server user name prompt.

- **Show Confirmation Prompt**—If enabled, then the status of the fax job appears.
- **Confirmation Prompt Text**—The message shown after sending a fax job.

9 If necessary, select **Enable Logging**.

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

3 Click **Apply**.

Importing or exporting a configuration file

Importing configuration files overwrites the existing application configurations.

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

2 Do either of the following:

For eSF version 5.0 or later

- a** Click **Import/Export Configuration**.
- b** Do either of the following:
 - Browse to the configuration file, and then click **Import**.
 - Click **Export**.
- c** Click **Save**.

For eSF version 4.0 or earlier

- a** Do either of the following:
 - Click **Import**, browse to the configuration file, and then click **Start**.
 - Click **Export**.

b Click **Apply**.

Using the application

Sending a document

- 1 Load the document into the automatic document feeder (ADF) tray or on the scanner glass.
- 2 Touch the application icon.
- 3 If necessary, type your RightFax fax server account user name, and then click **Next**.
- 4 If necessary, adjust the scan settings.
- 5 Enter the recipient fax number.

Note: You can also use contacts from the address book or shortcut settings.

- 6 Touch **Send**.

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**, and then do the following:
 - a Clear the log file.
 - b Set the logging level to **Yes**.

Note: Make sure that logging is enabled from the configuration page for the application. For more information, see [“Configuring the application settings” on page 7](#).

- c Generate the log file.
- 3 Analyze the log, and then resolve the problem.

Note: After resolving the problem, set the logging level to **No**.

Make sure that the printer is supported

For more information, see [“Supported printers” on page 4](#).

Make sure that the printer has at least the minimum firmware version installed

- 1 From the Embedded Web Server, click **Status**.
- 2 From the Printer section, check the firmware level.

Contact your Lexmark representative

Cannot receive e-mail confirmation messages

Try one or more of the following:

Make sure that the e-mail confirmation settings are configured properly

For more information, see [“Configuring the application settings” on page 7](#).

Make sure that the RightFax fax server settings are configured properly

For more information, see [“Configuring the RightFax fax server” on page 6](#).

Cannot print, e-mail, or send fax

Try one or more of the following:

Make sure that the RightFax fax server settings are configured properly

For more information, see [“Configuring the RightFax fax server” on page 6](#).

Make sure that the SMB client is supported

For more information, see the *Readme* file.

Application icon does not show on the printer display

Try one or more of the following:

Restart the application

- 1 From the Embedded Web Server, depending on your printer model, do one of the following:
 - Click **Apps**.
 - Click **Settings > Apps > Apps Management**.
 - Click **Settings > Device Solutions > Solutions (eSF)**.
 - Click **Configuration > Embedded Solutions**.
- 2 Locate the application name, and then depending on your printer model, do either of the following:
 - Click **Stop > Start**.
 - Click **Disable > Enable**.

Make sure that other fax applications are disabled

Make sure that fax is enabled

- 1 From the Embedded Web Server, click **Settings > Security**.
- 2 Depending on your printer model, do either of the following:
 - Click **Login Methods**, and then from the Public section, click **Manage Permissions**.
 - Click **Security Setup > Access Controls**.
- 3 Expand **Function Access**, and then enable **Fax Function**.
- 4 Click **Submit**.

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 7](#).

Make sure that the user name and password are correct

Contact your Lexmark representative

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Edition notice

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