



Lexmark™

# 扫描到 SharePoint

版本 6.3

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管理员指南

2020 年 3 月

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# 修改历史

## 2020 年 3 月

- 添加有关“光学字符识别”特性的输出格式的信息。
- 添加有关许可证移除的信息。

## 2017 年 8 月

- 添加对以下服务器的支持：
  - SharePoint On-Premise
  - SharePoint Online
  - 带 ADFS 2.0 的 SharePoint 2013
  - 带 ADFS 2.0 的 SharePoint 2010

## 2016 年 7 月

- 添加有关应用程序支持 SharePoint 文档库中的文件最大数量的信息。

## 2016 年 1 月

- 带有类似平板触摸显示屏的多功能产品的初始文档发布。

## 概述

使用应用程序将文档从打印机安全扫描到安置在 **Microsoft SharePoint** 服务器上的站点。您还可以执行以下操作：

- 导览至基于 **SharePoint** 的网站。
- 创建文件夹。
- 打印文档。

本文档提供有关如何配置、使用和解决应用程序问题的信息。

## 部署准备查对表

确认：

您有以下任何 SharePoint 服务器：

- SharePoint Online
- SharePoint 本地
  - 带 ADFS 2.0 的 SharePoint Server 2013
  - SharePoint Server 2013
  - 带 ADFS 2.0 的 SharePoint Server 2010
  - SharePoint Server 2010
  - SharePoint Server 2007

您有 SharePoint URL（站点集的 URL）。

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Active Directory 联合身份验证服务 (ADFS) 2.0 可用。

**注意：**此选项仅适用于 SharePoint Server 2013 和 SharePoint Server 2010。

您有以下信息用于配置 NT LAN 管理器 (NTLM) 验证：

- 对于默认凭证，请提供默认的用户名和密码。  

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- 对于会话凭证，请根据分配给应用程序的功能访问控制提供登录凭证。  

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您有下列信息用于配置 Kerberos 或 ADFS 验证：

- KDC 地址  

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- KDC 端口号  

---
- 领域  

---

如果您的 SharePoint 服务器在您的网络之外，请提供以下信息：

- 代理主机名  

---
- 代理端口号  

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## 配置 SharePoint 服务器设置

以下说明仅适用于 SharePoint 2013 和 SharePoint 2010。

在您开始之前，确认您可以访问 Windows Internet Information Services (IIS) 管理器和 SharePoint 管理中心网站。有 SharePoint 的应用知识会更胜一筹。

### 启用验证类型

**注意：**这些设置仅适用于 SharePoint 本地服务器。

- 1 从 SharePoint 服务器，启动 SharePoint 管理中心网站，然后单击**应用程序管理 > 管理 Web 应用程序**。
- 2 选择 Web 应用程序，然后单击**验证提供程序 > 默认**。
- 3 从“声明身份验证类型”部分，选择启用 **Windows 验证**和**集成的 Windows 验证**。  
**注意：**如果您使用 ADFS，请还选择**信任的身份提供程序**，然后选择 ADFS 选项。
- 4 从下拉菜单，选择 **NTLM** 或**协商 (Kerberos)**。  
**注意：**如果“协商 (Kerberos)”被选定，而 Kerberos 未配置，那么使用 NTLM。
- 5 单击**保存**。

### 配置网站绑定

网站绑定让您使用不同协议（如 HTTP 或 HTTPS）访问网站。NTLM 和 Kerberos 验证支持 HTTP 和 HTTPS URL。ADFS 验证只支持 HTTPS URL。

- 1 从 SharePoint 服务器，启动 Internet Information Services (IIS) 管理器。
- 2 从“连接”窗格，展开服务器名称。
- 3 展开**站点**，然后单击 Web 应用程序名称。
- 4 从“操作”窗格，单击**绑定**。
- 5 如果需要，请添加 HTTP 和 HTTPS 绑定。
  - 对于 HTTP，请使用端口 80。
  - 对于 HTTPS，请使用端口 443，然后选择安全套接层 (SSL) 证书。
- 6 单击**确定**。

### 配置 SSL 设置

应用程序支持 HTTP 和 HTTPS URL。HTTPS 使用 SSL 证书来建立打印机和 SharePoint 服务器之间的安全连接。访问 Internet Information Services (IIS) 管理器以根据您的验证类型指定如何使用 SSL 证书。

- 1 从 SharePoint 服务器，启动 Internet Information Services (IIS) 管理器。
- 2 从连接窗格，展开服务器名称。
- 3 展开**站点**，然后单击 Web 应用程序名称。

4 从 IIS 部分，双击 **SSL 设置**。

5 配置 SSL 设置。

**注意：**如果您选择**要求 SSL**，那么只有 HTTPS 被支持。

根据您的验证类型，一些 SharePoint 服务器 SSL 设置可能不被支持。有复选标记表示支持的 SSL 配置。

验证类型	嵌入式 Web 服务器 SSL 设置	SharePoint 服务器设置		
		忽略	接受	必需
<b>NTLMv1</b>	禁用	✓	X	X
	忽略用户证书	✓	X	X
	提供用户证书	✓	X	X
<b>NTLMv2</b>	禁用	✓	X	X
	忽略用户证书	✓	X	X
	提供用户证书	✓	X	X
<b>Kerberos</b>	禁用	✓	X	X
	忽略用户证书	✓	✓	X
	提供用户证书	X	X	X
<b>智能卡验证客户端</b>	禁用	✓	X	X
	忽略用户证书	✓	✓	X
	提供用户证书	✓	✓	✓

**注意：**如需有关为“智能卡验证客户端”配置 SSL 和客户端证书的更多信息，请参阅 *智能卡验证客户端管理员指南*。

6 从操作窗格，单击**应用**。

## 配置备用访问映射

对于仅在 SharePoint URL 中显示文件的应用程序，请确认在 SharePoint 服务器中正确配置备用访问映射。备用访问映射允许 SharePoint URL 关联到可以外部访问的公共 URL。如果应用程序没有正确配置，它会显示根 URL 的所有文档库、文件夹和文件。

1 从 SharePoint 服务器，启动 SharePoint 服务器管理中心网站，然后找到**配置备用访问映射**。

2 如果需要，请从备用访问映射集菜单，单击**全部显示 > 更改备用访问映射集**，然后单击 Web 应用程序名称。

3 将 SharePoint URL 分配给其相应的公共 URL 区域。

a 添加或编辑内部 URL。

b 键入 SharePoint URL，然后选择一个区域。

c 单击**保存**。



## 配置列

SharePoint 允许您添加属性列到文档库中。这些列包含有关保存在 SharePoint 服务器中的文件的信息。在扫描之前，应用程序会提示用户添加属性值到扫描文档。

- 1 打开 Web 浏览器，然后键入 SharePoint URL。
- 2 使用管理员帐户登录。
- 3 选择文档库，然后单击库选项卡。
- 4 单击**创建列**。
- 5 从创建列对话框，配置列。

应用程序只支持以下列类型：

- 单行文本
- 多行文本
- 选择
- 数字
- 货币
- 日期和时间
- 是/否
- 用户或用户组
- 超链接或图片

**注意：**

- 使用“快速编辑”创建的列名可能与应用程序显示的文件信息中的列名不匹配。
- 对于“数字”列类型，选择**显示为百分数**会在应用程序中将值转换为一个小数。例如，如果在 SharePoint 服务器中的值是 50%，那么应用程序会在文件信息中将值显示为 0.50。

- 6 单击**确定**。

## 配置基于表单的验证

应用程序向 SharePoint 服务器提交表单以验证用户。如果启用了 ADFS，则将验证重定向到 ADFS 服务器。ADFS 验证用户凭证，然后向应用程序返回令牌。

此特性仅在带配置 Kerberos 的 ADFS 2.0 的 SharePoint 2013 和 SharePoint 2010 中可用。

- 1 登录到配置 ADFS 的服务器。
- 2 使用文本编辑器，打开 C:\inetpub\adfs\ls 中的 *web.config* 文件。
- 3 搜索 `<localAuthenticationTypes>` 标签，剪切整个“表单”元素，然后将它粘贴到列表的顶部。

### Sample configuration

```
<localAuthenticationTypes>
  <add name="Forms" page="FormsSignIn.aspx" />
  <add name="Integrated" page="auth/integrated/" />
  <add name="TlsClient" page="auth/sslclient/" />
</localAuthenticationTypes>
```

```
<add name="Basic" page="auth/basic/" />  
</localAuthenticationTypes>
```

**4** 保存更改。

## 配置应用程序

### 访问“嵌入式 Web 服务器”

- 1 获取打印机 IP 地址。请执行下面的任一操作：
  - 在打印机主屏幕上找到 IP 地址。
  - 从打印机主屏幕，触摸**设置 > 网络/端口 > 网络概述**。
- 2 打开 Web 浏览器，然后键入打印机 IP 地址。

### 配置代理设置

当您的 SharePoint 服务器在您的网络之外时，请提供代理设置。

- 1 从“嵌入式 Web 服务器”，导览至应用程序的配置页：  
**应用 > 扫描到 SharePoint > 配置**
- 2 从“代理设置”部分，键入代理的主机名和端口号。  
**注意：**如需更多信息，请参阅鼠标悬停的帮助。
- 3 单击**应用**。

### 管理配置文件

- 1 从“嵌入式 Web 服务器”，导览至应用程序的配置页：  
**应用 > 扫描到 SharePoint > 配置**
- 2 添加配置文件。  
**注意：**您还可以编辑或删除现有的配置文件。
- 3 执行下面的任何操作：  
**注意：**如需有关每一个设置的更多信息，请参阅鼠标悬停的帮助。

#### 定制配置文件

从主屏幕部分，指定出现在主屏幕上的文本和图像。

#### 配置验证

- 如需有关配置 NTLM 验证的信息，请参阅[第 13 页上的“配置 NTLM 验证”](#)。
- 如需有关配置 Kerberos 验证的信息，请参阅[第 13 页上的“配置 Kerberos 验证”](#)。
- 如需有关配置 ADFS 验证的信息，请参阅[第 14 页上的“配置 ADFS 验证”](#)。

## 配置应用程序设置

**a** 从 SharePoint 设置部分，键入 SharePoint URL。

**注意：**当键入 URL 时，排除站点的默认页面、文档库或文件夹。例如，要添加 **http://SharePointURL/Docs/default.aspx**，请只键入 **http://SharePointURL/Docs**。

**b** 在连接到菜单中，指定 SharePoint 版本。

- 如果您使用本地服务器，请选择 **SharePoint On-Premise**。如需支持的 SharePoint 服务器的列表，请参阅第 6 页上的“部署准备查对表”。
- 如果您使用基于云的 SharePoint 解决方案，请选择 **SharePoint Online**。

**c** 键入“我的站点”的 URL 方案。

将 **%s** 用于 SharePoint URL，而 **%u** 用于用户 ID 变量。例如，如果“我的站点”URL 是 **http://SharePointURL/personal/user1**，其中：

- **http://SharePointURL** 是 SharePoint URL
- **personal** 是路径名称
- **user1** 是用户 ID

那么方案就是 **%s/personal/%u**。

**注意：**如果您使用 SharePoint Online，请键入准确的“我的站点”URL。例如：

**https://company1-my.sharepoint.com/personal/user1\_onmicrosoft\_com**。由于 SharePoint URL 在作为“我的站点”URL 使用时会被修改，所以您不能使用变量“%s”。例如，如果您的 SharePoint URL 是 **https://company1.sharepoint.com**，那么它在作为“我的站点”URL 使用时会被修改为 **https://company1-my.sharepoint.com**。

**d** 在筛选位置字段中，键入您想要在打印机显示屏上隐藏的文档库的名称，用逗号分隔。

**注意：**文档库列表显示在打印机显示屏的左边。

**e** 在默认开始位置字段中，键入您想要在启动应用程序时默认出现的文档库的名称。

**注意：**

- 您也可以使用列在打印机显示屏左边的站点作为默认的开始位置。
- 指定的默认开始位置不应该是已筛选的位置。
- 如果子站点和文档库具有相同的名称，那么应用程序会使用子站点作为默认的开始位置。
- 子站点名称是区分大小写的。确认使用正确的大写键入子站点名称。例如，如果子站点名称是 **ABC**，请用大写字母键入 **ABC**。

**f** 如果需要，请配置时间戳设置。

**g** 在个人站点使用菜单中，选择应用程序使用个人站点的方式。

- **包括个人站点**—用户可以访问他们的个人站点和共享的文档库。
- **只允许个人站点**—用户只能看到他们的个人站点。
- **不使用个人站点**—“我的站点”按钮不可用，用户只能看到共享的文档库。

**h** 如果您希望用户在上载扫描文档时键入签入注释，请选择**要求签入注释**。

**i** 在提示用户列数据菜单中，选择您想要提示用户的列。

**j** 启用打印和扫描。

## 配置扫描设置

从扫描设置部分，配置设置。

**注意：**

- 需要打印机硬盘才能使用自定义作业和扫描预览特性。
- 选择**启用自定义作业**来提示用户从自动文档传送器 (ADF) 或扫描仪玻璃上扫描。
- 当扫描包含多页的文档时，请选择 **TIFF** 或 **PDF** 作为文件格式。

**配置确认选项**

从确认页部分，选择您要如何确认作业。

4 单击**应用**。

## 配置 NTLM 验证

在您开始之前，请确认在 SharePoint 服务器中启用 NTLM 验证。如需更多信息，请参阅[第 7 页上的“启用验证类型”](#)。

1 从“嵌入式 Web 服务器”，导览至应用程序的配置页：

应用 > 扫描到 SharePoint > 配置

2 添加或编辑配置文件。

3 从验证部分，设置 NTLM 的验证类型。

- 如果您的 SharePoint 服务器在 Windows Server 2008 R2 或更高版本上运行，请选择 **NTLMv2**。
- 如果您的 SharePoint 服务器在 Windows Server 2008 或更早版本上运行，请选择 **NTLM**。

4 指定如何使用 SSL 连接到 SharePoint 服务器。如需更多信息，请参阅[第 7 页上的“配置 SSL 设置”](#)。

5 设置凭证。

- 如果您选择**使用默认凭证**，请键入默认的用户名和密码。
- 如果您选择**使用会话凭证**，应用程序会使用分配的功能访问控制用户凭证。例如，内部帐户、LDAP 或 Active Directory。
- 如果您选择**提示用户凭证**，那么您会被提示提供分配的功能访问控制用户凭证。

6 单击**应用**。

## 配置 Kerberos 验证

在您开始之前，请确认在 SharePoint 服务器中启用 Kerberos 验证。如需更多信息，请参阅[第 7 页上的“启用验证类型”](#)。

1 从“嵌入式 Web 服务器”，导览至应用程序的配置页：

应用 > 扫描到 SharePoint > 配置

2 添加或编辑配置文件。

3 从“验证”部分，将验证类型设置为 **Kerberos**。

4 指定如何使用 SSL 连接到 SharePoint 服务器。如需更多信息，请参阅[第 7 页上的“配置 SSL 设置”](#)。

5 单击**应用**。

## 配置 Kerberos 设置

- 1 从“嵌入式 Web 服务器”，单击**设置 > 安全 > 登录方法**。
- 2 从“网络帐户”部分，单击**添加登录方法 > Kerberos**。
- 3 键入 KDC 地址、端口号和领域。  
**注意：**以大写字母键入领域。
- 4 单击**保存并校验**。

## 配置访问控制

- 1 从“嵌入式 Web 服务器”，单击**设置 > 安全 > 登录方法**。
- 2 从“网络帐户”部分，单击 Kerberos 旁边的**管理权限**。
- 3 展开**应用程序**，然后选择**扫描到 SharePoint**。
- 4 单击**保存**。

## 限制对应用程序的公共访问

- 1 从“嵌入式 Web 服务器”，单击**设置 > 安全 > 登录方法**。
- 2 从“公共”部分，单击**管理权限**。
- 3 展开**应用程序**，然后清除**扫描到 SharePoint**。
- 4 单击**保存**。

## 配置 ADFS 验证

在您开始之前，请确认在 SharePoint 服务器中启用 ADFS 验证。如需更多信息，请参阅[第 7 页上的“启用验证类型”](#)。

### 注意：

- 此特性仅适用于带 ADFS 2.0 的 SharePoint 2013 和 SharePoint 2010。
- 应用程序不支持使用 NTLM 的 ADFS 验证。

- 1 从“嵌入式 Web 服务器”，导览至应用程序的配置页：  
**应用 > 扫描到 SharePoint > 配置**
- 2 添加或编辑配置文件。
- 3 从“验证”部分，将验证类型设置为 **Kerberos**。
- 4 指定如何使用 SSL 连接到 SharePoint 服务器。如需更多信息，请参阅[第 7 页上的“配置 SSL 设置”](#)。
- 5 从“ADFS 设置”部分，选择**连接到 ADFS**。

## 6 设置验证方法。

- 如果您选择**集成**，请确认打印机中安装了“智能卡验证客户端”、智能卡读卡器，以及读卡器驱动程序。如需更多信息，请参阅 *智能卡验证客户端管理员指南*。
- 如果您选择**基于表单**，请确认 ADFS Web 配置文件中的默认本地验证类型设置为基于表单的验证。如需更多信息，请参阅 [第 9 页上的“配置基于表单的验证”](#)。

## 7 单击应用。

### 配置 Kerberos 设置

1 从“嵌入式 Web 服务器”，单击**设置 > 安全 > 登录方法**。

2 从“网络帐户”部分，单击**添加登录方法 > Kerberos**。

3 键入 KDC 地址、端口号和领域。

**注意：**以大写字母键入领域。

4 单击**保存并校验**。

### 配置访问控制

1 从“嵌入式 Web 服务器”，单击**设置 > 安全 > 登录方法**。

2 从“网络帐户”部分，单击 Kerberos 旁边的**管理权限**。

3 展开**应用程序**，然后选择**扫描到 SharePoint**。

**注意：**如果您的 ADFS 配置了“智能卡验证客户端”，请还选择**智能卡验证客户端**。

4 单击**保存**。

### 限制对应用程序的公共访问

1 从“嵌入式 Web 服务器”，单击**设置 > 安全 > 登录方法**。

2 从“公共”部分，单击**管理权限**。

3 展开**应用程序**，然后清除**扫描到 SharePoint**。

**注意：**如果您的 ADFS 配置了“智能卡验证客户端”，请还清除**智能卡验证客户端**。

4 单击**保存**。

## 导入或导出配置文件

### 注意：

- 导入配置文件会覆盖现有的应用程序配置。
- 当您导出配置文件时，不保存密码。需要在导入文件之后再次设置密码。

1 从“嵌入式 Web 服务器”，导览至应用程序的配置页：

**应用 > 扫描到 SharePoint > 配置**

2 单击**导入或导出**。

# 使用应用程序

安装应用程序之后，SharePoint 用户可以在扫描到 SharePoint 服务器时使用打印机上的其他扫描特性。提示可能因管理员设置的配置文件而异。

## 扫描文档

### 注意：

- 在您开始之前，在“嵌入式 Web 服务器”中启用扫描。
- 打印机和 SharePoint 服务器中的超时设置可能会影响扫描文档的上载。如果您扫描多个页面，请确认增加打印机和 SharePoint 服务器中的超时设置。

**1** 将原始文档放入 ADF 进纸匣中，或放在扫描仪玻璃上。


**注意：**如需更多信息，请参阅打印机*用户指南*。

**2** 从主屏幕，触摸应用程序配置文件图标。

**3** 如果出现提示，请输入您的凭证。

**4** 导览至您要保存扫描文档的文档库或文件夹。

### 注意：

- 要添加文件夹，请触摸扫描按钮旁边的 ，然后触摸**创建文件夹**。以下字符不能用于文件夹名称：~ "# % & \* : < > ? / \ { | }
- 您只能在文档库内创建文件夹。

**5** 触摸**扫描**。

**6** 键入有关扫描文档的信息。

**注意：**如果在 SharePoint 服务器中选择**显示为百分数**，那么您在“数字”字段中输入的值会被转换为百分数。例如，如果您输入 **50**，它在 SharePoint 服务器中会显示为 **5000%**。

**7** 如果需要，请键入签入注释。

**8** 键入扫描文档的文件名，然后触摸**确定**。

**注意：**以下字符不能用于文件名：~ "# % & \* : < > ? / \ { | }

**9** 如果需要，请调整扫描设置。

### 注意：

- 如果没有安装打印机硬盘，最大的文件大小是 20MB。
- 如需支持的文件类型列表，请参阅*自述文件*。
- 您可以选择 **CSV** 作为“光学字符识别”特性的输出格式。

**10** 触摸**发送**。

**11** 发送文档，扫描下一页，或者取消作业。




# 打印文档

**注意：**在您开始之前，在“嵌入式 Web 服务器”中启用打印。

- 1 从主屏幕，触摸应用程序配置文件图标。
- 2 如果出现提示，请输入您的凭证。
- 3 导览至保存您的文档的文档库或文件夹。

**注意：**

- 要打开您的个人站点或文件夹，请触摸**我的站点**。根据默认的开始设置，您可能需要滚动到“我的站点”。
- 要查看文件和文件夹或只查看文件，请触摸  > **筛选**。

- 4 触摸文件名。

**注意：**

- 要查看文件信息，请触摸  将它们添加到快捷方式。
- 如需支持的文件类型列表，请参阅 *自述文件*。

- 5 触摸打印。

**注意：**当正在打印时，屏幕超时被禁用。

## 疑难解答

### 应用程序错误

请尝试下列办法中的一个或多个：

#### 检查诊断日志

- 1 打开 Web 浏览器，然后键入 **IP/se**，其中 **IP** 是打印机 IP 地址。
- 2 单击**嵌入式解决方案**，然后执行以下操作：
  - a 清除日志文件。
  - b 将日志级别设置为**是**。
  - c 生成日志文件。
- 3 分析日志，然后解决问题。  
**注意：**为了避免内存不足问题，在分析完日志之后，将日志级别设置为**否**。

#### 限制您创建的配置文件的数量

如果配置文件太多，您可能会遇到问题。如果打印机内存是 2GB，我们建议只创建最多 80 个配置文件。

#### 调整扫描设置

- 1 从“嵌入式 Web 服务器”，导览至应用程序的配置页。
- 2 添加或编辑配置文件。
- 3 从扫描设置部分，选择较低的扫描分辨率或关闭彩色扫描。
- 4 单击应用。

#### 联系利盟代表

### 无法连接到 SharePoint 服务器

请尝试下列办法中的一个或多个：

#### 确认 SharePoint 服务器正在工作

如需更多信息，请与您的 SharePoint 管理员联系。

#### 再次触摸应用程序图标

当服务器处于“睡眠”模式时，它可能需要几秒钟才会响应。

#### 确认应用程序设置与 SharePoint 服务器设置相匹配

如需更多信息，请参阅[第 11 页上的“管理配置文件”](#)。

## 确认打印机已连接到网络

如需更多信息，请参阅打印机*用户指南*。

### 检查诊断日志

- 1 打开 Web 浏览器，然后键入 **IP/se**，其中 **IP** 是打印机 IP 地址。
- 2 单击**嵌入式解决方案**，然后执行下列操作：
  - a 清除日志文件。
  - b 将日志级别设置为**是**。
  - c 生成日志文件。
- 3 分析日志，然后解决问题。

### 确认您有 SharePoint URL 的访问权限

- 1 打开 Web 浏览器，然后键入 SharePoint URL。
- 2 使用管理员帐户登录。

**注意：**如果您没有管理员帐户，请与 SharePoint 管理员联系。
- 3 从登录页面，单击设置图标，然后单击**站点设置**。
- 4 从“用户和权限”部分，单击 **网站权限 > 检查权限**。
- 5 键入您的用户名。
- 6 单击**立即检查**。

**注意：**拥有只读或仅查看访问权限的用户也许不能通过应用程序连接到 SharePoint 服务器。如需更改您的权限级别，请与 SharePoint 管理员联系。

### 联系 Lexmark 代表

## 无法验证用户

请尝试下列办法中的一个或多个：

### 检查应用程序设置

确认应用程序配置页中的验证选项和 SharePoint 设置与 SharePoint 服务器的设置相匹配。如需更多信息，请参阅[第 11 页上的“管理配置文件”](#)。

## 确认您指定正确的凭证

### 确认您有 **SharePoint URL** 的访问权限

1 打开 Web 浏览器，然后键入 SharePoint URL。

2 使用管理员帐户登录。

**注意：**如果您没有管理员帐户，请与 SharePoint 管理员联系。

3 从登录页面，单击设置图标，然后单击**站点设置**。

4 从用户和权限部分，单击 **网站权限 > 检查权限**。

5 键入您的用户名。

6 单击**立即检查**。

**注意：**如果您拥有只读或仅查看访问权限，请与 SharePoint 管理员联系以更改您的权限级别。

### 联系解决方案提供商

如果您仍然不能解决问题，请联系您的解决方案提供商。

## 无法访问我的站点

请尝试下列办法中的一个或多个：

### 确认您为应用程序配置页中的“我的站点”指定正确的 **URL** 方案

如需更多信息，请参阅[第 11 页上的“管理配置文件”](#)。

### 确认在 **SharePoint** 服务器中正确配置“我的站点”

如需更多信息，请与您的 SharePoint 管理员联系。

## 无法访问站点或在列表中找到它

请尝试下列办法中的一个或多个：

### 确认应用程序设置与 **SharePoint** 服务器设置相匹配

如需更多信息，请参阅[第 11 页上的“管理配置文件”](#)。

### 确认您能够访问 **SharePoint** 服务器并拥有适当的网站权限

如需更多信息，请与您的 SharePoint 管理员联系。

### 确认 **SharePoint URL** 被正确映射到公共 **URL**

如需更多信息，请参阅[第 8 页上的“配置备用访问映射”](#)。

## 确认所有子站在网站集中列出

- 1 登录到 SharePoint 服务器。
- 2 从计算机，启动 SharePoint 服务器管理中心网站，然后单击**应用程序管理 > 网站集 > 查看所有网站集**。
- 3 确认您的站点是否在列表中。

**注意：**您需要管理权限才能添加站点。如需更多信息，请与您的 SharePoint 管理员联系。

## 联系解决方案提供商

如果您仍然不能解决问题，请联系您的解决方案提供商。

# 无法扫描或打印文档

请尝试下列办法中的一个或多个：

## 确认扫描或打印已启用

- 1 从“嵌入式 Web 服务器”，导览至应用程序的配置页：  
**应用 > 扫描到 SharePoint > 配置**
- 2 添加或编辑配置文件。
- 3 从“SharePoint 设置”部分，启用扫描或打印。
- 4 单击应用。

## 确认 SharePoint URL 不超过长度限制

如需更多信息，请参阅 SharePoint 服务器的帮助文档。

## 确认所有适当的网络电缆是否连接牢固并且打印机的网络设置是否正确配置

如需更多信息，请参阅打印机*用户指南*。

## 确认文件类型被支持

如需支持的文件类型列表，请参阅*自述文件*。

## 如果您不能打印 PDF 文件，请确认该文件没有加密

## 确认您有 SharePoint URL 的访问权限

- 1 打开 Web 浏览器，然后键入 SharePoint URL。
- 2 使用管理员帐户登录。  
**注意：**如果您没有管理员帐户，请与 SharePoint 管理员联系。
- 3 根据您的 SharePoint 服务器，请单击设置图标或**网站操作**，然后单击**站点设置**。

- 4 从“用户和权限”部分，单击**站点权限 > 检查权限**。
- 5 键入您的用户名。
- 6 单击**立即检查**。

## 无法用彩色扫描文档

### 配置应用程序来用彩色扫描文档

- 1 从嵌入式网页服务器，导览至应用程序的配置页：  
**应用 > 扫描到 SharePoint > 配置**
- 2 添加或编辑配置文件。
- 3 从“扫描设置”部分，在“颜色”菜单中，选择**开**。
- 4 单击**应用**。

## 上载多个页面时出错

请尝试下列办法中的一个或多个：

### 增加打印机超时

如需更多信息，请参阅打印机*用户指南*。

### 在 **SharePoint** 服务器中增加超时

如需更多信息，请与您的 **SharePoint** 管理员联系。

### 请联系您的解决方案提供商

如果您仍然不能解决问题，请联系您的解决方案提供商。

## 当打开文档库时应用程序退出

请尝试下列办法中的一个或多个：

### 确认 **SharePoint URL** 不超过长度限制

如需更多信息，请参阅 **SharePoint** 服务器的帮助文档。

### 移动或删除 **SharePoint** 文档库中的一些文件

### 联系 **Lexmark** 代表

# 注意事项

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2020 年 3 月

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