ScanRouter Enterprise ScanRouter V2 Professional

Management Guide

- 1 Overview of ScanRouter V2 Professional/Enterprise
- 2 Using the Delivery System
- 3 Using ScanRouter V2 Administration Utility
- 4 Appendix

Preface

The guide explains how to use ScanRouter V2 Professional/Enterprise. To get maximum versatility all operators are requested to read this manual carefully and follow the instructions. For information about setting up ScanRouter V2 Professional/Enterprise, see the ScanRouter V2 Professional or ScanRouter Enterprise Setup Guide. For information about using ScanRouter V2 Administration Utility, see Scan-Router V2 Administration Utility Help.

The following products can be connected to ScanRouter V2 Professional/Enterprise:

- DeskTopBinder V2 Professional
- ScanRouter DocumentServer

Network devices used in the illustrations of this guide are examples. They may differ from actual network devices.

Trademarks

Microsoft, Windows, WindowsNT, Power Point are registered trademarks of Microsoft Corporation, in the United States and other countries.

Adobe, Acrobat are trademarks of Adobe Systems Incorporated.

Other company names and product names are trademarks or registered trademarks of their respective companies. They are used for explanations in this guide and the right of their owner only. This use does not infringe on the right of the owner.

- The product name of Windows[®] 95 is Microsoft[®] Windows[®] 95.
- The product name of Windows[®] 98 is Microsoft[®] Windows[®] 98.
- The product names of Windows[®] XP are as follows: Microsoft[®] Windows[®] XP Professional Microsoft[®] Windows[®] XP Home Edition
- The product names of Windows[®] 2000 are as follows: Microsoft[®] Windows[®] 2000 Advanced Server Microsoft[®] Windows[®] 2000 Server Microsoft[®] Windows[®] 2000 Professional
- The product names of Windows NT[®] 4.0 are as follows: Microsoft[®] Windows NT[®] Server 4.0 Microsoft[®] Windows NT[®] Workstation 4.0

TABLE OF CONTENTS

1. Overview of ScanRouter V2 Professional/Enterprise

ScanRouter V2 Professional/Enterprise Delivery System Delivery System Layout				
Features of the Delivery System				
2. Using the Delivery System				
Network Administrator Duties				
Before You Start				
Starting/Quitting the Delivery Server				
Daily OperationsOther Operations				
3. Using ScanRouter V2 Administration Utility				
ScanRouter V2 Administration Utility	23			
ScanRouter V2 Administration Utility Features				
Starting ScanRouter V2 Administration Utility				
Using Help				
Screen Layout				
Suspending and Resuming Service				
Server Settings				
Select ServerSet Administrator				
Set Preferences				
Secondary Delivery Server Operation				
Set I/O Device				
Set Delivery Feature Defaults				
Directory Server Settings (only with ScanRouter Enterprise)				
Set Delivery Types	32			
Delivery Table Settings				
Destinations				
Destination List				
Destination Search				
Administering TSI CodesAdministering Mail Address Book				
Undelivered Data In-Tray				
Log Administration				
Scan Delivery Log Administration				
Fax Delivery Log Administration				
Document Delivery Log Administration				
Error Log Administration				
Maintenance	46			
Backing Up and Restoring				
System Recovery				
Returning to Installation Defaults				
Synchronize with Directory Server (only with ScanRouter Enterprise)	47			

4. Appendix

Shared Folder Settings as a Delivery Destination	
File Formats Used with ScanRouter V2 Professional/Enterprise	
Troubleshooting	
Error Log	_
CSV File for Importing Destinations	
CSV File Format	
Making Entries in a CSV File	
Cooperation with Existing Products	
Importing of Destination Data	
Use from DeskTopBinder V2	
Uninstalling ScanRouter V2 Professional/Enterprise	
Dial-up Connection	61
Using Dial-up Router with ScanRouter V2 Professional/Enterprise	
Using a Dial-up Network Computer	
INDEX	62

1. Overview of ScanRouter V2 Professional/Enterprise

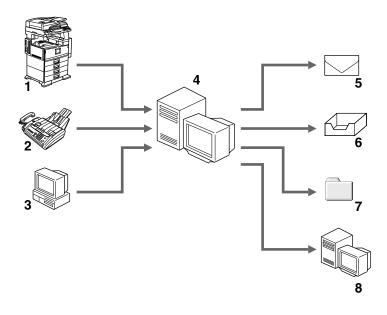
ScanRouter V2 Professional/Enterprise Delivery System

A delivery system using ScanRouter V2 Professional/Enterprise allows you to deliver document data that is scanned or received by fax to multiple destinations, by sending it by e-mail or to specified folders on client computers. You can also save the data received in an in-tray in the delivery server.

Delivery System Layout

Overview of the delivery system

A delivery system using ScanRouter V2 Professional/Enterprise sorts scanned documents, documents received by fax, and DeskTopBinder V2 documents in the delivery server. Then the documents are delivered to specified destinations with specified delivery methods.



GRFMFU8J

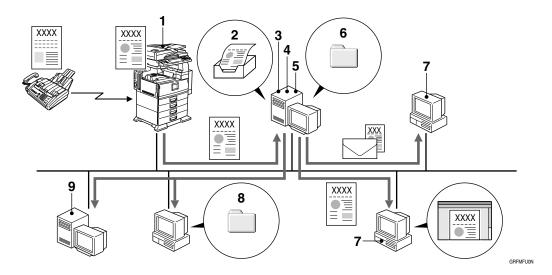
- 1. Scanner
- 2. Facsimile
- 3. DeskTopBinder V2
- 4. Delivery Server
- 5. E-mail

- 6. In-Tray
- 7. Folder in the Client Computer or the Document Management Server
- 8. Linked Server (only with Scan-Router Enterprise)

Domino Server, SharePoint Portal Server

Delivery system layout

A delivery system using ScanRouter V2 Professional/Enterprise is to be composed of the following devices.



1. Network Device

Document data scanned from a scanner or received by a fax are sent to the delivery server.

2. In-Tray

ScanRouter V2 Administration Utility configures an in-tray for each user. When **[In-Tray save]** is selected, documents are saved in the in-tray.

3. Delivery Server

The server works with other devices on the network to ensure document delivery. ScanRouter V2 Administration Utility uses the delivery table to configure delivery settings for each destination. Documents will be delivered according to the delivery method set for each destination.

Available delivery methods:

- In-Tray save
- Save as Windows file
- Save in Shared Network Folder

- Delivery by E-mail (Send by SMTP mail / Send by Notes R5 mail / Send by MAPI mail)
- Add as document (when ScanRouter DocumentServer is used)
- Deliver to Notes R5 Database (only with ScanRouter Enterprise)
- SharePoint Portal Server Plug-in (only with ScanRouter Enterprise)

⇒ p.4 "Available delivery methods"

4. Document Management Server

If ScanRouter DocumentServer is installed, it can be used as a document management server. Documents can be shared by two or more clients by saving them on the document management server.

5. Web Server

Installing Web Document Viewer on the delivery server makes it also work as a web server. By collaborating with the delivery server, the web server allows clients to view documents saved in the delivery server, using a web browser installed on their computers.

6. Folder of Document Management Server

When **[Add as document]** is selected as a delivery type, documents can be stored in the folder of the document management server.

7. Client Computer

When Send by E-mail is selected as a delivery type, documents are delivered to client computers by e-mail. If Web Document Viewer is installed on the delivery server, viewing documents in the delivery server is possible by using a web browser on client computers.

The following operations are available when DeskTopBinder V2 and Auto Document Link/ScanRouter V2 Link are installed on client computers.

 \Rightarrow p.61 "Dial-up Connection"

- With DeskTopBinder V2, clients can check, copy, or delete documents in in-trays. They can also forward documents in My Cabinets of DeskTop-Binder V2, in in-trays or documents in the document management sever to specified destinations by using the delivery server.
- Auto Document Link/ScanRouter V2 Link can automatically retrieve documents or notify users that new documents have arrived.

8. Shared Folder on the File Server When [Save as Windows file] is selected.

When **[Save as Windows file]** is selected, you can send and save documents to a shared folder of the file server.

9. Linked Server (only with Scan-Router Enterprise)

When [Deliver to Notes R5 Database] or [SharePoint Portal Server Plug-in] is selected for the delivery method, documents can be delivered to the database for Notes R5 or SharePoint Portal Server by linking with the Domino server or SharePoint Portal Server.

S	Note
	Scanned documents are delivered to the delivery server over the network.
	Documents received by fax will be sent using RS232 or network to the delivery server. (Methods of sending fax data to the delivery server will differ depending on the network device.)
	The scanner can display the pre-set destinations on the operation panel, but this requires the appropriate operation on the scanner. Depending on the scanner type, however, the destination may not be able to be displayed.
	Undelivered documents are saved in the undelivered data in-tray.
	Be sure to correctly configure any computers that use dial-up access.
Ç	Reference

Features of the Delivery System

ScanRouter V2 Professional/Enterprise has the following functions to ensure that the right document reaches the right person efficiently.

Deliverable documents

The following types of document are deliverable:

- Scanned documents
- Documents received by fax
- Documents exported from DeskTopBinder V2

Available delivery methods

The following delivery methods are available for each user:

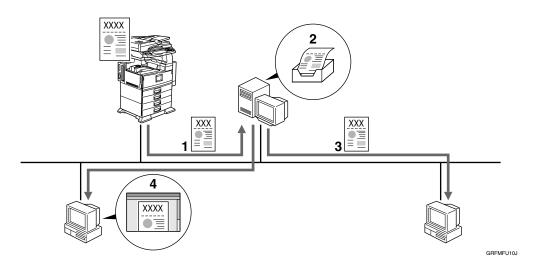
- In-Tray save
- Save as Windows file
- Save in Shared Network Folder
- Send by E-mail (Send by SMTP mail / Send by Notes R5 mail / Send by MAPI mail)
- Add as document (when ScanRouter DocumentSever is used)
- Deliver to Notes R5 Database (only with ScanRouter Enterprise)
- SharePoint Portal Server Plug-in (only with ScanRouter Enterprise)

The following delivery type explanations are assumed when delivering scanned documents. However, these also apply to the delivery of documents received by fax and DeskTopBinder V2 documents.

♦ In-Tray save

Documents can be saved in an in-tray of the delivery server. An in-tray is created for only a destination (user) for which saving on an in-tray is set in Scan-Router V2 Administration Utility.

- You can read documents saved in the in-tray using DeskTopBinder V2.
- Auto Document Link/ScanRouter V2 Link can retrieve documents from the in-tray.
- When Web Document Viewer is installed on the delivery server, documents saved in the server can be viewed from client computers using a web browser.

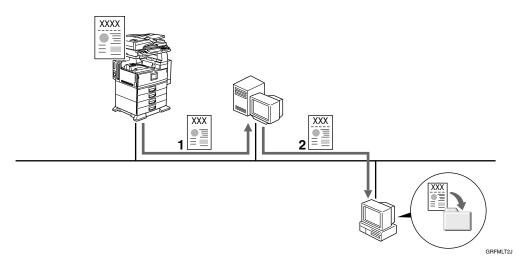


- 1. The scanner sends scanned documents to the delivery server.
- 2. The delivery server saves scanned documents in the in-tray.
- 3. A client computer installed with Auto Document Link/ScanRouter V2 Link can retrieve documents or notify users of document arrival. Retrieved documents are deleted from the in-tray.
- 4. A client computer installed with DeskTopBinder V2 can read documents saved in the in-tray.

 \Rightarrow p.33 "Delivery Table Settings"

Save as Windows file

You can save documents in folders or shared folders on a client computer.



1. The scanner sends scanned documents to the delivery server.

2. The delivery server saves the document in a shared folder on the selected target computer.

A notification can be sent to a client by e-mail when a document is delivered to a specified folder on the client's computer.

Note

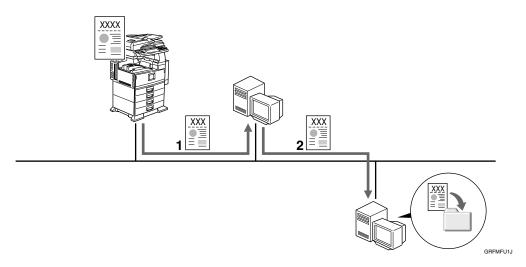
- ☐ Before setting up ScanRouter V2 Professional/Enterprise, create a shared folder in the client computer.
- ☐ You can also save documents to the delivery server Windows folder in this way.

₽ Reference

 \Rightarrow p.33 "Delivery Table Settings"

Add as document

When ScanRouter DocumentServer is used, documents can be saved in the specified folder of the document management server.



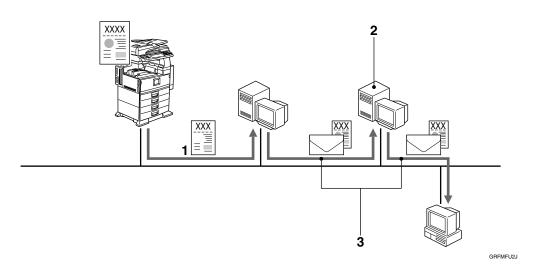
- 1. The scanner sends scanned documents to the delivery server.
- 2. The delivery server saves the documents in the specified folder of the document management server.



 $\hfill\Box$ The document management and delivery servers can be in the same computer.

⇒ p.33 "Delivery Table Settings"

Send by E-mail (Send by SMTP mail / Send by Notes R5 mail / Send by MAPI mail) The scanned document data is attached to e-mail and sent to specified e-mail addresses.



- 1. The scanner sends scanned documents to the delivery server.
- 2. Mail Server

3. The mail server sends the document from the delivery server to specified e-mail addresses.

𝚱 Note

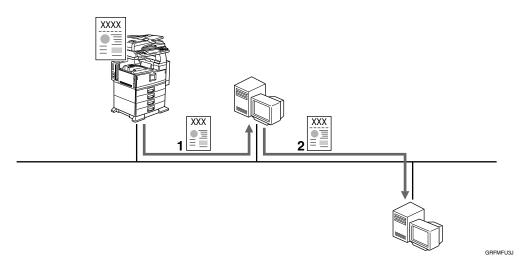
- ☐ You can make the setting to only receive a notification when a document is received in an in-tray.
- \square A mail server needs to be set up independently.

₽ Reference

- ⇒ p.33 "Delivery Table Settings"
- \Rightarrow p.30 "Set Delivery Feature Defaults"

Delivery to linked server (Notes R5 DB/SharePoint Portal Server) (only with Scan-Router Enterprise)

Documents can be delivered to the database for Notes R5 or SharePoint Portal Server by linking with the Domino server or SharePoint Portal Server.



1. The scanner sends scanned documents to the delivery server.

2. The delivery server delivers the documents to the linked servers (Domino server or SharePoint Portal Server).



See the ScanRouter Enterprise Setup Guide.

Specifying delivery destinations for the scanner when scanning documents

Before scanning documents, specify delivery destinations with the operation panel of the scanner. The destinations that are registered in the delivery server will be shown on the operation panel.

#Important

☐ When you add or edit a destination setting using ScanRouter V2 Administration Utility, you need to update the destination information on the device if the connected device has no automatic updating function.

Specifying delivery destinations for documents received by FAX

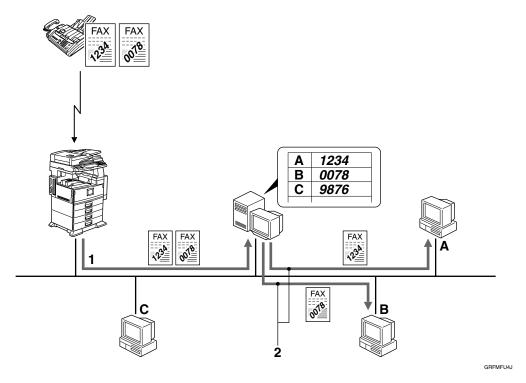
There are two methods of specifying delivery destinations for documents received by fax: using a fax delivering ID and using a TSI code. (An available method differs depending on the facsimile used.)

Methods of connecting the delivery server and facsimile are as follows. Depending on the facsimile used, an applicable connecting method may differ.

- Transmission via network
- Transmission using RS232

Delivery by fax delivering ID

This is a method that a sender specifies for a desired destination when sending a fax. To deliver with this method, a fax delivering ID needs to be assigned and registered with each user and group destination in the delivery system in advance. The ID is to be specified by a sender when a fax is sent.



1. Document data received by fax will be forwarded to the delivery server. (A fax delivering ID must be specified by a sender.)

2. The document data is delivered to a destination with the ID registered.

Limitation

- ☐ To deliver with a fax delivering ID, "F-code (SUB)" (G3) can be specified, or Confidential Transmission with Personal ID (ID Override) function must be supported by a facsimile at a sending point. If not, use a TSI instead. When communicating with G4, only Confidential Transmission with Personal ID (ID Override) function is available.
- ☐ When receiving a document with Confidential Transmission, make sure that a Confidential ID registered with a facsimile is accepted as a fax delivering ID.

Note

☐ If the fax delivering ID that was specified by a sender is not registered with any destinations, the document data will be sent to the undelivered data in-tray.

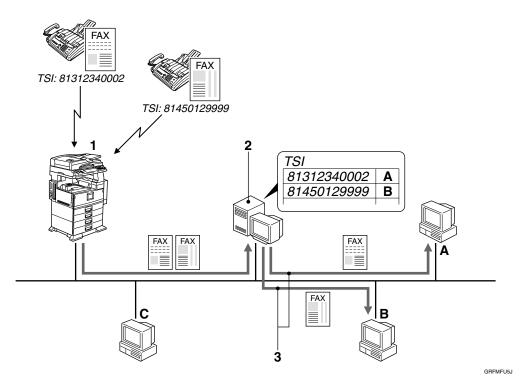
₽ Reference

⇒ p.33 "Delivery Table Settings"

For information about a facsimile, see the operating instructions that come with the device.

◆ Delivery with a TSI

This is a method of delivering documents received by fax using the TSI of a facsimile at a sending point. The TSI must be registered and the desired destinations must be assigned in advance. Documents faxed with a TSI will always be delivered to the assigned destinations for the TSI. Once the delivery server receives a faxed document, a fax TSI will be registered to the TSI table in the delivery system.



- 1. A fax is sent.
- 2. The fax data is sent to the delivery server, and a TSI of the facsimile at the sending point is registered to the TSI table in the delivery system. (The registered TSI can be edited.)
- 3. The fax data is delivered to the destination with the TSI registered.

Note

- ☐ TSI (Transmitting Station Identification) is information registered as RTI (Own Name) or CSI (Own Fax Number) with a facsimile.
- ☐ CSI(Own Fax Number) is information registered with all facsimiles.
- ☐ RTI(Own Name) is information supported only with some facsimiles. If a facsimile at the sending point supports RTI(Own Name), RTI(Own Name) is used as TSI.

- □ When communicating with G4, TID (Transmitting IDentifier) is used instead of TSI. TID is similar to CSI(Own Fax Number) when communicating with G3.
- ☐ When a fax delivering ID is specified, a document will be delivered to the destination registered with the ID. (This method has priority over the TSI method.)
- ☐ When a destination is not registered for a TSI in the TSI table, a fax document with the TSI will be sent to the fax in-tray.

- ⇒ p.33 "Delivery Table Settings"
- ⇒ p.39 "Administering TSI Codes"

For information about a facsimile, see the operating instructions that come with the device.

Fax in-tray

Documents received by fax will be sent to the fax in-tray except in the following cases:

- When a fax delivering ID was specified when a fax was sent
- When a destination is registered with the TSI specified by a sender

Depending on the device, the in-tray created as the destination can be set for each fax port as a fax in-tray during I/O device setting.

Note

- ☐ A delivery method can be specified for the fax in-tray in the same manner as for other destinations.
- ☐ Each of the received fax documents can be delivered to the specified destination as a backup.

- \Rightarrow p.4 "Available delivery methods"
- ⇒ p.30 "Set Delivery Feature Defaults"

ď

2. Using the Delivery System

Network Administrator Duties

There are several things that the network administrator must do before bringing the delivery server in operation. Daily maintenance is required after the server is brought in operation. The network administrator must also be ready to deal with any problems that arise.

Constant maintenance of the network is required to ensure that all clients have convenient access to the delivery service.

𝚱 Note

☐ Use ScanRouter V2 Administration Utility to manage the network and maintain optimal performance settings.

Before You Start

Before the system is usable, the environment and other settings must be configured.

For assistance with the installation, see Help.

Global settings

Before opening the system for use, global settings for the environment, network devices and delivery features must be configured.

Setting Administrator Password and Error Notification

Set the administrator password and error notification.

Administrator password
 The administrator password is
 used to control access to Scan Router V2 Administration Utili ty. To access ScanRouter V2
 Administration Utility to make
 settings and for management,
 the administrator password is
 required.

A default administrator password is not set.

The administrator password is requested only when ScanRouter V2 Administration Utility is started. If the password is entered at startup, it is not requested until shutdown.

An administrator password is set for each sever. If you have a system with more than one delivery server, you will need to set passwords individually for each server.

- Error Notification Select the method of notification when an error occurs.
- Mail Address
 When the administrator mail
 address is set, notification required for delivery system
 maintenance and operation
 such as insufficient disk space
 and error notification are sent to

the administrator.

 Allow modification of settings This function specifies whether to allow destination modification from DeskTopBinder V2.

⇒ p.27 "Set Administrator"

Environment Settings

Environment settings are broken down into the following subsections:

- Default Image Format
 This controls the default save format for delivered scanned images.
- Server Disk Space Monitors remaining disk space.
- Schedule
 Controls scheduling of routine
 maintenance tasks.
 The scheduling function peri odically deletes unnecessary
 data and performs automatic
 backup. It is recommended to
- Web Settings
 Makes the necessary web server settings.

⇒ p.28 "Set Preferences"

use this function.

Secondary Delivery Server Settings

Specify the secondary delivery server. If the normally used delivery server (primary delivery server) suspends processing for some reason, the secondary delivery server temporarily takes over.

⇒ p.29 "Secondary Delivery Server Operation"

Adding Network Devices

Select and add a network device. Not all devices need to be added.

- Basic Settings Specify a device name.
- Delivery Settings
 Specify the destination list to be displayed on the operation panel of the connected device and make reception settings for each fax port.

⇒ p.30 "Set I/O Device"

Setting Delivery Features

Delivery system options:

- Undelivered Data
 This setting controls how undelivered documents are handled.
- Fax Backup Settings
 Each of the received fax document is delivered to the specified destination. Ordinary delivery processing is also executed.
- Additional Handling
 Make additional handling set tings for receiving documents.
 The following handling settings
 are available:
 - Auto-adjust fax/scan orientation
 - Create content text search data
 - Extract words for document names
- User Title
 Controls dist

Controls display of [Destination] and [Sender] on network devices, once having set [Set I/O Device] on the [Server] menu.

⇒ p.30 "Set Delivery Feature Defaults"

Directory Server Settings (only with ScanRouter Enterprise)

Add directory servers and make settings and changes for each directory server.

⇒ p.31 "Directory Server Settings (only with ScanRouter Enterprise)"

Selecting Delivery Type

Select a delivery type.

⇒ p.32 "Set Delivery Types"

Preparation for delivery operation

Several settings are required before delivery can begin.

Adding Destinations

Set destinations for users first. Registered users can be selected into groups. Appropriate delivery settings must be made for each destination.

⇒ p.33 "Destinations"

❖ Registering a TSI

When delivering documents received by fax, a TSI of a facsimile at the sending point and forwarding destination must be registered in the TSI table. The TSI table makes a facsimile TSI relate to forwarding destinations.

⇒ p.39 "Administering TSI Codes"

Adding e-mail addresses

If you add e-mail addresses to Mail Address Book, these addresses can be used for adding destinations.

⇒ p.40 "Administering Mail Address Book"

❖ Limiting the Log Entry

Set the maximum log entry for the delivery and error logs.

⇒ p.42 "Log Administration"

Starting/Quitting the Delivery Server

Starting and quitting

Starting the Delivery Server

Turn on the power to the delivery server and start Windows. Server start-up varies depending on your installation options.

Quitting the Delivery Server

When turning off or restarting the delivery server, suspend delivery service first, then shut down Windows and turn off the computer.

Starting delivery service

Delivery service can be started from the **[Server]** menu of ScanRouter V2 Administration Utility or when the delivery server starts up, delivery service is to be started as set during installation.

Start at Startup

When you log on Windows using the ScanRouter V2 Administration Utility starting account, delivery service will automatically begin.

Start from Program Folder

To start delivery service manually, click [Resume Services] on the [Server] menu.

Ø Note

☐ To suspend delivery service, click [Suspend Services] on the [Server] menu.

⇒ p.26 "Suspending and Resuming Service"

Run in service mode

Delivery service is started in the background. If [Run in service mode] is selected as the setup type, this will happen automatically.

Daily Operations

To properly maintain the system, the administrator should perform the following tasks on a regular basis.

Checking the undelivered data in-tray

Undelivered documents are saved in the undelivered data in-tray. Check the undelivered data in-tray periodically and delete or forward any documents found there. Also note that there may be a problem when two or more documents for the same destination are saved in this tray. In this case, make sure that the destination and/or communication settings are correct.

⇒ p.40 "Undelivered Data In-Tray"

Monitoring disk space

Because undelivered documents are stored on the server, a lack of disk space may impair system function. To ensure that there is sufficient disk space, check the undelivered data intray periodically and delete or export any documents stored there. It is recommended to maintain free space more than 250 MB. On the [Server] menu, click [Server Information] to check free disk space. To receive notification of low free disk space when it is below the value entered in the [Is**sue alert at:]** box, or to set free disk space for halting delivery, click [Set Preferences] on the [Server] menu, and make necessary settings on the [Server disk space] tab.

- ☐ If the remaining free space became lower than the value specified in the [Suspend at:] box, delivery service is suspended. (Default minimum value: 200MB)
 - If delivery service is suspended, delete any unnecessary documents from the in-tray and the undelivered data in-tray to raise free space, and resume the service.
 - To help maintain free space, set a save-for period so that documents are automatically deleted after remaining in the tray longer.
- ☐ You can set the system to warn that disk space is running low before it suspends delivery service. Make the necessary settings on the [Set Administrator] tab.

₽ Reference

- ⇒ p.28 "Server Disk Space"
- ⇒ p.15 "Setting Administrator Password and Error Notification"
- ⇒ p.33 "Destinations"
- ⇒ p.30 "Set Delivery Feature Defaults"
- ⇒ p.30 "Undelivered Data"
- ⇒ p.27 "Set Administrator"

Checking system operating conditions

You can monitor the condition of the system with the log. The log contains destination and sender information, as well as file sizes, logged time, page counts and file histories. The log can also tell you when and how often different devices are used and when and how often different errors occur. When an error occurs, check the error log to find the directory, and then delete the unnecessary data.

The following types of logs are kept:

◆ Delivery Log

- Scan Delivery Log
- Fax Delivery Log
- Document Delivery Log

Errors Log

Error Log

Note

- \square Logs can also be saved as files.
- ☐ Even if you are not logged on to ScanRouter V2 Administration Utility as the system administrator, you may view the logs. (Administrator functions are still prohibited.)

⇒ p.42 "Log Administration"

Restarting the server

The server should be restarted regularly to maintain stability.

∰Important

☐ Suspend delivery services before restarting the server.

⇒ p.26 "Suspending and Resuming Service"

Backing up

Regular backups should be made to ensure system reliability. You can save backup information to any directory on the server. Backup can be performed automatically and periodically.

𝒯 Note

☐ Make sure there is enough free space on the server before backing up.

⇒ p.28 "Schedule"

⇒ p.46 "Backing Up and Restoring"

Other Operations

The following settings are for dealing with specific problems.

System notices

If there is an error or if disk space is low, the system will send a message to the administrator. You can manage error notification. On the [Server] menu, point to [Set Administrator], and then make necessary settings on the [Error Notification] tab. If [Ignore] is selected, no message arrives.

The following system notices are available:

Nondelivery Message

When a delivery fails because destination settings were wrong or destination list or title settings were not updated in network devices, a delivery failed message will be sent. The undelivered document will go to the undelivered data in-tray. Documents in the undelivered data in-tray can be delivered again.

Error Notification

Notification will be sent anytime there is an error. See "Troubleshooting" for handling a specific error.

Disk Space Low Warning

If free disk space falls below the value set in [Issue alert at:], you will receive a low disk space message. Upon receiving this message, you should delete any unnecessary data to maintain enough disk space.

- ⇒ p.30 "Undelivered Data"
- ⇒ p.51 "Troubleshooting"
- ⇒ p.28 "Server Disk Space"
- ⇒ p.15 "Setting Administrator Password and Error Notification"

Change in user settings

When there are changes in the layout/configuration of the network, take the following actions.

♦ Adding a User

To add a user to the system, perform the following:

- Install and configure DeskTop-Binder V2 or Auto Document Link/ScanRouter V2 Link on the user's computer.
- After registering a destination, add it to the destination list. Assign the new user to a group if necessary. Add mail addresses to the Mail Address Book as necessary.⇒ p.33 "Destinations", ⇒ p.37 "Destination List", ⇒ p.40 "Administering Mail Address Book"
- Update the information on the TSI table to deliver a document received by fax to a new destination using TSI.⇒ p.39 "Administering TSI Codes"

Removing a User

To remove a user from the system, perform the following:

Delete the user's destination information from the server. If the user was a member of a group, the user will be automatically deleted from the group. ⇒ p.33 "Destinations"

 When using E-mail delivery, delete e-mail addresses that are no longer needed on a regular basis.⇒ p.40 "Administering Mail Address Book"

Changing User's Information

If a user's information changes, perform the following:

- Edit the user's information as appropriate.
- Edit an associated destination list as appropriate.
- If the user's group association has changed, change the group information. If necessary, update the destination information.⇒ p.33 "Destinations", ⇒ p.37 "Destination List"
- When using a TSI table to deliver documents received by fax, update the TSI table regularly.⇒ p.39 "Administering TSI Codes"
- With ScanRouter V2 Professional/Enterprise, update both the Mail Address Book and destination settings when there is a change in an e-mail address. Changes made to the mail address book do not change the e-mail destination settings.⇒ p.33 "Destinations", ⇒ p.40 "Administering Mail Address Book"

Changing the Group Address

If the user's group association has changed, perform the following:

 If the users group name has changed, change the group destination information. ⇒ p.33 "Destinations" When using a TSI table to deliver documents received by fax, update the TSI table regularly.⇒ p.39 "Administering TSI Codes"

Changes in the environment

If network devices or the system layout is changed, take the following actions. Not all network devices require configuration in [Set I/O Device].

Adding a Network Device

When adding a network device, perform the following:

- Register the network device.⇒ p.30 "Set I/O Device"
- Make the delivery settings on the network device. For detail settings, see the operating instructions that come with the device.

Changing Network Device Settings

When changing network device settings or exchanging in new network devices, perform the following:

Change the settings for the network device. ⇒ p.30 "Set I/O Device"

Changing an IP Address

When the IP address of the delivery server or network device is changed, perform the following:

 When the IP address of a network device is changed, delete the device, and then add the device with its new IP address again. ⇒ p.30 "Set I/O Device"

- ☐ If the network device is not listed in [Set I/O Device], confirm that the device has the correct IP address for the delivery server.
- ☐ If the network environment changes, make the necessary changes on clients and network devices with connected ScanRouter V2 Administration Utility, Auto Document Link/ScanRouter V2 Link or Desk-TopBinder V2, to correct server information. Correct information of connecting devices on [Set I/O Device] from ScanRouter V2 Administration Utility.

⇒ p.61 "Dial-up Connection"

When changing a web server

When changing a web server, the web server settings must be changed.⇒ p.29 "Web Settings"

Miscellaneous

Changing the Schedule

To change the starting time for maintenance and the setting of the automatic backup, see p.28 "Set Preferences"

Changing the Administrator

To change the administrator password and e-mail address, see p.27 "Set Administrator"

Mail Server

When delivering by e-mail, check the mail server settings. Delete unnecessary data in the mail server regularly.

Troubleshooting

If a problem arises, see "Trouble-shooting", and take the appropriate measures.

If data is corrupted, the system is unstable or does not operate correctly for some reason, load the backup data. If this is impossible, click [Return to Installation Defaults] on the [Maintenance] menu for initialization, and then restore the backup data.

- ⇒ p.51 "Troubleshooting"
- ⇒ p.46 "Maintenance"

3. Using ScanRouter V2 Administration Utility

ScanRouter V2 Administration Utility

ScanRouter V2 Administration Utility Features

ScanRouter V2 Administration Utility enables you to manage settings, delivery tables and maintenance.

Administrator and User Modes

ScanRouter V2 Administration Utility can be accessed in either administrator or user mode.

- Administrator mode
 Administrator access allows use
 of all functions and requires the
 administrator password.
- User mode
 User access is restricted to viewing the log files but does not require a password.

𝚱 Note

- ☐ ScanRouter V2 Administration Utility is installed when ScanRouter V2 Professional/Enterprise is set up. You can also set up ScanRouter V2 Administration Utility on a client computer and use it to access the delivery server.
- ☐ For information about setting up on a client computer, see the Setup Guide.

Starting ScanRouter V2 Administration Utility

Starting from the delivery server

This section details how to start Scan-Router V2 Administration Utility directly from the delivery server.

Note

- ☐ After start, you can select another delivery server.⇒ p.27 "Select Server"
- 1 Click [Start], point to [Programs], point to [ScanRouter V2], and then click [ScanRouter V2 Administration Utility].

The **[Enter Password]** dialog box appears.

- **2** Enter the password in [Password:].
- Click [OK] to open ScanRouter V2 Administration Utility in administrator mode.

Click [Cancel] to open in user mode.

Starting from a client computer

This section details how to start Scan-Router V2 Administration Utility from a client computer.

Follow the procedure below to start ScanRouter V2 Administration Utility for the first time on a client computer. For any starts after the first time, the last selected server is used.

- □ After start, you can select another delivery server.⇒ p.27 "Select Server"
- 1 Click [Start], point to [Programs], point to [ScanRouter V2], and then click [ScanRouter V2 Administration Utility].

The [Select Server] dialog box appears.

2 Click [Browse].

The [Browse for Server] dialog box appears.

3 Select the desired server, and then click [OK].

The [Select Server] dialog box reappears.

4 Click [OK].

The **[Enter Password]** dialog box appears.

Ø Note

- ☐ Click [Cancel] to close ScanRouter V2 Administration Utility.
- **5** Enter the password in [Password:].
- 6 Click [OK] to open ScanRouter V2 Administration Utility in administrator mode.

Click [Cancel] to open in user mode.

Quitting

1 Click [Exit] on the [Server] menu.

Using Help

There is a help file provided for Scan-Router V2 Administration Utility. The help file provides information about settings, operations and dialog screens.

Help with operation

Click [Contents and Index] on the [Help] menu. Help topic areas will be displayed.

Help with dialog boxes

Click **[Help]** in the dialog box you wish to know more about.

Searching Help by a function name or keyword

On the [Help] menu, click [Contents and Index] and click the [Index] tab. Enter the function name or keyword you wish to search for, or select from the list in the box. Click [Display] to see the relevant information.

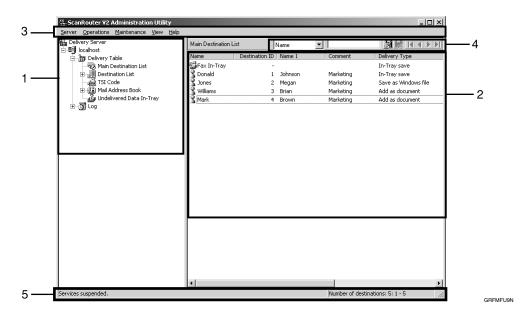
Seeing version information

Click **[About...]** on the **[Help]** menu to display version information for Scan-Router V2 Administration Utility.

Screen Layout

This section explains the layout of the screen.

Screen components



- 1. List of items under administration displayed as a tree.
- 2. Contents of the item selected in 1.
- 3. ScanRouter V2 Administration Utility menu.
- 4. When [Main Destination list] is displayed, a destination can be retrieved with its conditions specified. (Destination display selection)
- 5. Shows status of the delivery server and information about the item selected in 1.(Status bar)

Selecting items

Select an item to administer from the tree. The contents of the display pane and the make-up of the menus will change according to what is selected on the tree.

Displaying/hiding the status bar

On the **[View]** menu, click **[Status Bar]**, and then select hide status bar or display status bar.

Updating Information

To update the information on your display, click [Refresh] on the [View] menu.

Suspending and Resuming Service

Delivery service can be suspended by selecting [Suspend Services] from the [Server] menu.

Make sure that service is suspended when performing any of the following actions.

- [Set Delivery Types] on the [Server]
- Any functions on the [Maintenance] menu
- Turning off or restarting the server
 Be sure to resume delivery service
 once these operations are completed.

#Important

When turning off or restarting the delivery server, be sure to suspend delivery.

- ☐ It is possible that service will not resume immediately after [Resume Services] is selected on the [Server] menu. Wait until the [Services temporarily suspended.] message disappears so that the server can finish maintenance.
- ☐ When **[Send by MAPI mail]** is selected as a delivery type, the delivery service cannot be resumed with Scan-Router V2 Administration Utility from client computers.
- ☐ When the delivery service is suspended, the destination list on the connected device side cannot be updated.

Server Settings

The following options and settings are available with administrator mode on the server.

☐ Information such as available disk space and server condition can be found under [Server Information] in the [Server] menu.

Select Server

When you start ScanRouter V2 Administration Utility without having a particular delivery server specified, or when you want to switch to another delivery server, you can select a server from [Select Server] on the [Server] menu.

Set Administrator

To change the administrator password or the method of error notification, change the settings for the administrator. To make the administrator settings, click [Set Administrator] on the [Server] menu.

Administrator Password

Make settings for the administrator password.

Error Notification

As a method of error notification, click [Ignore], [Mail administrator], or [Output to printer]. When [Mail administrator] is clicked, specify the administrator mail address. When [Output to printer] is clicked, make settings in [Output printer].

Administrator Mail Address

When the administrator mail address is set, notification required for delivery system maintenance and operation such as insufficient disk space and error notification are sent to the administrator.

Output Printer

Select a printer from [Output printer]. [Output printer] displays the printers that are ready to operate on the delivery server. One printer can be selected.

Allowing modifications of settings from other than the administrator Specify whether to allow destination modification from DeskTop-Binder V2.

𝚱 Note

- ☐ When [Mail administrator] is selected in the [Error Notification], an error notification, undelivered report, delivery failure report, and insufficient disk space report will be sent to the e-mail address specified here.
- ☐ When [Mail administrator] is clicked, notification on a mail delivery failure is output to the printer.

Set Preferences

The delivery system environment can be modified by [Set Preferences] on the [Server] menu.

Default Image Format

This setting controls the default format for saved images.

Note

- ☐ Choose from the following default image save formats:
 - Save as Windows file
 - Save in Shared Network Folder
 - Send by E-mail
 - In-Tray save
 - Add as document
 - Deliver to Notes R5 Database (only with ScanRouter Enterprise)
 - SharePoint Portal Server Plugin (only with ScanRouter Enterprise)

The image format cannot be changed.

Server Disk Space

This setting allows you to choose the notification method.

- ♦ Notification of remaining disk space [Issue alert at:] allows you to set when the server will notify you of low disk space. The default is 250 MB.
- Remaining disk space at which delivery is suspended

[Suspend at:] allows you to set when the server will suspend delivery. The default is 200 MB.

Schedule

This function allows you to schedule maintenance tasks. The following tasks are automatically performed.

Maintenance

This allows you to set a regular time for the server to carry out its maintenance routines. The default time is 1:00 am.

Maintenance consists of the following tasks:

- Deletion of Expired documents
- Deletion of old error log entries
- Database optimization
- Synchronize with Directory Server (only with ScanRouter Enterprise)



☐ During maintenance, access from a client is not possible.

Automatic backup setting

Specify the day of the week and saving destination for the automatic backup.

- Backup location
- Backup day of the week

Note

- ☐ During the automatic backup, the delivery service is suspended temporarily. In addition, ScanRouter V2 Administration Utility cannot be connected to the delivery server.
- ☐ If ScanRouter V2 Administration Utility is connected to the delivery server at the time of automatic backup, the automatic backup is not executed.
- □ Backup can be executed optionally.⇒ p.46 "Backing Up and Restoring"

Web Settings

Make settings for the web server.

- When using a web server, web settings need to be set. When using a computer as a web server and delivery server, select the [Use the same computer for the Web server and delivery server.] check box.
- When you do not use URL hyperlinks, select the [Make URL hyperlinks inactive in e-mail text] check box.

Secondary Delivery Server Operation

If the currently used (primary) delivery server's processing is suspended for some reason, delivery can be processed using another specified (secondary) delivery server.

∰Important

□ Long-term pooled documents that slow delivery processing may, if sent, also slow the delivery processing of the secondary delivery server. When delivery processing is switched to the secondary delivery server, check the operation of the primary delivery server, and the secondary delivery server also.

Secondary Delivery Server Settings

Make the necessary settings for the server you want to specify as the secondary server. Set the server in [Secondary Delivery Server Settings] on the [Server] menu. The following settings can be made:

- The server to use as the secondary delivery server
- The interval between primary delivery server suspension and secondary delivery server starting

Synchronizing the Secondary Delivery Server Manually

Synchronize information in the secondary delivery server with that of the primary delivery server.

You can synchronize server information using [Manually Synchronize the Secondary Delivery Server] on the [Server] menu.

Information about the following items can be copied:

- Accounts (all)
- Address books (all)
- TSI
- I/O device settings
- Delivery settings

Removing Secondary Delivery Server Settings

Remove the secondary delivery server settings and use the secondary delivery server as a normal delivery server.

Removal can be performed using [Remove Secondary Delivery Server Settings] on the [Server] menu.



□ Normally, you can remove the secondary delivery server settings in the [Secondary Delivery Server Settings] dialog box of the primary delivery server.

Set I/O Device

This controls configuration of network devices. This can be found in **[Set I/O Device]** under the **[Server]** menu. Not all devices need to be configured.

Network devices can be installed in the following ways:

- Setting their IP addresses
- Setting their host names

Basic Settings

Specify the network device name.

Delivery Settings

Make the following settings for delivery:

- Whether to use the delivery feature
- Device destination list settings
- Each fax port settings
- Fax operation settings
- Output operation settings

𝚱 Note

- ☐ For information about available network devices which require settings in **[Set I/O Device]**, see the ScanRouter V2 Professional/Enterprise Readme or Compatible Device List.
- ☐ [I/O Device List] displays a list of the network devices on the network.
- You can add multiple network devices.
- ☐ Click **[Properties]** to see remaining disk space and change settings.

Set Delivery Feature Defaults

This controls default delivery options and is found in [Set Delivery Feature Defaults] under the [Server] menu.

Undelivered Data

This controls how undelivered documents are handled.

- Set a save-for period to have documents deleted after they are no longer needed.
- A sender can be notified by mail of a transfer failure.



☐ Notification of a sender identification error is not sent.

Fax Backup Settings

You can forward all documents received by fax to specified destinations. A document that is saved in an in-tray can be viewed even if it has a Confidential ID or TSI. Make sure that an administrator password is set for the in-tray where documents are forwarded so that clients cannot have access to it.

Additional Handling

Make additional handling settings for processing received documents. There are auto-adjust fax/scan orientation, create content text search data, and extract words for document names.

User Title

This controls the **[Destination]** information displayed on the operation panel of the network devices, which were configured in **[Set I/O Device]** under the **[Server]** menu. The indexes that have already been specified in the system include Title 1 and Title 2, each of which can be changed. For ScanRouter Enterprise, addition or deletion of titles can be performed.

- Title 1: Freq. + 10 indexes
- Title 2: Freq. + 5 indexes

Note

- ☐ To apply the setting, operation on the network device is required. For information, see the operating instructions that come with the device.
- ☐ The [User Title] tab appears only when a network device is added in [Set I/O Device] on the [Server] menu.
- ☐ Title 1 and Title 2 cannot be deleted, and the title name cannot be changed.

Directory Server Settings (only with ScanRouter Enterprise)

Add the directory server to be connected. If the directory server is added, account information can be imported as destinations. Set the directory server in [Directory Server Settings] in the [Server] menu. To add a new server, click [Add Server] and specify the name of the server and each item of server information.

𝚱 Note

- ☐ The account information for the directory server can be imported as destinations. ⇒ p.35 "Adding destinations from the directory server (only with ScanRouter Enterprise)"
- ☐ Up to two directory servers can be connected.
- ☐ Microsoft Exchange 5.5/2000 and Lotus Notes R5 (Domino server) can be selected as server types.
- □ At the time of synchronization with a directory server, the changes made for the directory server are reflected to the destinations.⇒ p.47 "Synchronize with Directory Server (only with ScanRouter Enterprise)"

Set Delivery Types

Select a delivery type from [Set Delivery Types] on the [Server] menu. Available delivery types are the following:

- In-Tray save
- Save as Windows file
- Save in Shared Network Folder
- Send by SMTP mail
- Send by Notes R5 mail
- Send by MAPI mail
- Add as document (when Scan-Router DocumentServer is used)
- Deliver to Notes R5 Database (only with ScanRouter Enterprise)
- SharePoint Portal Server Plug-in (only with ScanRouter Enterprise)

Note

- ☐ When **[Send by SMTP mail]** is selected, the settings for SMTP and POP must be made.
- ☐ When [Send by Notes R5 mail] and [Deliver to Notes R5 Database] are selected, enter the password used to log on Notes.
- ☐ The essential delivery type is fixed so that you cannot deselect it.
- ☐ To use MAPI mail, an applicable software must be installed. For more information, see the Setup Guide.

Delivery Table Settings

The delivery table consists of the following:

- Main Destination List
- Destination List
- TSI Code
- Mail Address Book
- Undelivered Data In-Tray

Ø Note

□ When changing delivery settings, perform no copy, fax or scanning functions. Network device operations may reset, and delivery table settings may not be applied immediately.

Destinations

Delivery destination information is managed in [Main Destination List] and [Destination List].

When a new destination is added to **[Main Destination List]**, it must also be added to **[Destination List]**.

When [Main Destination List] of [Delivery Table] is clicked, the registered destinations are listed or displayed.

When **[Destination List]** is clicked, the registered destination lists are displayed and the destinations included in each destination list can be edited (addition, removal, and check).

The following actions are available:

- Adding new destinations
- Editing destinations
- Deleting destinations
- Importing destinations
- Backing up all destination data
- Restoring all destination data

- Setting a title for multiple destinations
- Document addition settings for multiple destinations (only with ScanRouter Enterprise)

Note

- ☐ The [Main Destination List] displays the following information:
 - Name
 - Destination ID
 - Name1:
 - Comment
 - Delivery Type
 - Default Mail Type
 - Default Mail Address

Adding new destinations

On the [Operations] menu, point to [Add New Destination], and then click [User] or [Group] to set a destination for an individual user. The following information is displayed in the [Destination List]:

Note

- ☐ To add destinations, specify users separately or as a group. Before adding the destinations of a group, add the destination of each user to be included in that group.
- ☐ A destination can be added from the address book (by e-mail) of a connected device. For ScanRouter Enterprise, destinations can also be added from the directory server.

Basic Settings

- Name
- Destination ID
- Set/Change Password
- Delivery type settings (only when adding users)
- Group Member List: (only when adding groups)
- Fax delivering ID:
- Default E-mail Settings

Name Settings

Name and comment settings

Additional Handling (only when adding users)

- Auto-adjust fax/scan orientation
- Create content text search data
- Extract words for document names

Title Settings (When added device is registered by I/O device setting)

User title and on/off the frequence use index

◆ Delivery Type

The following delivery types are possible:

Deliver to In-Tray
 Data can be saved in the server's
 in-tray. In-tray options allow
 you to set passwords and a doc ument save-for period. You can
 view the in-tray through Desk TopBinder V2 or Auto Docu ment Link/ScanRouter V2 Link.

Save as Windows file
 This option saves data in a folder. Delivery server Windows folders can be specified as delivery destinations. To specify a folder on a client computer as a document saving destination, the folder must be set to share beforehand.

Ø Note

☐ To deliver documents to the file server, a network drive must be mapped to the selected folder in the file server.

⇒ p.49 "Shared Folder Settings as a Delivery Destination"

Save in Shared Network Folder
 This option saves data in a folder. Shared Windows folders on network client computers can be specified as delivery destinations. To specify a folder on a network client computer as a document saving destination, the folder must be set to share beforehand.

⇒ p.49 "Shared Folder Settings as a Delivery Destination"

 Add as document When ScanRouter Document-Server is used, data can be stored in any folder of the document management server.

- Send by E-mail
 - Attaches a document and sends e-mail to a specified e-mail address. Depending on the mail environment, select from MAPI mail, Notes R5 mail or SMTP mail. In the e-mail property settings, make the necessary saving format and attachment method settings for the document. E-mail addresses in the Mail Address Book can be browsed to select the one desired.⇒ p.40 "Administering Mail Address Book"
- Deliver to Notes R5 Database (only with ScanRouter Enterprise)
 - Documents can be delivered to Notes R5 DB for the Domino server.
- SharePoint Portal Server Plugin (only with ScanRouter Enterprise)
 - Documents can be delivered to SharePoint Portal Server.

𝚱 Note

- ☐ A maximum of 100 delivery types can be specified for one destination. The same delivery type can be set two or more times.
- ☐ Click [Properties] to display the dialog box that corresponds to the selected delivery type, which allows detailed setting of that delivery type.
- ☐ A group cannot be included in another.
- ☐ [Group Member List:] displays the destination of each registered user. To edit members, click [Add] or [Remove].

- ☐ An unused number is automatically assigned to [Destination ID]. The number can be changed to another one not used.
- ☐ A user name or a fax delivering ID that is already assigned to a destination cannot be assigned to another.
- ☐ Under Windows 2000, software that supports Microsoft Outlook 2000 must be installed to use this delivery type in MAPI mail environment.

Adding destinations from the address list in e-mail text of a connected device

To extract and add a destination from the address list in e-mail text of a connected device, specify the host name or IP address of the connected device in [Add New Destination]-[Import from I/O Device Destination List] on the [Operations] menu.

Adding destinations from the directory server (only with ScanRouter Enterprise)

To import the account information from the directory server and add it to the destinations, select the server name in [Add New Destination] on the [Operations] menu -[Import from Directory Server] and search for the destinations to add to.

Note

☐ The directory server needs to be added in advance. ⇒ p.31 "Directory Server Settings (only with ScanRouter Enterprise)"

- □ At the time of synchronization with the directory server, changes made for the directory server are reflected to the destinations for Scan Router V2 Administration Utility. ⇒ p.47 "Synchronize with Directory Server (only with Scan-Router Enterprise)"
- ☐ Destination information such as name settings can be changed even after destinations are added. At the time of synchronization with the directory server, however, the information of the directory server is given priority.

Editing destinations

Select the destination you wish to edit in [Main Destination List], and then edit the desired items in [Edit Destination] from the [Operations] menu.

Deleting destinations

Select the destination you wish to delete in [Main Destination List], and then click [Delete Destination] from the [Operations] menu.

Importing destinations

A file saved in the CSV format can be copied to the delivery system and a destination can be added to it.

Select [Import Destinations] from the [Operations] menu, and then select a file to import.

⇒ p.57 "CSV File for Importing Destinations"

Backup and restoration of information of all destinations

The information on all destinations can be backed up and the backup information can be restored to the destination list.

- To backup the information on all destinations, click [Back up All Destination Data] on the [Operations] menu, and then specify a saving location.
- To restore the backup information to the destination list, click [Restore All Destination Data] on the [Operations] menu, and then specify the backup file to be restored.

Setting titles for multiple destinations

This function collectively sets titles for two or more destinations. Select the destinations to be collectively set, click [Set Title for Multiple Destinations] the [Operations] menu, and then specify the titles and tab names.

Document addition settings for multiple destinations (only with ScanRouter Enterprise)

The delivery settings for the document management server are made for multiple destinations. Click [Document Addition Settings for Multiple Destinations] on the [Operations] menu, and then specify the document management server name to be added and the folder for that name.

Limitation

☐ [Document Addition Settings for Multiple Destinations] may not be set depending on the document management server.

Note

- ☐ A location directly under a cabinet cannot be specified as the additional location.
- ☐ The user who entered necessary information during authentication may have the right to write to the folder at the addition location.
- □ When [Create subfolders for indexes in the location to add to] is selected, a folder is created with an index (example: A) on the document management server. This folder inherits the access right of the upper folder.

Destination List

Add destinations to one or more destination lists. These destination lists include [Standard Destination List] and [Standard Sender List]. For ScanRouter Enterprise, addition or deletion of destination lists is possible. If a destination is added to the destination list, it can be displayed as [Destination] or [Sender] for the network devices.

If [Destination List] in [Delivery Table] is selected, [Destination List] is displayed. If a destination list is selected, the added destinations are displayed in [(Destination List Name)].

For ScanRouter Enterprise, the following actions are available:

- Adding new destination lists
- Editing destination lists
- Deleting destination lists

The following actions are available:

- Adding new destinations
- Editing destinations
- Changing short IDs
- Removing destinations from the destination list

- Changing the display order
- Document addition settings for multiple destinations (only with ScanRouter Enterprise)

Note

- ☐ The following information is displayed in [Destination List]:
 - Name
 - Number of Destinations
- ☐ The following information is displayed in [Standard Destination List-Destination List] or [Standard Sender List-Destination List]:
 - Name
 - Short ID
 - Name 1
 - Comment
 - Delivery Type
 - Default Mail Type
 - Default Mail Address

Adding a new destination list (only with ScanRouter Enterprise)

Destination lists can be added. Click [Add New Destination List] on the [Operations] menu and specify a destination list name and format. Select the format from [Expanded] or [Backward Compatible].

Note

- □ [Expanded] can add up to the number of destinations added in [Main Destination List] with short IDs of five digits. [Backward Compatible] can add a maximum of 200 destinations with short IDs of three digits (001 to 200).
- ☐ The destination list format that can be used differs with the network devices.

Editing a destination list (only with ScanRouter Enterprise)

The contents stored for destination lists can be edited. Select the destination list you wish to edit in [Destination List], and then change the destination list name in [Edit Destination List] on the [Operations] menu. However, [Standard Destination List] and [Standard Sender List] that have been prepared cannot be edited.

Deleting a destination list (only with ScanRouter Enterprise)

Destination lists can be deleted. Select the destination list you wish to delete in [Destination List], and then click [Delete Destination List] on the [Operations] menu. However, [Standard Destination List] and [Standard Sender List] that have been prepared cannot be deleted.

Adding a new destination

Destinations can be added. Select the destination list you wish to add in [Destination List], and then click [Add Destination] on the [Operations] menu.

Editing a destination

Select the destination you wish to edit in [Destination List], and then edit the desired items in [Edit Destination] on the [Operations] menu.

Changing a short ID

Select the destination you wish to edit in [Destination List], and then click [Changing Short ID] on the [Operations] menu.

Removing from the destination list

Select the destination you wish to remove in [Destination List], and then click [Remove Destination] on the [Operations] menu.

Changing the display order

You can change the order in which destinations are viewed in [Destination List].

- Select the destination you wish to move in [Destination List], and then click [Move Up] or [Move Down] on the [Operations] menu.
 - Click [Move Up] to move the destination one step up on the list.
 - Click [Move Down] to move the destination one place down on the list.
- Select the destination you wish to move in [Destination List], and then click [Move to Top] or [Move to Bottom] on the [Operations] menu.
 - Click [Move to Top] to move the destination to the top of the list.
 - Click [Move to Bottom] to move the destination to the bottom of the list.
- Select the destination you wish to move and drag it to the location you wish to move it to.

Destination Search

When the destinations are listed or displayed, if the items and conditions subject to the destination display selection above are specified, only the pertinent destinations can be displayed.

Administering TSI Codes

For the delivery of documents received by fax using a TSI, the TSIs can be administered under TSI. Select **[TSI Code]** under **[Delivery Table]** to list all TSIs registered.

The following actions can be taken with TSIs:

- Adding new TSI codes
- Editing TSI codes
- Deleting TSI codes
- Exporting/importing TSI codes

Note

- ☐ The **[TSI Code List]** displays the following information:
 - TSI Code
 - Sender Name
 - Short ID
 - Destination

Adding new TSI codes

The following methods are available for registering a new TSI:

- Have a fax sent from a facsimile at the sending point. Once a document received by fax is sent to the delivery server, the TSI information from the facsimile will be registered to the TSI table of the delivery system automatically.
- Register a TSI with [Add New TSI Code] on the [Operations] menu.
 The following settings must be made:
 - TSI Code
 - Sender Name
 - Short ID
 - Destination

Note

- ☐ The TSI table makes a facsimile TSI relate to forwarding destinations.
- ☐ A sender name can be composed of up to 80 characters.
- ☐ With auto TSI registration, destination information will not be specified. On the [Operations] menu, click [Edit TSI Code] to add the information.

Editing TSI codes

To edit TSI information, select a TSI to be edited in **[TSI Code List]**, and then click **[Edit TSI Code]** on the **[Operations]** menu.

Deleting TSI codes

To delete a TSI, select a TSI to be deleted in **[TSI Code List]**, and then select **[Delete TSI Code]** on the **[Operations]** menu.

Note

☐ Even if a TSI is deleted, the TSI will be registered again when a fax is sent to the delivery server from the facsimile having the TSI.

Exporting/importing TSI codes

Export information of all TSIs registered to a file and keep it as a backup.

- To export TSI information into a file, click [Export TSI Codes] on the [Operations] menu, and then specify the saving location for the file.
- To import the TSI information in a file to the delivery system, click [Import TSI Codes] on the [Operations] menu, and then specify the file to be imported.

Administering Mail Address Book

For delivering a document by e-mail, mail addresses can be administered with the Mail Address Book. Select [Mail Address Book] under the [Delivery Table] to see a list of all mail addresses registered.

The following actions can be taken with mail addresses:

- Adding new mail addresses
- Editing mail addresses
- Deleting mail addresses

Note

- ☐ Depending on the mail type to be used, [SMTP Mail], [Notes R5 Mail] and [MAPI Mail] are available under [Mail Address Book].
- ☐ The following items are listed in the Mail Address List:
 - Name
 - Mail type
 - Mail Address

Adding new mail addresses

To add a new mail address, click [Add New Mail Address] on the [Operations] menu. Make settings for the following items:

- Name
- Mail address

Ø Note

- ☐ A name can be composed of up to 255 characters.
- Mail addresses added can be used for adding destinations.

Editing mail addresses

To edit an e-mail address added, select the e-mail address to be edited in the Mail Address List, and then click [Edit Mail Address] on the [Operations] menu.

Deleting mail adresses

To delete an e-mail address, select the e-mail address to be deleted in the Mail Address List, and then click [Delete Mail Address] on the [Operations] menu.

Undelivered Data In-Tray

Undelivered documents are stored in the undelivered data in-tray. To view a list of undelivered documents, select [Undelivered Data In-Tray] from the [Delivery Table]. See the error log to determine why the document was not delivered and take the necessary action.

There are several operations for undelivered documents:

- Deleting undelivered data
- Forwarding undelivered data
- Viewing undelivered data

𝚱 Note

- ☐ The **[Undelivered Data List]** displays the following information:
 - Item Name
 - Creator
 - Added
 - Expires
 - Number of sections
 - Owner
 - Extension information
 - Delivery Device Name
 - Forwarded

☐ Documents unsuccessfully delivered by e-mail will also be sent to the undelivered data in-tray.

⇒ p.44 "Error Log Administration"

Deleting undelivered data

Documents in the undelivered data in-tray can be deleted either individually or all at once.

- To delete a single document, select it in [Undelivered Data List], and then click [Delete Selected Undelivered Data] on the [Operations] menu.
- To delete all documents in the tray at once, click [Delete All Undelivered Data] on the [Operations] menu.

𝚱 Note

☐ To prevent documents from accumulating in the undelivered data in-tray, set a save-for period to delete undelivered document automatically.

 \Rightarrow p.30 "Undelivered Data"

Forwarding undelivered data

To forward an undelivered document, select the document you wish to forward in [Undelivered Data List], and then click [Forward Undelivered Data] on the [Operations] menu.

Viewing undelivered data

To view an undelivered document, select the document you wish to display in [Undelivered Data List], and then click [View Undelivered Data] on the [Operations] menu. The first page of the document will be shown by the appropriate application if available.

Log Administration

The delivery server keeps the following logs:

- Scan: log of scanner deliveries
- Fax: log of fax received data deliveries
- Document: log of DeskTopBinder V2 document deliveries
- Error Log: log of errors

Scan Delivery Log Administration

The **[Scan]** saves information about the delivery of scanned data.

Select [Scan] to view the logged data.

The following operations can be performed from the scan delivery log:

- Deleting all log entries
- Exporting log entries
- Limiting log entries

Ø Note

- An entry in the scan delivery log is created for each delivery. When there are multiple types, an entry will be made for each type.
- ☐ The **[Scan Delivery Log]** displays the following information:
 - Logged
 - Device
 - Delivered
 - Delivery Type
 - Sender
 - Destination
 - Subject
 - Item Name
 - Data Size

- Pages
- Original Size
- Resolution
- Status

Deleting all log entries

The entire scan delivery log can be deleted by selecting [Delete All Log Entries] on the [Operations] menu.

Ø Note

☐ Log entries cannot be deleted individually.

Exporting log entries

To export the scan delivery log to a file, click [Export Log Entries] on the [Operations] menu, and then select a location to save in.

Limiting log entries

To set the maximum size of the scan delivery log, click [Max Log Entries] on the [Operations] menu, and then enter the desired maximum size.

Note

☐ The maximum log entries must be between 100 and 10,000.

Fax Delivery Log Administration

The **[Fax]** saves information about the delivery of data received by fax. (Only data received by fax, that is delivered to a specified destination, is logged.)

Select **[Fax]** to view the log entries.

The following operations can be performed with fax delivery log:

- Deleting all log entries
- Exporting fax log entries
- Limiting log entries

Note

- ☐ An entry in the fax delivery log is created for each delivery made. If a document received by fax is delivered with several delivery types, a number of logs will be kept for the number of delivery types used. (If three delivery types are used for a document to be delivered, three logs will be kept for the delivery.)
- ☐ The **[Fax Delivery Log]** displays the following information:
 - Logged
 - Device
 - Delivered
 - Delivery Type
 - Sender
 - Destination
 - Fax delivering ID
 - Item Name
 - Data Size
 - Pages
 - Paper Width
 - Image Quality
 - Reception Port
 - Status

Deleting all log entries

The entire fax delivery log can be deleted by selecting [Delete All Log Entries] on the [Operations] menu.

Note

☐ Log entries cannot be deleted individually.

Exporting log entries

To export the fax delivery log to a file, click **[Export Log Entries]** on the **[Operations]** menu, and then select a location to save.

Limiting log entries

To set the maximum size for the fax delivery log, click [Max Log Entries] on the [Operations] menu, and then enter the desired number of fax entries.

☐ The maximum log entries must be between 100 and 10,000.

Document Delivery Log Administration

The **[Document]** saves information about DeskTopBinder V2 document delivery. (Only the DeskTopBinder V2 document delivered to a specified destination is logged.)

Select [Document] to view the log entries.

The following operations can be performed with the document delivery log.

- Deleting all log entries
- Exporting log entries
- Limiting log entries

- ☐ The [Document Delivery Log] displays the following information:
 - Logged
 - Delivered
 - Delivery Type
 - Sender (Specify a sender from DeskTopBinder V2)
 - Reply-to Address (Specify a reply address from DeskTopBinder V2)
 - Destination
 - Item Name
 - Data Size
 - Number of sections
 - Status

Deleting all log entries

The entire document delivery log can be deleted by selecting [Delete All Log Entries] on the [Operations] menu.

Log entries cannot be deleted individually.

Exporting log entries

To export the document delivery log to a file, click [Export Log Entries] on the [Operations] menu, and then select a location to save.

Limiting log entries

To set the maximum size of the document delivery log, click [Max Log Entries] on the [Operations] menu, and then enter the desired number of document entries.

Note

☐ The maximum log entries must be between 100 and 10,000.

Error Log Administration

The error log records errors on the system.

The following operations are available for the error log:

- Deleting all error log entries
- Viewing delivery/forwarding error data
- Forwarding delivery/forwarding error data
- Exporting error log entries
- Limiting error log entries

Note

- ☐ An entry in the error log is created for each delivery. When there are multiple delivery types, an entry will be made for each type.
- ☐ The **[Error Log]** displays the following information:
 - Logged
 - I/O Device
 - Delivery Type
 - Error Details
 - Handling
 - Sender
 - Destination
 - Application
 - Item Name

Deleting all error log entries

The error log can be deleted by selecting [Delete All Error Log Entries] on the [Operations] menu.

☐ Log entries cannot be deleted individually.

Viewing error data

To display an undelivered document in error log, select an entry from the [Error Log], and then click [View Delivery/Forwarding Error Data] on the [Operations] menu.

⇒ p.55 "Error Log"

Forwarding error data

To forward an undelivered document in error log, select an entry from the [Error Log], and then click [Forward Delivery/Forwarding Error Data] on the [Operations] menu, and then select a destination to forward to.

Exporting the error log

To export the error log as a file, click **[Export Error Log Entries]** on the **[Operations]** menu, and then select a location to save in.

Limiting error log entries

To set the maximum size of the error log, click [Max Error Log Entries] on the [Operations] menu, and then enter the desired maximum size.

Note

☐ The maximum log entries must be between 100 and 10,000.

Maintenance

ScanRouter V2 Administration Utility has the following maintenance functions. Make sure that delivery service is suspended before beginning maintenance.

- Back Up
- Restore
- Recover
- Return to Installation Defaults
- Synchronize with Directory Server (only with ScanRouter Enterprise)

Backing Up and Restoring

All system information can be backed up in any directory on the delivery server. It is recommended that backups be made regularly.

To restore backup data, use the Restore function. Unnecessary backup data may be deleted with the Delete Backup Data function.

Note

- ☐ To make backups, use ScanRouter V2 Administration Utility configured on the delivery server.
- ☐ In [Set Preferences] on the [Server] menu, the day of the week and the saving location can be specified for the automatic backup.⇒ p.28 "Schedule"

Backing Up

Click [Back Up] on the [Maintenance] menu to save to the backup directory. If there is an error caused by insufficient disk space during backup, change the backup location or delete unnecessary files, and then back up again.

Restoring Backup Data

Click [Restore] on the [Maintenance] menu, and then select the backup data to use.

∰Important

- ☐ The Restore function should only be used when there is no alternative.
- ☐ The Restore function returns the system to the state it was in when the backup was made. All data or changes saved since the backup will be lost.

Deleting Backup Data

Click [Delete Backup Data] on the [Maintenance] menu, and then select the data to delete.

Ø Note

☐ When backing up or restoring the system, do not perform any other operations.

System Recovery

If the delivery server loses power for any reason other than a regular shutdown, data may be corrupted. If this happens, the system may become unstable and cause frequent errors. To resolve the situation, click [Recover] on the [Maintenance] menu.

#Important

☐ Do not use the Recover function unless absolutely necessary.

Returning to Installation Defaults

This function deletes all data and settings and returns the system to its initial state. To start initialization, click [Return to Installation Defaults] on the [Maintenance] menu.

∰Important

☐ Do not use this function unless absolutely necessary.

Synchronize with Directory Server (only with ScanRouter Enterprise)

If the destination information is imported from the directory server, update the destinations with the latest information of the directory server. When the information is updated, the following is done:

- Changing of mail addresses
- Deleting destinations that correspond to deleted mail accounts

Synchronization is automatically executed as part of maintenance processing. To manually execute synchronization, click [Synchronize with Directory Server] on the [Maintenance] menu. Automatic synchronization is periodically carried out at the maintenance start time specified by the scheduler. ⇒ p.28 "Schedule"

Note

☐ Before a destination is deleted, a confirmation message is displayed. During the automatic synchronization, however, the destination is not deleted but displayed in a log.

4. Appendix

Shared Folder Settings as a Delivery Destination

Before you deliver documents to a specified Windows folder, create a Windows folder on the delivery destination's computer, and set it to share. Then, specify the shared folder as a delivery destination using ScanRouter V2 Administration Utility.

Creating Shared Folders

Operations for creating shared folders are as follows:

- The following two types of folders can be specified as delivery destinations:
 - Windows folders on computers where ScanRouter V2 Professional/Enterprise is installed
 - Windows folders on other network computers
- If Windows operates on NTFS, security settings are required to create a shared folder.

Setting Shared Folders Using ScanRouter V2 Administration Utility

Operations for setting a shared folder using the account authentication dialog box are as follows:

- If the operating system of the computer where a shared folder is located is Windows 95/98/Me, a write access-enabled password must be entered. The user name entered here does not affect system functions.
- For operating systems that require account information, each item must be set using the same information as in the delivery server.
- If the operating system of the computer where a shared folder is located is Windows XP, a firewall-passing user account must be set.

File Formats Used with ScanRouter V2 Professional/Enterprise

ScanRouter V2 Professional/Enterprise can save documents that were delivered from client computers with DeskTopBinder V2 and Web Document Viewer installed in in-trays, in addition to the documents scanned and received by fax.

In addition, files with the following extensions, among the documents delivered from a client computer with DeskTopBinder V2 or Web Document Viewer and saved in the in-tray, can be printed from the server. To print documents from the server, each application must be installed in the delivery server and the application must correspond with the extension.

♣ .txt

Microsoft[®] Word 97, Microsoft[®] Word 98, Microsoft[®] Word 2000, Microsoft[®] Word 2002 must be installed.

.doc (a file created using Microsoft[®] Word 97/ Microsoft[®] Word 98/ Microsoft[®] Word 2000/ Microsoft[®] Word 2002)

Microsoft[®] Word 97, Microsoft[®] Word 98, Microsoft[®] Word 2000, Microsoft[®] Word 2002 must be installed.

.rtf (a file created using Microsoft® Word 97/ Microsoft® Word 98/ Microsoft® Word 2000/ Microsoft® Word 2002)

Microsoft[®] Word 97, Microsoft[®] Word 98, Microsoft[®] Word 2000, Microsoft[®] Word 2002 must be installed.

.ppt (a file created using Microsoft[®] PowerPoint[®] 97/ Microsoft[®] PowerPoint[®] 2000/ Microsoft[®] PowerPoint[®] 2002)

Microsoft[®] PowerPoint[®] 97, Microsoft[®] PowerPoint[®] 2000, Microsoft[®] PowerPoint[®] 2002 must be installed.

.xls (a file created using Microsoft® Excel 97/ Microsoft® Excel 2000/ Microsoft® Excel 2002)

Microsoft[®] Excel 97, Microsoft[®] Excel 2000, Microsoft[®] Excel 2002 must be installed.

.pdf (a file created using Acrobat 3.0/4.0/5.0)

Adobe® Acrobat Reader 4.0 or Adobe® Acrobat 4.0 or later must be installed.

Troubleshooting

Problem	Possible causes and solutions
When launching ScanRouter V2 Administration Utility from the delivery server, the following message appears: "Delivery server authorization settings may be incorrect. The [Authorization for Server Access] dialog box will be displayed. Set authorization properly."	The ScanRouter V2 Professional/Enterprise starting account password may have been changed. Take the following steps, and then restart the delivery server. Click [OK] in the dialog box. When the [Authorization for Server Access] dialog box appears, enter the new password, and click [OK]. Restart the delivery server.
When starting ScanRouter V2 Administration Utility from a client computer, the following message appears: "Delivery server authorization settings may be incorrect. Restart management tools on the delivery server and set authorization properly."	The ScanRouter V2 Professional/Enterprise starting account password may have been changed. Take the following steps, and then restart the server. On the [Start] menu on the server, point to [ScanRouter V2], and then click [ScanRouter V2 Administration Utility]. The following message will appear: "Delivery server authorization settings may be incorrect. The [Authorization for Server Access] dialog box will be displayed. Set authorization properly." Click [OK] in the message box. When the [Authorization for Server Access] dialog box appears, enter the new password, and click [OK]. Restart the server. Note
The operation panel of a network device displays "Cannot communicate with server."	 [Run in service mode], you must log on Windows. Make sure that the server is operating properly. Make sure that the network device has the correct IP addresses for itself and for the server or other network settings.
The operation panel of an network device displays "Address update failed. Try again?"	Delivery service may not have started. Restart delivery service from the [Server] menu of ScanRouter V2 Administration Utility.
The operation panel of a network device displays "Destination and sender list update has been failed. Try again?"	Make sure that the network device settings are correct in [Set I/O Device] menu on ScanRouter V2 Administration Utility.
When selecting a server, the following message appears: "The specified name or IP address is not valid. Please specify another name or address."	 Make sure that the server setting is correct and the IP address and name are correct in network settings. You may be logged onto Windows under an account that does not have administrator access. Log in under an account that has the access right.

Problem	Possible causes and solutions
There is no response when [Browse] is clicked in [Set I/O Device].	 Make sure that network devices are plugged in and switched on. Make sure that connection can be made by selecting a device by host name and/or IP address. Some I/O devices do not require any configuration. If the devices are of this type, clicking [Browse] may not display anything. If this is the case, make sure that the device has the correct IP address for the delivery server.
After entering an IP address in [Set I/O Device], the following message appears: "The selected I/O device is not switched on, or is not available on this network."	 Make sure that the device is plugged in and switched on. Some I/O devices do not require any configuration. If this is the case, make sure that the device has the correct IP address for the delivery server.
When adding or deleting a destination and updating the title, those on the network device are not updated.	Some I/O devices do not automatically update destination lists. Press [Update Address] on the device to update the delivery list. For more information, see the operating instructions that come with the network device.
When entering the password on the [Authorization for Server Access] dialog box, the following message is displayed "Your password may be invalid. If you are sure about password you entered, press [Cancel] and close the [Set Authorization for Server Access] dialog box."	The password for the starting Windows account may be incorrect, or account authorization may have changed. Make sure that the password and the authorizations are correct and re-enter the password, then, restart the computer.
When a shared folder is specified as the save location, a message appears saying you do not have write or de- lete access rights. Unnecessary files remain in the folder.	Add write or delete access rights for the specified saving destination folder, and then make the settings for saving in the shared folder again.
Unable to click [OK] when MAPI mail or SMTP settings are made under Destination.	When [Attach document link(s) and deliver] is selected in [Document(s) to attach], the delivery type must be set as [In-Tray save] or [Add as document]. When [Notify without attaching] is selected, the delivery type must be set as [Save as Windows file], [In-Tray save] or [Add as document].
When ScanRouter V2 Professional/Enterprise is reinstalled, the message that prompts specifying another folder appears.	When ScanRouter V2 Professional/Enterprise is uninstalled, whether to leave the setting information can be specified. When the uninstallation is performed without deleting the setting information, if an attempt is made to reinstall ScanRouter V2 Professional/Enterprise, a message is displayed. Because the DR, DRDB and DRTmp folders in the RDCab folder are not deleted during the uninstallation, delete them manually before the reinstallation.
	 ✓ Note ☐ If you are not sure whether you can delete the DR and DRDB folders, move them to another folder.

Problem	Possible sauses and solutions	
When ScanRouter V2 Profession- al/Enterprise is uninstalled, the mes- sage that the I/O device settings are registered appears.	Possible causes and solutions Start ScanRouter V2 Administration Utility, delete the devices in the I/O device setting, and reexecute the installation.	
When the delivery service is started, the following message appears: "Unable to start the delivery server since the delivery scheduler has not been started."	er are opened, the argument "- retry 30" is attached to	
If an attempt is made to open the undelivered data in-tray from a client, the password entry dialog box is displayed.	word as that of the administrator. Enter the adminis	
If an attempt is made to connect from the client computer (DeskTopBinder V2, Auto Document Link/ScanRouter V2 Link) to ScanRouter V2 Professional/Enterprise, the following message appears: "Connection to the server has failed."	 It is possible that the name of the delivery server and that of the client computer may be determined incorrectly. If the DNS setting and registration to the Hosts file are made, check whether the setting and registration contents are correct. If the name determination is not set, store the names in the Hosts file. 	
When the delivery service is started, the message that prompts quitting all applications provided with the messaging function and retry appears.	It is possible that the Notes service may have been added at the end of the profile during the profile setting. Delete non-Notes services (for example, ScanRouter FAX) from the profile and add them again.	
When an attempt is made to add the "Lotus Notes Mail" service to "Scan-Router V2 Profile," the following message appears: "- Notes MAPI Service Provider - Can't Read ID File."	Notes may not have been set up. In this case, set it up.	
When an attempt is made to open a document link sent by mail, the message that the connection to the document at the link destination fails appears.	It is possible that the server at the connection destination may not be set during DeskTopBinder V2 function expansion. Start and set DeskTopBinder V2.	
When setting the destination list to the network device, the destination list is not displayed correctly.	Make sure that the destination list format specified during preparation is the Expanded format or Backward Compatible format. Available destination list formats may vary depending on the network device.	
When an attempt is made to add SharePoint Portal Server Plug-in to the delivery type, a message that the specified address is not found ap- pears.	Make sure that the document folder of SharePoint Portal Server specified as the destination of delivery has more accessing rights than the producer.	

Problem	Possible causes and solutions
A color image delivered from Desk- Top Binder V2/Lite or a network de- vice is not converted into the preset file format.	Make sure that the delivered color image is a JPEG file of the EXIF format. When the image is a JPEG file of the EXIF format, the image is not converted into another format, and is delivered in the original file format.
	✓ Note☐ JPEG file of the EXIF format is used mainly as a file format for digital camera images.
Addition of destinations and synchronization from the directory server do not work.	Make sure that anonymous access is regulated at the directory server side. When you need to log in for accessing, enter your account and password in the [Directory Server Settings].
[Standard Destination List] and [Standard Sender List] do not appear in the destination list.	One of the following situations may be the cause of the problem (follow the instructions for operation): • The SQL Server service may not have started. If this is the case, start it.
	ScanRouter Enterprise may not have installed properly. If this is the case, suspend the delivery service. On the [Maintenance] menu of ScanRouter V2 Administration Utility, click [Return to Installation Defaults] to initialize the delivery server.
Settings cannot be made because the items in the [Directory Server Settings] dialog box are unavailable.	The installed version of Internet Explorer may be an earlier version than 5.5 Service Pack 1. Upgrade Internet Explorer to 5.5 Service Pack 1 or a later.
Processing takes more time when network devices handle large images, such as A3 full color at 600 dpi resolution.	Processing large size images requires a high-specification CPU and large memory capacity. Processing images with additional handlings when you have insufficient memory and hard disk capacity is particularly time consuming. To reduce processing time, we recommend you lower image resolution, or increase memory and hard disk capacity.

Error Log

The following table explains the meanings of common error log entries.

Entry	Possible causes and solutions
Drive is not ready.	 Windows is not started on the destination computer. The specified drive does not exist. No network drive has been mapped to the network folder which is selected as a destination folder. Map the network drive to the network folder again. Note Use the setting for re-connection at login if you want document delivery to the destination folders in the computers on the network.
No access rights to the specified folder.	The sender does not have export access privileges to the specified folder. Make sure the user is logged in under the correct name. If the user name is correct, change the access privileges of the folder.
No destination user has been registered.	The destination group does not have the specified destination as a member and therefore the document could not be delivered. The document is saved in the undelivered data in-tray.
Destination file versions do not match.	The delivery to the specified destination has failed because the delivery server and network device have different versions of address book. This error occurs when the network device does not automatically update its address book. If the delivery server has updated its address book, restart the network device so that it updates its address book.
Disk space insufficient.	Free disk space has fallen below the [Issue alert at:] value set in [Server disk space] on the [Set Preferences] tab. Create more disk space.
Delivery processing interrupted due to insufficient disk space.	Free disk space has fallen below the [Suspend at:] value set in [Server disk space] on the [Set Preferences] tab. Create more disk space.
Unable to process as disk is full.	This message is displayed when attempting to send to an unverifiable disk or when attempting to save a doc- ument larger than the available disk space.
Mail other than delivery notice received to the server address.	Mail other than an unsuccessful delivery notice is sent to the delivery server. Check the mail saved in the error directory.
Insufficient memory. Unable to convert to image.	A delivery made contains a large amount of data which exceeded the capacity of the delivery server. Add more virtual memory. If this happens often, adding more memory to the delivery server is recommended.

Entry	Possible causes and solutions	
Unable to process due to insufficient disk space.	Data attempted to be delivered exceeded the free disk space of the drive to where the delivery was made. Make enough disk space on the drive for the data.	
No response from server.	Unable to deliver because of no response from a mai server. Check that the mail server is turned on and the cable is connected.	
The specified cabinet does not exist.	It is possible that the cabinet specified on the document management server may be deleted. Check the settings of the document management server.	
The specified folder does not exist.	It is possible that the folder specified on the document management server may be deleted. Check the settings of the document management server.	
The cabinet has been suspended.	The specified cabinet of the document management server is suspended. When the cabinet is resumed, perform retransmission.	
SMTP server did not allow mail delivery.	A delivery failed due to a large amount of data attached to e-mail or any other reasons. Contact your mail server administrator for appropriate mail settings.	
The scanner driver has paused due to a driver-initiated request.	This message is displayed when Windows is shut down with the delivery service left "In operation". Stop the delivery service before shutting down Windows.	
The secondary delivery server is processing the delivery.	Check the cause of suspension by referring to the primary delivery server's log entries. When the problem is solved, restart the primary delivery server.	

CSV File for Importing Destinations

The destination information created in the CSV file of the following format can be imported and the destination (user) can be added.

Click [Import Destinations] in the [Operations] menu in [Main Destination List] of the delivery table.

CSV File Format

The items to be specified in the CSV file are as follows.

Destination Name

Enter a destination using up to 16 characters.

If another destination with the same name already exists, it is overwritten with the information after the comment.

Destination ID

Enter a destination ID using a number from 1 to 99,999.

If the same destination ID already exists, a free number is automatically assigned.

Comment

Enter a comment using up to 64 characters.

Comments are set as those of the destination.

♦ Mail type (when mail delivering is used)

Enter the mail type used as a delivery type. For details on the entering, see the following table.

The delivery type is automatically set according to the mail type specified here.

Mail address (when mail delivering is used)

Enter the mail address to be the mail destination.

For the type of mail address to be entered, see the following table.

For details on entering the mail address for MAPI mail delivering, see the "Destination point" column displayed in "Delivery type settings" on the Edit Destination dialog box.

Mail type and Mail address table

Mail type	Delivery types to be set	Mail address
MS	Send by MAPI mail	Mail address for Microsoft Mail
NOTES	Send by MAPI mail	Mail address for Lotus Domino R4.5x
EX	Send by MAPI mail	Mail address for Microsoft Exchange Server
NOTES5	Send by Notes mail	Mail address for Lotus Domino R5
SMTP	Send by SMTP mail	Mail address for SMTP Server

Making Entries in a CSV File

Delimit each item with a comma "," and enclose a destination name, comment, and mail address with quotations " ".

Enter one destination per line.

Entry method

"Name", Destination ID, "Comment", Mail type, "Mail address"

Entry sample

"Smith",10200,"Marketing",MS,"Windows/Marketing/Smith"
"Williams",10201,"Marketing",NOTES,"Brian Williams/Marketing@XX"
"Johnson",10202,"Marketing",EX,"/o=XX/ou=Marketing/cn=Johnson"
"Jones",10203,"Marketing",NOTES5,"Megan Jones/PM/Marketing@XX"
"Brown",10204,"Marketing",SMTP,"Brown@mktg.xx.co.jp"

Cooperation with Existing Products

When this software is used with the ScanRouter System products of the previous version and with existing products, the following restrictions are imposed.

Importing of Destination Data

Destinations and senders exported from the following products can be used by importing them with Scan-Router V2 Professional/Enterprise.

- ScanRouter V2 Lite
- ScanRouter V2 Professional (Ver. 1xx)
- ScanRouter
- ScanRouter Professional

The imported destinations and senders are added to the main destination list.

This information is also added to "Standard Destination List" or "Standard Sender List" of the destination list, depending on the type of information.

Import the information using the following procedure.

- In [Main Destination List] of the delivery table, click [Restore All Destination Data] on the [Operations] menu.
- 2 Set the file type to "CSV File from Previous Version (*.CSV) |*.CSV| |" and then select a file to be imported.

3 Click [Open].

Note

- ☐ If another destination with the same name already exists, the file is not imported.
- ☐ If another destination specified by the same fax delivering ID already exists, it is extracted without the fax delivering ID being specified.

Use from DeskTopBinder V2

To connect from DeskTopBinder V2 (Ver. 1.xx) to ScanRouter V2 Professional/Enterprise, note the following items.

Destination editing

Destinations cannot be edited from DeskTopBinder V2 (Ver. 1.xx). Upgrade DeskTopBinder V2 (Ver. 1.xx).

Document delivery

When documents are delivered from DeskTopBinder V2 (Ver. 1.xx), the destinations that can be used are added to [Standard Destination List].

Uninstalling ScanRouter V2 Professional/Enterprise

This section explains how to uninstall ScanRouter V2 Professional/Enterprise.

The contents of the RDCab folder remain after ScanRouter V2 Professional/Enterprise is uninstalled.

∰Important

☐ Before uninstallation, be sure to back up the system and other information.

Ø Note

- ☐ Before uninstallation, delete all connected devices in [Set I/O Device].
- 1 Suspend the delivery server using ScanRouter V2 Administration Utility.
- **2** Close ScanRouter V2 Administration Utility.
- Select ScanRouter V2 Professional or ScanRouter Enterprise in [Add/Remove Programs] on the control panel, and then click [Add/Remove] or [Change/Remove].

The [ScanRouter V2 Professional Setup] or [ScanRouter Enterprise Setup] dialog box appears.

Click [Remove], and then click [Next].

A confirmation dialog box appears.

Click [OK].

Note

☐ If [Database Administrator Setting] dialog box is displayed, enter the administrator password, and then click [OK].

6 Select whether the setting information is kept.

ScanRouter V2 Professional/Enterprise is uninstalled.

Note

- ☐ If you are asked to delete a file that may be shared with other programs, click [No].
- ☐ If a locked file is displayed, click [Remove after Restart].
- 7 Click [Finish].

#Important

☐ If the setting information is not kept, document data and destination setting are all deleted and cannot be used with the next installation.

Note

☐ If only ScanRouter V2 Professional/Enterprise is installed in the computer, you can delete the "RDCab" folder (or the folder specified as the data path). If the data path is shared with DeskTopBinder V2 or Scan-Router DocumentServer and so on, do not delete the "RDCab" folder(or the folder specified as the data path). If you want to delete the ScanRouter V2 Professional/Enterprise data, delete only the "DR", "DRDB" and "DRTmp" folders in the "RD-Cab" folder(or the folder specified as the data path).

Dial-up Connection

Take the following precautions when using a dial-up connection capable devices:

Using Dial-up Router with ScanRouter V2 Professional/Enterprise

Set the delivery server to the correct settings with connected ScanRouter V2 Administration Utility, Auto Document Link/ScanRouter V2 Link or DeskTopBinder V2. Set network devices to appropriate settings from [Set I/O Device] in ScanRouter V2 Administration Utility.

If the network environment changes, make the necessary changes on clients and/or network devices to correct server information with connected ScanRouter V2 Administration Utility, Auto Document Link/ScanRouter V2 Link or Desk-TopBinder V2, and set correct information of connecting devices on [Set I/O Device] from ScanRouter V2 Administration Utility.

∰Important

☐ If set for connection to the server via dialup-Router, a connection may be charged.

Using a Dial-up Network Computer

If you are using ScanRouter V2 Administration Utility, DeskTopBinder V2 and/or Auto Document Link/ScanRouter V2 Link on a computer with dial-up feature, a connection to the server may be charged with a certain settings.

∰Important

☐ If a computer is set as automatic internet connection with the dial-up feature, a connection to internet is charged without notifying display. Set the computer to confirm connection in display before dialing up. Sometimes check if automatic dial-up is not taking place during using these applications.

INDEX

Α	Disk Space, 18
Add as document, 7,34	Disk Space Low Warning, 20
Administrator Modes, 23	Document, 43
Administrator Password, 27	Delete All Log Entries, 44
Automatic backup setting, 28	Export Log Entries, 44
Available delivery methods, 4	Max Log Entries, 44
_	Domino Server, 9
<u> </u>	<u>E </u>
Back Up, 46	Error, 20
C	Error Log,44 Delete All Error Log Entries,44
CSI, 12	Export Error Log Entries, 45
CSV File, 57	Forward Delivery/Forwarding Error Data, 45
n.	Max Error Log Entries,45 View Delivery/Forwarding Error Data,45
<u> </u>	Error Notification, 20
Daily Operation, 18 Default Image Format, 28	F
Delete Backup Data, 46	
Deliver to In-Tray, 34	Fax, 43
Deliver to Notes R5 Database, 35	Delete All Log Entries, 43
Delivery System, 1	Export Log Entries, 43
Delivery Table, 33	Max Log Entries, 43
Destination, 33	Fax Delivering ID:, 10
Add New Destination, 33	Fax in-tray, 13
Backup, 36	Н
Delete Destination, 36	
Directory server, 35	Help, 24
Document addition settings for multiple	
destinations, 36	
Edit Destination, 36	In-Tray, 34
Importing destinations, 36 I/O device destination list, 35	In-Tray save, 5
Restoration, 36	Issue alert at, 28
Search Destination, 38	,
Set titles for multiple destinations, 36	L
User, 33	L - 10 42
Destination List, 37	Log, 19, 42
Add New Destination, 38	Low free disk space, 18
Add New Destination List, 37	М
Change Short ID, 38	
Change the Display Order, 38	Mail Address Book, 40
Delete Destination List, 38	Add New Mail Address, 40
Edit Destination, 38	Delete Mail Address, 40
Edit Destination List, 38	Edit Mail Address, 40
Remove from the Destination List, 38	Maintenance, 28, 46
Directory Server Settings, 31	

N	Synchronizing the Secondary Delivery
Nondelivery Message, 20	Server Manually, 29 System Notices, 20
Notes R5 DB, 9	System Notices, 20
	Т
0	TID 12
Own Fax Number, 12	TID, 13 TSI Code, 10, 12, 39
Own Name, 12	Add New TSI Code, 39
	Delete TSI Code, 39
P	Edit TSI Code, 39
Preparation, 15	Export TSI Codes, 39
Global settings, 15	Import TSI Codes, 39
Preparation for delivery operation, 17	
Primary Delivery Server, 29	U
,	Undelivered Data In-Tray, 18, 40
R	Delete Selected Undelivered Data, 41
Decement 46	Forward Undelivered Data, 41
Recover, 46	Undelivered Data, 30
Removing Secondary Delivery Server Settings, 29	View Undelivered Data, 41
Restore, 46	Uninstallation, 60
RTI, 12	Updating Information, 25
K11, 12	Upgrade, 59
S	User Modes, 23
	User Title, 31
Save as Windows file, 6, 34	\ \/
Save in Shared Network Folder, 34	W
Scan, 42	Web Settings, 29
Delete All Log Entries, 42	1100 00011180, 25
Export Log Entries, 42	
Max Log Entries, 42	
ScanRouter V2 Administration Utility, 23 Launch, 23	
Quit, 24	
Screen Components, 25	
Schedule, 28	
Secondary Delivery Server, 29	
Secondary Delivery Server Settings, 29	
Select Server, 27	
Send by E-mail, 35	
Server disk space, 28	
[Server] menu, 27	
Set Administrator, 27	
Set Delivery Feature Defaults, 30	
Set I/O Device, 30	
Set Preferences, 28	
Shared Folder Settings, 49	
SharePoint Portal Server, 9	
SharePoint Portal Server Plug-in, 35	
Status Bar, 25	
Suspending and Resuming Service, 26	

Part of illustrations or explanations in this guide m	ıay differ from your	product due to	improvement or
change in the product.			

Notes:

.

- 1. The contents of this documents are subject to change without notice.
- 2. No part of this document may be duplicated, replicated, reproduced in any form, modified or quoted without prior consent of the supplier.
- 3. THE SUPPLIER SHALL NOT BE LIABLE FOR THE RESULT OF THE OPERATION OF THIS SOFTWARE OR THE USE OF THIS DOCUMENT.

∰Important

- ☐ It is possible that any document or data stored in the PC will be damaged or lost by user error during operation or software error. Be sure to back up of all important data beforehand.
- ☐ Do not remove or insert any disk while operating this software.
- ☐ THE SUPPLIER SHALL NOT BE LIABLE TO YOU FOR DAMAGES OR LOSS OF ANY DOCUMENT OR DATA PRODUCED BY USING THIS SOFTWARE.
- □ THE SUPPLIER SHALL NOT BE LIABLE TO YOU FOR ANY CONSEQUENTIAL, INCIDENTAL OR INDIRECT DAMAGES (INCLUDING, BUT NOT LIMITED TO, DAMAGES FOR LOSS OF PROFITS, BUSINESS INTERRUPTION OR LOSS OF BUSINESS INFORMATION, AND THE LIKE) CAUSED BY FAILURE OF THIS SOFTWARE OR LOSS OF DOCUMENTS OR DATA, NOR FOR ANY OTHER DAMAGES ARISING OUT OF THE USE OF THIS SOFTWARE, IF THE SUPPLIER HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES.