



Lexmark™

# Scan to SharePoint

Version 6.3

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## Administrator's Guide

March 2020

[www.lexmark.com](http://www.lexmark.com)

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# Change history

## March 2020

- Added information about the output format for the Optical Character Recognition feature.
- Added information about license removal.

## August 2017

- Added support for the following servers:
  - SharePoint On-Premise
  - SharePoint Online
  - SharePoint 2013 with ADFS 2.0
  - SharePoint 2010 with ADFS 2.0

## July 2016

- Added information on the application support for the maximum number of files in the SharePoint document libraries.

## January 2016

- Initial document release for multifunction products with a tablet-like touch-screen display.

# Overview

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

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

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

# Deployment readiness checklist

Make sure that:

- You have any of the following SharePoint servers:
  - SharePoint Online
  - SharePoint On-Premise
    - SharePoint Server 2013 with ADFS 2.0
    - SharePoint Server 2013
    - SharePoint Server 2010 with ADFS 2.0
    - SharePoint Server 2010
    - SharePoint Server 2007
  
- You have the SharePoint URL (URL of the site collection).  
\_\_\_\_\_
  
- Active Directory Federation Services (ADFS) 2.0 is available.  
**Note:** This option applies only to SharePoint Server 2013 and SharePoint Server 2010.
  
- You have the following information to configure NT LAN Manager (NTLM) authentication:
  - For default credentials, the default user name and password.  
\_\_\_\_\_
  - For session credentials, the login credentials depending on the function access control assigned to the application.  
\_\_\_\_\_
  
- You have the following information to configure Kerberos or ADFS authentication:
  - KDC address  
\_\_\_\_\_
  - KDC port number  
\_\_\_\_\_
  - Realm  
\_\_\_\_\_
  
- You have the following information if your SharePoint server is outside your network:
  - Proxy host name  
\_\_\_\_\_
  - Proxy 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. A working knowledge of SharePoint is preferred.

## Enabling authentication types

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

- 1 From the SharePoint server, launch the SharePoint Central Administration site, and then click **Application Management > Manage web applications**.
- 2 Select the web application, and then click **Authentication Providers > Default**.
- 3 From the Claims Authentication Types section, select **Enable Windows Authentication** and **Integrated Windows authentication**.

**Note:** If you are using ADFS, then also select **Trusted Identity provider**, and then select the ADFS option.

- 4 From the drop-down menu, select **NTLM** or **Negotiate (Kerberos)**.

**Note:** If Negotiate (Kerberos) is selected and Kerberos is not configured, then NTLM is used.

- 5 Click **Save**.

## Configuring site bindings

Site binding lets you access a site using a different protocol, such as HTTP or HTTPS. NTLM and Kerberos authentications support both HTTP and HTTPS URLs. ADFS authentication supports only HTTPS URLs.

- 1 From the SharePoint server, launch the Internet Information Services (IIS) Manager.
- 2 From the Connections pane, expand the server name.
- 3 Expand **Sites**, and then click the web application name.
- 4 From the Actions pane, click **Bindings**.
- 5 If necessary, add HTTP and HTTPS bindings.
  - For HTTP, use port 80.
  - For HTTPS, use port 443, and then select a Secure Sockets Layer (SSL) certificate.
- 6 Click **OK**.

## Configuring SSL settings

The application supports HTTP and HTTPS URLs. HTTPS uses an SSL certificate to establish 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 From the SharePoint server, launch the Internet Information Services (IIS) Manager.
- 2 From the Connections pane, expand the server name.
- 3 Expand **Sites**, and then click the web application name.
- 4 From the IIS section, double-click **SSL Settings**.
- 5 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
<b>NTLMv1</b>	Disabled	✓	X	X
	Ignore User Certificates	✓	X	X
	Provide User Certificates	✓	X	X
<b>NTLMv2</b>	Disabled	✓	X	X
	Ignore User Certificates	✓	X	X
	Provide User Certificates	✓	X	X
<b>Kerberos</b>	Disabled	✓	X	X
	Ignore User Certificates	✓	✓	X
	Provide User Certificates	X	X	X
<b>Smart Card Authentication Client</b>	Disabled	✓	X	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*.

- 6 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 the application is not properly configured, then it shows all the document libraries, folders, and files of the root URL.

- 1** From the SharePoint server, launch the SharePoint server Central Administration site, and then locate **Configure alternate access mappings**.
- 2** If necessary, from the Alternate Access Mapping Collection menu, click **Show All > Change Alternate Access Mapping Collection**, and then click the web application name.
- 3** 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. 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 dialog box, configure the column.

The application supports only the following column types:

- Single line of text
- Multiple lines of text
- Choice
- Number
- Currency
- Date and Time
- Yes/No
- Person or Group
- Hyperlink or Picture

### Notes:

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

- 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 SharePoint server is 50%, then the application shows the value in the file information as 0.50.

**6** 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

## 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.
  - From the printer home screen, touch **Settings > Network/Ports > Network Overview**.
- 2 Open a web browser, and then type the printer IP address.

## Configuring proxy settings

Provide the proxy settings when your SharePoint server is outside your network.

- 1 From the Embedded Web Server, navigate to the configuration page for the application:  
**Apps > Scan to SharePoint > Configure**
- 2 From the Proxy Settings section, type the proxy host name and port number.  
**Note:** For more information, see the mouse-over help.
- 3 Click **Apply**.

## Managing a profile

- 1 From the Embedded Web Server, navigate to the configuration page for the application:  
**Apps > Scan to SharePoint > Configure**
- 2 Add a profile.  
**Note:** You can also edit or delete existing profiles.
- 3 Do any of the following:  
**Note:** For more information on each setting, see the mouse-over help.

### Customize the profile

From the Home Screen section, specify the text and image that appear on your home screen.

### Configure an authentication

- For information on configuring NTLM authentication, see [“Configuring NTLM authentication” on page 13](#).
- For information on configuring Kerberos authentication, see [“Configuring Kerberos authentication” on page 14](#).
- For information on configuring ADFS authentication, see [“Configuring ADFS authentication” on page 15](#).

## Configure application settings

- a** 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 **http://SharePointURL/Docs/default.aspx**, type only **http://SharePointURL/Docs**.

- b** In the Connect To menu, specify the SharePoint version.

- If you are using a local server, then select **SharePoint On-Premise**. For a list of supported SharePoint servers, see the [“Deployment readiness checklist” on page 6](#).
- If you are using a cloud-based SharePoint solution, then select **SharePoint Online**.

- c** 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 **http://SharePointURL/personal/user1**, where:

- **http://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.

- d** In the Filtered Locations field, type the names of the document libraries that you want to hide on the printer display, separated by commas.

**Note:** The list of document libraries are shown on the left side of the printer display.

- e** In the Default Start Location field, type the name of the document library that you want to appear by default when you launch the application.

### Notes:

- You can also use the sites listed on the left side of the printer display as the default start location.
- 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.

- f** If necessary, configure the time stamp settings.

- g** In the Personal Site Use menu, select how personal sites are used by the application.

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

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

- i In the Prompt Users for Column Data menu, select the column that you want to prompt to the users.
- j Enable printing and scanning.

### Configure scan settings

From the Scan Settings section, configure the settings.

#### Notes:

- A printer hard disk is required to use the custom job and the scan preview features.
- 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.

### Configure confirmation options

From the Confirmation Page section, select how you want to confirm the job.

- 4 Click **Apply**.

## Configuring NTLM authentication

Before you begin, make sure that NTLM authentication is enabled in the SharePoint server. For more information, see [“Enabling authentication types” on page 7](#).

- 1 From the Embedded Web Server, navigate to the configuration page for the application:  
**Apps > Scan to SharePoint > Configure**
- 2 Add or edit a profile.
- 3 From the Authentication section, set the authentication type for NTLM.
  - 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**.
- 4 Specify how SSL is used to connect to the SharePoint server. For more information, see [“Configuring SSL settings” on page 8](#).
- 5 Set the credentials.
  - If you select **Use default credentials**, then type the default user name and password.
  - If you select **Use session credentials**, then the application uses the assigned function access control user credentials. For example, Internal Accounts, LDAP, or Active Directory.
  - If you select **Prompt for user credentials**, then you are prompted for the assigned function access control user credentials.
- 6 Click **Apply**.

## Configuring Kerberos authentication

Before you begin, make sure that Kerberos authentication is enabled in the SharePoint server. For more information, see [“Enabling authentication types” on page 7](#).

- 1 From the Embedded Web Server, navigate to the configuration page for the application:

**Apps > Scan to SharePoint > Configure**

- 2 Add or edit a profile.
- 3 From the Authentication section, set the authentication type to **Kerberos**.
- 4 Specify how SSL is used to connect to the SharePoint server. For more information, see [“Configuring SSL settings” on page 8](#).
- 5 Click **Apply**.

### Configuring Kerberos settings

- 1 From the Embedded Web Server, click **Settings > Security > Login Methods**.
- 2 From the Network Accounts section, click **Add Login Method > Kerberos**.
- 3 Type the KDC address, port number, and realm.  
**Note:** Type the realm in uppercase.
- 4 Click **Save and Verify**.

### Configuring access control

- 1 From the Embedded Web Server, click **Settings > Security > Login Methods**.
- 2 From the Network Accounts section, click **Manage Permissions** beside Kerberos.
- 3 Expand **Apps**, and then select **Scan To SharePoint**.
- 4 Click **Save**.

### Restricting public access to the application

- 1 From the Embedded Web Server, click **Settings > Security > Login Methods**.
- 2 From the Public section, click **Manage Permissions**.
- 3 Expand **Apps**, and then clear **Scan To SharePoint**.
- 4 Click **Save**.

## Configuring ADFS authentication

Before you begin, make sure that ADFS authentication is enabled in the SharePoint server. For more information, see [“Enabling authentication types” on page 7](#).

### Notes:

- This feature applies only to SharePoint 2013 and SharePoint 2010 with ADFS 2.0.
- The application does not support ADFS authentication with NTLM.

**1** From the Embedded Web Server, navigate to the configuration page for the application:

**Apps > Scan to SharePoint > Configure**

**2** Add or edit a profile.

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

**4** Specify how SSL is used to connect to the SharePoint server. For more information, see [“Configuring SSL settings” on page 8](#).

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

**6** Set the authentication method.

- If you select **Integrated**, then make sure that Smart Card Authentication Client, the smart card reader, and the card reader driver are installed in the printer. For more information, see the *Smart Card Authentication Client Administrator’s Guide*.
- If you select **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 [“Configuring forms-based authentication” on page 10](#).

**7** Click **Apply**.

### Configuring Kerberos settings

**1** From the Embedded Web Server, click **Settings > Security > Login Methods**.

**2** From the Network Accounts section, click **Add Login Method > Kerberos**.

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

**Note:** Type the realm in uppercase.

**4** Click **Save and Verify**.

### Configuring access control

**1** From the Embedded Web Server, click **Settings > Security > Login Methods**.

**2** From the Network Accounts section, click **Manage Permissions** beside Kerberos.

**3** Expand **Apps**, and then select **Scan to SharePoint**.

**Note:** If your ADFS is configured with Smart Card Authentication Client, then also select **Smart Card Authentication Client**.

**4** Click **Save**.

## Restricting public access to the application

- 1 From the Embedded Web Server, click **Settings > Security > Login Methods**.
- 2 From the Public section, click **Manage Permissions**.
- 3 Expand **Apps**, and then clear **Scan to SharePoint**.

**Note:** If your ADFS is configured with Smart Card Authentication Client, then also clear **Smart Card Authentication Client**.

- 4 Click **Save**.

## Importing or exporting a configuration file

### Notes:

- Importing configuration files overwrites the existing application configurations.
  - When you export the configuration file, passwords are not saved. Set the password again after importing the file.
- 1 From the Embedded Web Server, navigate to the configuration page for the application:  
**Apps > Scan to SharePoint > Configure**
  - 2 Click **Import** or **Export**.



# 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.

## Scanning documents

### Notes:

- Before you begin, enable scanning in the Embedded Web Server.
- The timeout settings in your printer and in the SharePoint server may affect the uploading of the scanned document. If you are scanning multiple pages, then make sure to increase the timeout settings in your printer and in the SharePoint server.

**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** From the home screen, touch the application profile icon.

**3** If prompted, enter your credentials.

**4** Navigate to the document library or folder where you want to save the scanned document.

### Notes:

- To add a folder, touch  beside the Scan button, and then touch **Create Folder**. The following characters cannot be used for folder names: ~ " # % & \* : < > ? / \ { | }
- You can create folders only inside a document library.

**5** Touch **Scan**.

**6** Type the information about the scanned document.

**Note:** If **Show as percentage** is selected in the SharePoint server, then the value that you enter in the Number field is converted to a percentage. For example, if you enter **50**, then it appears in the SharePoint server as 5000%.

**7** If necessary, type a check-in comment.

**8** Type the file name for the scanned document, and then touch **OK**.

**Note:** The following characters cannot be used for file names: ~ " # % & \* : < > ? / \ { | }

**9** If necessary, adjust the scan settings.

### Notes:

- If no printer hard disk is installed, then the maximum file size is 20MB.
- For the list of supported file types, see the *Readme* file.
- You can select **CSV** as the output format for the Optical Character Recognition feature.

**10** Touch **Send**.

**11** Send the document, scan the next page, or cancel the job.

## Printing documents


**Note:** Before you begin, enable printing in the Embedded Web Server.

**1** From the home screen, touch the application profile icon.

**2** If prompted, enter your credentials.


**3** Navigate to the document library or folder where your document is saved.

**Notes:**

- To open your personal site or folder, touch **My Site**. Depending on the default start location, you may need to scroll up to locate My Site.
- To view either the files and folders or only files, touch  > **Filter**.

**4** Touch the file name.

**Notes:**

- To view the file information, touch .
- For the list of supported file types, see the *Readme* file.

**5** Touch **Print**.

**Note:** The screen timeout is disabled when printing is ongoing.

# 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**.
  - 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**.

### Limit the number of profiles that you create

You may encounter problems if there are too many profiles. If the printer memory is 2GB, then we recommend creating only up to 80 profiles.

### Adjust the scan settings

- 1 From the Embedded Web Server, navigate to the configuration page for the application.
- 2 Add or edit a profile.
- 3 From the Scan Settings section, select a lower scan resolution or turn off color scanning.
- 4 Click **Apply**.

### Contact your Lexmark representative

## Cannot connect to the SharePoint server

Try one or more of the following:

### Make sure that the SharePoint server is working

For more information, contact your SharePoint administrator.

### Touch the application icon again

The server may take a few seconds to respond while in Sleep mode.

### **Make sure that the application settings match the SharePoint server settings**

For more information, see [“Managing a profile” on page 11](#).

### **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**, 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.

### **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.

### **Contact your Lexmark representative**

## **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 [“Managing a profile” on page 11](#).

### **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 [“Managing a profile” on page 11](#).

### **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 [“Managing a profile” on page 11](#).

### **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, navigate to the configuration page for the application:  
**Apps > Scan to SharePoint > Configure**
- 2 Add or edit a profile.
- 3 From the SharePoint Settings section, enable scanning or printing.
- 4 Click **Apply**.

**Make sure that the SharePoint URL does not exceed the length limit**

For more information, see the help documentation for your SharePoint server.

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

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

**Make sure that the file type is supported**

For the list of supported file types, see the *Readme* file.

## 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 Depending on your SharePoint server, click the settings icon or **Site Actions**, 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**.

## Cannot scan documents in color

### Configure the application to scan documents in color

- 1 From the Embedded Web Server, navigate to the configuration page for the application:  
**Apps** > **Scan to SharePoint** > **Configure**
- 2 Add or edit a profile.
- 3 From the Scan Settings section, in the Color menu, select **On**.
- 4 Click **Apply**.

## 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.

## The application quits when opening a document library

Try one or more of the following:

**Make sure that the SharePoint URL does not exceed the length limit**

For more information, see the help documentation for your SharePoint server.

**Move or delete some files in the SharePoint document library**

**Contact your Lexmark representative**



# Notices

## Edition notice

March 2020

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