



Scan to SharePoint

Administrator's Guide

June 2011

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June 2011

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Overview

Scan to SharePoint is designed to securely scan documents to sites housed on SharePoint servers. It also allows site navigation, folder creation, and printing of documents saved in SharePoint sites from the MFP.

A working knowledge of SharePoint is required for the effective use of this guide. This document does not include information pertaining to the installation and use of the SharePoint software. For information, see your SharePoint documentation.

Configuring the application

Configuring applications using the Embedded Web Server

The application can be manually configured using the Embedded Web Server (EWS) of a device. However, the setup procedure has to be completed for each device running the application. Setting up the application using the Embedded Web Server is recommended for networks where a relatively small number of devices will be used.

Larger networks should use MarkVision™ Professional (MVP) to configure multiple devices at one time.

Accessing application configuration settings using the Embedded Web Server

1 Obtain the printer IP address:

- From the printer control panel home screen
- From the TCP/IP section in the Network/Ports menu
- By printing a network setup page or menu settings page, and then finding the TCP/IP section

Note: An IP address appears as four sets of numbers separated by periods, such as **123 . 123 . 123 . 123**.

2 Open a Web browser, and then type the printer IP address in the address field.

The Embedded Web Server page appears.

3 From the navigation menu on the left, click **Settings** or **Configuration**.

4 Click **Device Solutions > Solutions (eSF)**, or click **Embedded Solutions**.

5 From the Installed Solutions list, click the application you want to configure, and then click **Configure**.

Configuring applications using MarkVision Professional

Use MarkVision Professional (MVP) to configure multiple printers at one time.

Note: MVP can only be used for printers that support the Embedded Solutions Framework (eSF) 1.2 and 2.0.

Installing solution descriptors on the MarkVision Server

Solution descriptors are XML files that are installed on the MarkVision Server. They describe to MVP how to configure an embedded solution, providing information about supported settings such as types, descriptions, ranges, defaults, and internationalization values and strings. Each embedded application includes a solution descriptor, which must be installed before the application can be configured.

Use one of the following methods to install a solution descriptor on the MarkVision Server:

Method one

- 1 From the MarkVision Professional Home screen, select **Embedded Solutions - Solutions Management** from the All Tasks list.
- 2 Use the Quick Find or Folders tabs to select a device.
Note: When a device managed by MVP is not supported by a specific task, its name will appear with a black line through it in the Quick Find or Folders tabs. Password-protected network devices are displayed in red. Enter the device password to gain access to the device.
- 3 Select the application from the list.
- 4 Click **Fetch Descriptor(s)**. This will read the solution descriptor from the device if this method is supported by the device. If it is not, a dialog will open so that you can browse to the file to be installed.

Method two

- 1 From the MarkVision Professional Home screen, select **Embedded Solutions - Solutions Management** from the All Tasks list.
- 2 Use the Quick Find or Folders tabs to select a device.
Note: When a device managed by MVP is not supported by a specific task, its name will appear with a black line through it in the Quick Find or Folders tabs. Password-protected network devices are displayed in red. Enter the device password to gain access to the device.
- 3 Click **Manage Descriptors**.
- 4 Click **Add**.
- 5 Browse to find the solution descriptor for the application.
- 6 Click **Open**.

Notes:

- The installed solution descriptor appears in the Plug-ins/Solutions on Server box. The solution descriptor details appear in the Details box.
- If the descriptor file is not valid, MVP 11.2 will display an error message.

- 7 Click **Close**.

Accessing application configuration settings using MarkVision Professional

Note: MarkVision Professional 11.2 or later required.

To configure a solution in MVP:

- 1 From the MarkVision Professional Home screen, select **Embedded Solutions - Solutions Management** from the All Tasks list.
- 2 Select devices using the Quick Find or Folders tabs.
Use **Ctrl + click** and **Shift + click** to select multiple devices.

Note: When a device managed by MVP is not supported by a specific task, its name will appear with a black line through it in the Quick Find or Folders tabs. Password-protected network devices are displayed in red. Enter the device password to gain access to the device.
All installed embedded solutions appear.
- 3 Select the solution to be configured.
- 4 Click **Fetch Descriptor(s)** to install the necessary solution descriptor onto the MVP server from the device.
- 5 Click **Configure**, and then adjust settings as needed.

Licensing the application

An electronic license is required for the application to run on selected printers.

If individual licenses are used, then you must install them locally on each printer. If you plan to use the application with several printers, then you may prefer to install the Lexmark License Server and obtain a network license for the appropriate number of devices.

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

Obtaining a license file

For local (individual) licensing

- 1 From the Embedded Web Server, click **Settings** or **Configuration**.
- 2 Click **Device Solutions** > **Solutions (eSF)**, or click **Embedded Solutions**.
- 3 Click **System**.
- 4 Record the host ID (serial number).
Record only the string that appears after **Serial=**.
- 5 Contact your Lexmark representative, and provide the host ID to obtain the license file.

For network licensing

The server Host ID is required to generate the license file for network licensing. To collect the Host ID, contact your system support person and request the MAC address of the computer on which the license server resides. Then contact your Lexmark representative, and provide the Host ID (MAC address) to obtain the license file.


You can also find the Host ID using the Lexmark License Server.

Installing the Lexmark License Server

Note: Lexmark License Server is intended for use with Windows operating systems.

- 1 From the application package, launch the **LicenseServer.exe** file.
This executable file is located in <install location>\esf-license-app.
- 2 Click **Next**.
- 3 Select the installation method you want to use, and then click **Next**.
You have the option to unpack the installation files to a temporary directory from which they will be removed after the installation is complete, or to specify a location where the files will remain after the installation is complete.
- 4 If you do not want the server installed in the default directory, then click **Browse** to select an alternate location.
- 5 Click **Finish** to complete the installation.
- 6 After the Lexmark License Server installation is complete, click **Done**.

Collecting the Host ID

- 1 Click  or **Start > All Programs** or **Programs > Lexmark > Lexmark License Server > License Administration Tools**.
- 2 Click the **System Settings** tab.
- 3 Record the Host ID (MAC address).
- 4 Contact your Lexmark representative, and provide the Host ID.
The Host ID is required to generate the license file.

Licensing the printer

Using a local license

Using the Embedded Web Server

- 1 From the Embedded Web Server, click **Settings** or **Configuration**.
- 2 Click **Device Solutions > Solutions (eSF)**, or click **Embedded Solutions**.
- 3 Under Installed Solutions, click the appropriate application link.
- 4 Click **License > Update License**.
- 5 Make sure **Local** is selected, and then click **Browse** to locate the license file.
- 6 Click **Update License**.

Using MarkVision Professional

- 1 In MarkVision Professional, select the device where the application is installed.
- 2 Click **Settings > Embedded Solutions > Solutions Management**.
- 3 Under the appropriate application, click **Update License**.
- 4 In the Update License window, select **Use a local license file**.
- 5 Click **Browse** to locate the license file.
- 6 Click **Update License**.

Using a network license

Copying the license file to the Lexmark License Server

Note: Before installing a network license using either the Embedded Web Server or MarkVision Professional, copy the license files to the license server.

- 1 Copy the license file to the following directory on the network license server:
C:\Program Files\Lexmark\LicenseServer\Licenses
- 2 On the host computer, open the Control Panel.
- 3 Under Administrative Tools, click **Services**.
- 4 Select **License Server**.
- 5 Stop, and then restart the **License Server** service.

Configuring the network license

- 1 From the Embedded Web Server, click **Settings** or **Configuration**.
- 2 Click **Device Solutions > Solutions (eSF)**, or click **Embedded Solutions**.
- 3 Click **Network License**.
- 4 Enter the IP address or host name and optional port for the network license server where the license is stored. You can enter values for up to three separate servers.
- 5 In the Heartbeat Period field, enter a value of 2–60 minutes to designate how often the printer will ping the network license server to check for updates and maintain access to an electronic license.
- 6 In the Number of Retries field, enter a number of 1–5 to set the maximum number of times the printer can attempt to obtain a license before quitting.
- 7 Click **Apply**.

Updating the network license

Using the Embedded Web Server

- 1 Click **Solutions**.
- 2 Under Installed Solutions, click the appropriate application link.
- 3 Click **License > Update License**.

- 4 Select **Network**.
- 5 Click **Update License**.

Using MarkVision Professional

- 1 In MarkVision Professional, select the device where the application is installed.
- 2 Click **Settings > Embedded Solutions > Solutions Management**.
- 3 Under the appropriate application, click **Update License**.
- 4 In the Update License window, select **Use a network license server**.
- 5 Click **Update License**.

Configuring Scan to SharePoint

Adding or editing a profile

- 1 Access the application configuration settings from the Embedded Web Server or MarkVision Professional.
- 2 Add or edit a profile:

Adding a profile

From the Configure, Profile, or Profiles page, click **Add** or **New**.

Editing a profile

From the Configure, Profile, or Profiles page, select a profile to edit, and then click **Edit**.

- 3 Change the settings as necessary.
 - To customize the display text and icons, see “Customizing the display icon” on page 12.
 - To set user authentication, see “Configuring user authentication settings” on page 12.
 - To configure SharePoint settings, see “Configuring SharePoint settings” on page 13.
 - To customize scan settings, see “Configuring scanning options” on page 14.
 - To enable confirmation options, see “Configuring confirmation options” on page 16.
- 4 Do one of the following:

Using the Embedded Web Server

- Click **Return** to go back to the main configuration page without making any changes.
- Click **Restore Defaults** to return all fields to factory default settings.
- Click **Reset** to cancel changes to all fields and begin again.
- Click **Apply** to save changes.

Note: Reset and Apply are the only options available on certain devices.

Using MarkVision Professional

- Click **OK** to save changes.
- Click **Cancel** to exit without making changes.

Customizing the display icon

- 1 Access the application configuration settings from the Embedded Web Server or MarkVision Professional.
- 2 From the Configure, Profile, or Profiles page, add or edit a profile, and then change the settings as necessary:
 - **Button Text** or **Icon Text**—Type up to 20 characters that will appear above the profile button on the printer home screen. This field is required.
 - **Button Icon** or **Icon**—Browse to a new image file that represents the profile on the printer home screen. This field is optional.
 - **Button Icon when pressed** or **Icon when pressed**—Browse to a new image file that will be displayed while the profile icon is being pressed. This field is optional.

Notes:

- For printers running the Embedded Solutions Framework (eSF) version 3.0 or later, the image should be a PNG file with a transparent background, and should measure 192 x 302 pixels. It should not exceed 11KB in size.
- For printers running eSF version 2.0, the image should be a GIF, PNG, or JPEG file, and should measure 120 x 75 pixels.
- For printers running eSF version 1.2, the image should be a GIF file and should measure 120 x 75 pixels.
- If you are unsure about which version of eSF your printer is running, then see “Checking which version of the Embedded Solutions Framework is installed on a printer” on page 25.

- 3 Do one of the following:

Using the Embedded Web Server

- Click **Return** to go back to the main configuration page without making any changes.
- Click **Restore Defaults** to restore all fields to factory default settings.
- Click **Reset** to cancel changes to all fields and begin again.
- Click **Apply** to save changes.

Note: Reset and Apply are the only options available on certain devices.

Using MarkVision Professional

- Click **OK** to save changes.
- Click **Cancel** to exit without making changes.

Configuring user authentication settings

- 1 Access the application configuration settings from the Embedded Web Server or MarkVision Professional.
- 2 From the Configure or Profile page, add or edit a profile, and then change the user authentication options as necessary.
 - **Authentication Type**—Select how users will be authenticated against the SharePoint server.

Notes:

- On printers that support eSF 2.0 or later, you can choose from "NTLM credentials", "NTLMv2 credentials," and "Use MFP credentials" as the authentication type.
- On printers that support eSF 1.2, you can only choose between "NTLM credentials" and "NTLMv2 credentials" as the authentication type.
- Windows Server 2008 does not support NTLM Authentication. If your SharePoint server is running on Windows Server 2008, then select only "NTLMv2 credentials" or "Use MFP credentials" as the authentication type.
- **Device Access Control**—Select a function access control to authenticate and give permissions to users. This option is available only on printers that support eSF 2.0 or later.
- **Default NTLM User Name**—Type the default user name. On printers that support eSF 2.0 or later, this applies only if "NTLM credentials" is selected as the authentication type.
- **Default NTLM Password**—Type the default password. On printers that support eSF 2.0 or later, this applies only if "NTLM credentials" is selected as the authentication type.
- **Show NTLM User Name and Password**—Select this option to allow the user to change the default user name and password. If this option is not selected, the user name and password authentication prompts will not be shown.

3 Do one of the following:

Using the Embedded Web Server

- Click **Return** to go back to the main configuration page without making any changes.
- Click **Restore Defaults** to return all fields to factory default settings.
- Click **Reset** to cancel changes to all fields and begin again.
- Click **Apply** to save changes.

Note: Reset and Apply are the only options available on certain devices.

Using MarkVision Professional

- Click **OK** to save changes.
- Click **Cancel** to exit without making changes.

Configuring SharePoint settings

- 1 Access the application configuration settings from the Embedded Web Server or MarkVision Professional.
- 2 From the Configure or Profile page, add or edit a profile, and then customize the SharePoint options as necessary.
 - **Hostname**—Type the host name of the SharePoint server.
 - **Domain**—Type the Windows domain of the SharePoint server.
 - **SharePoint URL**—Type the URL of the SharePoint site where scanned documents will be saved.

Note: Do not include the default page or file name of the site when typing the URLs. For example, to add the SharePoint URL `http://abcde/Docs/default.aspx`, type only `http://abcde/Docs/` in the SharePoint URL field.
 - **URL scheme for My Site**—Customize the URL of the "My Site" site on your SharePoint server. By default, the URL is `%s/personal/%u`, where `%s` is the SharePoint server address and `%u` is the authenticated user name.

- **Filtered URLs**—Type a list of URLs of SharePoint sites or folders that will not be accessible to users from the printer control panel.

Note: Do not include the default page or file name of the site when typing the URLs. For example, to prevent users from navigating to the site with the URL `http://abcde/Admin/default.aspx`, type only `http://abcde/Admin/` in the Filtered URLs field.

- **Default Start Location**—Type the URL of the SharePoint site or folder that you want users to start navigating from when using the application on the printer.
- **Ask for check-in comment**—Select to prompt users to type a comment when scanning documents to SharePoint.
- **Prompt for optional data**—Select which file information users will enter values for after scanning documents to SharePoint.
- **Apply a timestamp to imported file name**—Select to add a time signature to the file name of a scanned document.
- **Include User Name In File Name**—Select the check box to automatically add the user name at the beginning of the file name when saving the scan job.
- **Timestamp format**—Select the format of the timestamp to be added to the file name. This can be set if the “Apply a timestamp to imported file name” option is enabled.
- **Date Prompt Entry**—Select the method for entering the date and time information. Selecting Numeric Format will ask users to manually enter the date from the printer control panel.
- **Date Prompt Format**—Select the date format. This applies only if the Numeric Format option is selected from the Data Prompt Entry menu.
- **Time Preference**—Select the time format. This applies only if the Numeric Format option is selected from the Data Prompt Entry menu.
- **Personal Site Use**—Select options to allow users to scan documents to personal sites on SharePoint.

3 Do one of the following:

Using the Embedded Web Server

- Click **Return** to go back to the main configuration page without making any changes.
- Click **Restore Defaults** to return all fields to factory default settings.
- Click **Reset** to cancel changes to all fields and begin again.
- Click **Apply** to save changes.

Note: Reset and Apply are the only options available on certain devices.

Using MarkVision Professional

- Click **OK** to save changes.
- Click **Cancel** to exit without making changes.

Configuring scanning options

- 1 Access the application configuration settings from the Embedded Web Server or MarkVision Professional.
- 2 From the Configure or Profile page, add or edit a profile, and then change the default scan options as necessary.
 - **Show Scan Settings**—Select to allow users to change the settings from the printer control panel when scanning a document. Clear the check box to prevent users from changing the default settings when scanning a document.
 - **Show Scan Preview**—Select the check box to show the first page of the scanned document on the printer display.

- **Allow user to enter filename**—Select the check box to allow users to change the file name of their scan job before saving to SharePoint.
- **Default Scan Filename**—Enter a default filename for every scan job.
- **Scan Sides (Duplex)**—Allow users to scan 1-sided or 2-sided documents. Select **1 Sided** to scan only one side of the document. Select **2 Sided** to scan both sides.
- **Enable Custom Job**—Select the check box to combine single or multiple scans from the Automatic Document Feeder (ADF) and the scanner glass into a single job. Enabling this setting will prompt users whether to scan their documents from the ADF or the scanner glass.
- **Scan Resolution**—Adjust the default quality of the scanned document. If users will be scanning photographs, drawings with fine lines, or documents with very small text, then increase the resolution setting. Higher resolution settings result in larger file sizes and longer time needed to scan the original document.
- **Scan Color**—Determine whether the document will be scanned in color or in black and white. Select this option to scan in color, or clear it to scan in black and white.
- **Image Depth**—If Scan Color is turned off, then select the default image depth of the scan job. This adds more shades or colors to your scan job to improve image detail or sharpness.
- **Scan Contrast**—Specify a setting to increase or decrease the difference between lights and darks in a scanned image. Select **Best for Content** if you want the printer to adjust the contrast automatically, or select a value from 0 (least contrast) to 5 (most contrast).
- **Scan File Format**—Specify the output format (TIFF, JPEG, and PDF) for scanned images saved on the SharePoint server.

Note: The JPEG file format does not support multiple pages. If users will be scanning documents containing more than one page, then select either **TIFF** or **PDF** as the scan file format.

- **Content Type**—Select the default type that best represents the scanned document.
- **Background Removal**—Specify the degree of background to remove from the scan job. Type values from 1 to 10, with 10 for maximum background removal.
- **Shadow Detail**—Specify the degree of shadow detail to apply to the scan job. Type values from 1 to 10, with 10 for maximum shadow detail.

3 Do one of the following:

Using the Embedded Web Server

- Click **Return** to go back to the main configuration page without making any changes.
- Click **Restore Defaults** to return all fields to factory default settings.
- Click **Reset** to cancel changes to all fields and begin again.
- Click **Apply** to save changes.

Note: Reset and Apply are the only options available on certain devices.

Using MarkVision Professional

- Click **OK** to save changes.
- Click **Cancel** to exit without making changes.

Configuring confirmation options

- 1 Access the application configuration settings from the Embedded Web Server or MarkVision Professional.
- 2 From the Configure, Profile, or Profiles page, add or edit a profile, and then change the confirmation options as necessary.
 - **Display Confirmation Page**—Select this option to specify that users will see a confirmation page on the printer control panel after scanning documents to the SharePoint server.
 - **Print Confirmation Page**—Select this option to specify that the printer will print a confirmation page after users scan documents to the SharePoint server.
 - **Email Confirmation Page**—Select this option to specify that the printer will send a confirmation e-mail after users scan documents to the SharePoint server. Addresses for recipients must be specified in the “Email To” field.
 - **Email To**—If you select the Email Confirmation Page option, then you must specify at least one recipient's e-mail address in this field. Multiple addresses should be separated by commas.
- 3 Do one of the following:

Using the Embedded Web Server

- Click **Return** to go back to the main configuration page without making any changes.
- Click **Restore Defaults** to return all fields to factory default settings.
- Click **Reset** to cancel changes to all fields and begin again.
- Click **Apply** to save changes.

Note: Reset and Apply are the only options available on certain devices.

Using MarkVision Professional

- Click **OK** to save changes.
- Click **Cancel** to exit without making changes.

Deleting a profile

- 1 Access the application configuration settings from the Embedded Web Server or MarkVision Professional.
- 2 From the Configure, Profile, or Profiles page, select a profile from the list, and then click **Delete** or **Remove**.
- 3 Click **Remove** to confirm.

Exporting and importing configuration files

After configuring an application, you can export your current settings into a file that can then be imported and used to configure that application on one or more additional printers.

Exporting and importing a configuration using the Embedded Web Server

You can export configuration settings into a text file that can then be imported and used to apply the settings to one or more additional printers.

Exporting a configuration

- 1 From the Embedded Web Server, click **Settings** or **Configuration**.
- 2 Click **Device Solutions > Solutions (eSF)**, or click **Embedded Solutions**.
- 3 From Installed Solutions, click the name of the application you want to configure.
- 4 Click **Configure > Export**.
- 5 Follow the instructions on the computer screen to save the configuration file, and then enter a unique file name or use the default name.

Note: If a **JVM Out of Memory** error occurs, then repeat the export until the configuration file is saved.

Importing a configuration

- 1 From the Embedded Web Server, click **Settings** or **Configuration**.
- 2 Click **Device Solutions > Solutions (eSF)**, or click **Embedded Solutions**.
- 3 From Installed Solutions, click the name of the application you want to configure.
- 4 Click **Configure > Import**.
- 5 Browse to the saved configuration file, and then load or preview it.

Note: If a timeout occurs and a blank screen appears, then refresh the browser, and then click **Apply**.

Exporting and importing a configuration using MarkVision Professional

Exporting configuration settings

- 1 From the MarkVision Professional Home screen, select **Embedded Solutions - Solutions Management** from the All Tasks list.
- 2 Using the Quick Find or Folders tabs, select the device(s) where the application is installed.
Use **Ctrl + click** and **Shift + click** to select multiple devices.
Note: Password-protected network devices are displayed in red. Enter the device password to gain access to the device.
- 3 From the list, select the name of the application you want to configure, and then click **Export**.
- 4 Browse to find a location to save the universal configuration file (.ucf), and then click **Save**.

Importing configuration settings

- 1 From the MarkVision Professional Home screen, select **Embedded Solutions - Solutions Management** from the All Tasks list.
- 2 Using the Quick Find or Folders tabs, select the device(s) where the application is installed.
Use **Ctrl + click** and **Shift + click** to select multiple devices.

Note: Password-protected network devices are displayed in red. Enter the device password to gain access to the device.
- 3 From the list, select the name of the application you want to configure, and then click **Import**.
- 4 Browse to find the universal configuration file (.ucf), and then click **Add**.

Using Scan to SharePoint

After the application is installed, the scan features on the printer will behave differently when users scan to a SharePoint server using a Scan to SharePoint profile. Within each profile, the prompts that users will see are determined by settings configured by the administrator. Therefore, users may not see all of the prompts described here when using a particular profile.

Scanning documents using Scan to SharePoint

- 1 Load the document.

Note: Documents may be loaded into the Automatic Document Feeder (ADF) or the scanner glass. For information on the different methods of loading documents, see the *User's Guide* that came with the printer.

- 2 Touch the application profile icon.

- 3 Enter your user name and password, or swipe your badge ID and then enter your password.

- 4 Navigate to the site or folder where you want to save the scanned document, and then select it.

- 5 To create a new destination folder, touch **Create Folder**, and then enter the name of the folder.

- 6 Touch **Next > Scan Here**.

Note: For printers with no hard disk installed, you can scan documents with file size up to 20MB.

- 7 Depending on how the application is configured, you may be prompted to adjust the scan settings. Adjust the settings as necessary, and then touch **Scan It**.

- 8 If Custom Job is enabled, then you may be prompted to select whether to scan from the ADF or from the scanner glass. Select the location of your original document.

- 9 To scan additional documents, load the next document and touch **Scan the Next Page**.

If Custom Job is enabled, then you may be prompted to select whether to scan from the ADF or from the scanner glass instead. Select the location of your additional documents.

- 10 If you have no more documents to scan, then touch **Finish the Job**.

- 11 If necessary, specify the file name of your scanned document, and then touch **Next** to send the scan job to SharePoint.

- 12 Depending on how the application is configured, some additional job options may be asked when scanning a document to SharePoint. Follow the prompts on the screen to customize the options or enter the necessary information.

Note: Optional information are configured by creating site columns from the SharePoint Web server. All column types, except Calculated Columns, are supported by the application. For more information on site columns, see your SharePoint documentation or contact your system support person.

Printing documents saved on SharePoint

- 1 Touch the application profile icon.

- 2 Enter your user name and password, or swipe your badge ID and enter your password.

- 3** Navigate to the SharePoint site or folder where your document is saved.
To open your personal site or folder, touch **My Site** from the navigation bar.
- 4** Select the document that you want to print.
- 5** To view information about the file, touch **Info**.
- 6** To print the document, touch **Print**

Troubleshooting

Scan to SharePoint troubleshooting

An application error has occurred

Try one or more of the following:

CHECK THE SYSTEM LOG

- 1 Obtain the printer IP address:
 - From the printer control panel home screen
 - From the TCP/IP section in the Network/Ports menu
 - By printing a network setup page or menu settings page, and then finding the TCP/IP section

Note: An IP address appears as four sets of numbers separated by periods, such as 123 . 123 . 123 . 123.
- 2 Open a Web browser, and then type the printer IP address in the address field.
The Embedded Web Server page appears.
- 3 From the navigation menu on the left, click **Settings** or **Configuration**.
- 4 Click **Device Solutions** > **Solutions (eSF)**, or click **Embedded Solutions**.
- 5 Click **System** tab > **Log**.
- 6 From the Filter menu, select an application status.
- 7 From the application menu, select an application, and then click **Submit**.

ADJUST THE SCAN SETTINGS

Note: This applies *only* to applications that support scanning.

In the application configuration settings, select a lower scan resolution. You can select **Off** or a lower resolution from the Scan Color drop-down menu.

CONTACT YOUR SOLUTIONS PROVIDER

If you still cannot isolate the problem, then contact your solutions provider for additional help.

Application cannot authenticate user

Try one or more of the following:

CHECK THE APPLICATION SETTINGS

Make sure the authentication options and SharePoint settings in the application configuration settings match the settings for the SharePoint server. For more information about configuring Scan to SharePoint settings, see “Configuring SharePoint settings” on page 13.

MAKE SURE PRINTER AUTHENTICATION IS CONFIGURED

If the application is configured to use printer authentication credentials, then 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 at www.lexmark.com.

MAKE SURE YOU SPECIFY THE CORRECT USER NAME AND PASSWORD

If the application is configured to use SharePoint credentials to authenticate users, make sure to type the correct user name and password combination from the application configuration settings.

CONTACT YOUR SOLUTIONS PROVIDER

If you cannot isolate the problem, then contact your solutions provider representative for additional help.

Application cannot connect to SharePoint server

Try one or more of the following:

CHECK THE APPLICATION SETTINGS

Make sure the application settings match the settings for the SharePoint server. For more information on configuring Scan to SharePoint settings, see “Configuring SharePoint settings” on page 13.

MAKE SURE THE PRINTER IS CONNECTED TO THE NETWORK

Make sure all appropriate network cables are securely connected and 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

- 1 From the Embedded Web Server, click **Settings** or **Configuration**.
- 2 Click **Device Solutions > Solutions (eSF)**, or click **Embedded Solutions**.
- 3 Click **System** tab > **Log**.
- 4 From the Filter menu, select an application status.
- 5 From the application menu, select an application, and then click **Submit**.

Users cannot access a site or site does not appear on the list

Try one or more of the following:

CHECK THE APPLICATION SETTINGS

Make sure that the application settings match the settings for the SharePoint server. For more information about configuring Scan to SharePoint settings, see “Configuring SharePoint settings” on page 13.

MAKE SURE THE SITE IS VALID

Check that the site or folder was created properly, and that users are able to scan and view documents for this folder from the server Web site.

If users cannot scan or view files from the server Web site, then make sure they have appropriate access to the site or folder.

MAKE SURE USERS HAVE APPROPRIATE ACCESS TO THE SITE

Make sure users have privileges to scan to the SharePoint server, print files, view file information, or create folders within a site.

CONTACT YOUR SOLUTIONS PROVIDER

If you cannot isolate the problem, then contact your solutions provider representative for additional help.

Cannot print PDF files

MAKE SURE THE PDF FILE IS NOT ENCRYPTED

Secure PDF files or PDF files with passwords cannot be printed using the application. These are not supported on devices running the Embedded Solutions Framework.

To print PDF files using the application, make sure the files can be opened without the need for passwords.

Documents are not scanning in color

CONFIGURE THE APPLICATION TO SCAN DOCUMENTS IN COLOR

- 1 Access the application configuration settings from the Embedded Web Server or MarkVision Professional.
- 2 From the Scan Color drop-down menu, select **On**.
- 3 Click **Apply** or **OK** to save the changes.

License error

Try one or more of the following:

MAKE SURE THE APPLICATION IS LICENSED

The application requires a license to run. For more information on licensing the printer, see “Licensing the application” on page 8.

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

MAKE SURE THE LICENSE IS UP-TO-DATE

Make sure the license for the application has not yet expired. Check the license expiry date using the Embedded Web Server or MarkVision Professional.

MAKE SURE THE LICENSE SERVICE IS INSTALLED AND RUNNING

For more information on licensing the printer, see “Licensing the application” on page 8.

Appendix

Checking which version of the Embedded Solutions Framework is installed on a printer

- 1 Type the printer IP address or hostname in the address field of your Web browser.
- 2 From the Embedded Web Server, click **Reports > Device Settings**.
- 3 Scroll down until you see Embedded Solutions (usually found near the bottom).
- 4 Under Embedded Solutions, the value next to **Framework** = signifies the installed version.

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