



DeskTopBinder

Version 4

Auto Document Link Guide



-
- 1** Auto Document Link:Overview
 - 2** Monitor Item Settings
 - 3** Confirmation and Transfer
 - 4** Appendix

Introduction

This manual contains detailed instructions and notes on the operation and use of this product. For your safety and benefit, read this manual carefully before using the product. Keep this manual in a handy place for quick reference.

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How to Read This Manual

Symbols

In this manual, the following symbols are used :

Important

This symbol indicates a situation that may result in property damage or malfunction if instructions are not followed. Be sure to read the instructions.

Preparation

This symbol indicates information or preparations required prior to operating.

Note

This symbol indicates precautions for operation, or actions to take after abnormal operation.

Limitation

This symbol indicates numerical limits, functions that cannot be used together, or conditions in which a particular function cannot be used.

Reference

This symbol indicates a reference.

[]

Elements on the machine's display panel or the computer's display, such as keys, buttons, and menus.

1. Auto Document Link: Overview

Introduction

Auto Document Link can monitor delivery server in-trays (ScanRouter V2 Lite/Professional, ScanRouter Enterprise, and ScanRouter EX Professional/Enterprise) on the network, local Windows folders or shared network folders, Fax Received Files of network devices, and a Caplio digital camera, and give notification of documents or files on client computers. Also, Auto Document Link can automatically transfer these documents or files to DeskTopBinder folders, ScanRouter DocumentServer folders, or Windows folders.

Reference

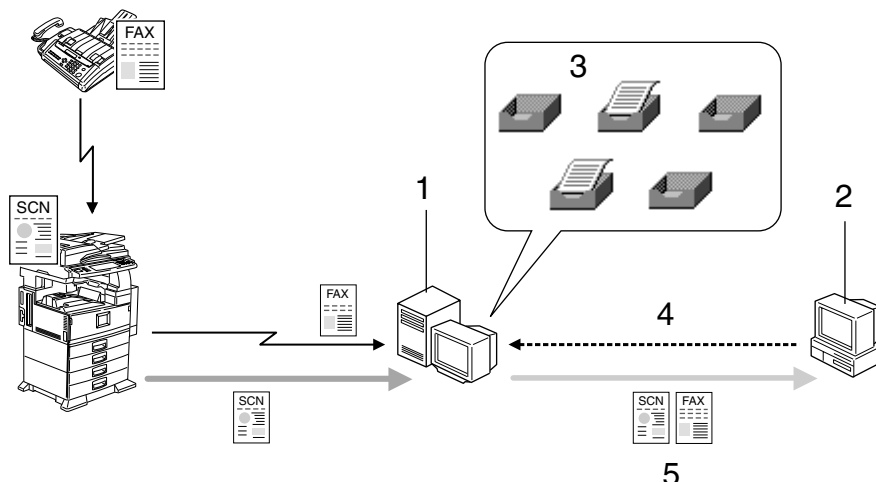
This manual explains how to use Auto Document Link. For information about Fax Received File, see the operating instructions that come with the network device. For information about how to use ScanRouter V2 Lite/Professional, ScanRouter Enterprise, and ScanRouter EX Professional/Enterprise, see the ScanRouter V2 Lite/Professional, ScanRouter Enterprise, and ScanRouter EX Professional/Enterprise Management Guide, or Help of respective products. For information about how to use DeskTopBinder, see *DeskTopBinder Introduction Guide* or Help.

Note

- ☐ Network devices used in the illustrations of this guide are examples only. As such, they may differ from actual network devices.

Monitoring In-trays

1



GGFMXA0N

1. Delivery server
2. Client computer
3. Received in in-tray
4. Monitoring
5. Transferring/Notification

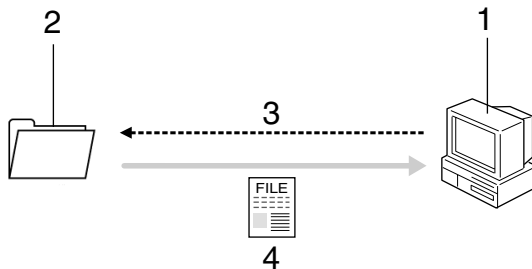
In-trays can be set as monitored items.

By setting an in-tray as a monitored item, Auto Document Link can notify you of documents delivered from network devices and transfer them. Transferred documents are added to DeskTopBinder or ScanRouter DocumentServer as documents, or saved in a Windows folder as files.

Note

- ☐ Delivering fax documents received from the delivery server can be used for ScanRouter V2 Professional, ScanRouter Enterprise, and ScanRouter EX Professional/Enterprise only.

Monitoring Windows Folders



GGFMXA1N

1. Client computer
2. Local folder or shared network folder in a client computer
3. Monitoring
4. Transferring/Notification

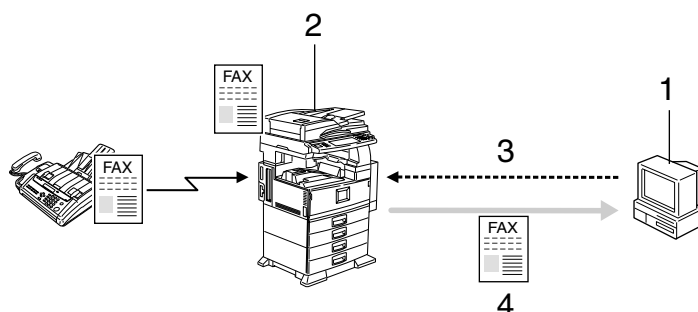
Specified local Windows folders or shared network folders can be set as monitored items.

By setting a local Windows folder or shared network folder as a monitored item, Auto Document Link can notify you of files in the folder and transfer them. Transferred files are added to DeskTopBinder or ScanRouter DocumentServer as documents, or moved to another Windows folder as files.

Note

- ☐ Folders that contain files or the following cannot be set as monitored items:
 - Folders where Windows is installed
 - Hidden folders
 - System folders
 - Folders used to save DeskTopBinder documents
 - Desktop
- ☐ When you specify a shared network folder for which authentication is required, you will be asked for authentication information.
- ☐ To monitor a shared network folder, you must first make the folder accessible.

Monitoring Fax Received Files



GGFMXA2N

1. Client computer
2. Document Server
3. Monitoring
4. Transferring/Notification

Fax Received Files in the Document Server can be set as monitored items.

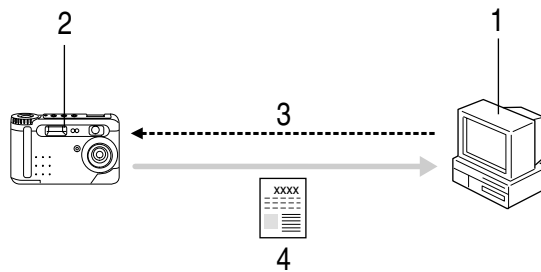
By setting Fax Received File as a monitored item, Auto Document Link can notify you of documents received by fax and transfer them. Transferred documents are added to DeskTopBinder or ScanRouter DocumentServer as documents, or saved in a Windows folder as files.

Note

- ☐ Fax Received File can be set as a monitored item only when the Document Server is configured to store documents received by fax.
- ☐ Only a device that supports Fax Received File can be set as a monitored item. For details about network devices, see the Readme file.
- ☐ When transferring Fax Received Files, make the settings in the device to store documents.

Monitoring a Caplio Digital Camera

1



AHM001S

1. Client computer
2. Caplio Digital Camera
3. Monitoring
4. Transferring/Notification

A specified Caplio digital camera can be set as a monitored item.

By setting a Caplio digital camera as a monitored item, Auto Document Link can notify you of files in the camera when it is connected to the client computer via USB, and transfer them. Transferred image, voice, and video files are added to DeskTopBinder or ScanRouter DocumentServer as documents, or saved in a Windows folder as files.

 **Note**

- ☐ For information about types of Caplio digital camera that can be set as a monitored item, see the Compatible Device List.

Auto Document Link Precautions

1

Coexistence with ScanRouter V2 Link and Auto-addition Tool

ScanRouter V2 Link and Auto-addition Tool functions have been integrated into Auto Document Link. Auto Document Link is installed at the same time as DeskTopBinder. Auto Document Link can neither be installed independently nor co-exist with ScanRouter V2 Link or Auto-addition Tool.

Precautions for Dial-up Connection

Set up an environment correctly if ScanRouter V2 Administration Utility, SR Manager, DeskTopBinder, or Auto Document Link is used in the dial-up connection computer. See p.29 "Precautions for Dial-up Connection".

Read Conditions and Client Computer Specification

Processing is delayed when "Grayscale" or "Color" is set as the read condition in the network device, when 600 dpi is set as the resolution, or when large images are being read. If you are using these types of images frequently, we recommend that you increase your computer's CPU, memory, and hard disk capacity.

Start and Quit


Starting

1

From the Start Menu

1 Click the [Start] button, and then point to [Programs].

2 Point to [DeskTopBinder], and then click [Auto Document Link].

Auto Document Link starts, and the Auto Document Link icon  appears on the taskbar.

 **Note**

- ☐ When no settings are made in Properties, the [Auto Document Link Properties] dialog box appears.

From DeskTopBinder

1 On the [Tools] menu of DeskTopBinder, point to [Auto Document Link], and then click [Launch].

A dialog box appears. Use this to select whether to place the tool as a terminate-and-stay-resident tool on the taskbar, or not.

2 Click [OK].

Auto Document Link starts, and the Auto Document Link icon  appears on the taskbar.

From Startup

If Auto Document Link has been registered for startup when installing DeskTopBinder, Auto Document Link starts when you log on to Windows, and the icon appears on the taskbar.

Quitting

1 Right-click the Auto Document Link icon  on the taskbar, and then click [Exit].

Auto Document Link exits.

2. Monitor Item Settings

Adding/Changing/Removing Monitor Item

Make monitor item settings in the **[Auto Document Link Properties]** dialog box.

While the item is being monitored or data in the monitored item is being transferred, properties cannot be set or changed.

- 1** On the menu that appears when you right-click the icon on the taskbar, click **[Properties]**, or on the **[Tools]** menu of DeskTopBinder, point to **[Auto Document Link]**, and then click **[Properties]**.

The **[Auto Document Link Properties]** dialog box appears.

- 2** Add, change, or remove a monitored item.

When adding an item

- 1** Click **[Add]**, and then select an item to be monitored in the **[Select Server Type]** dialog box.
- 2** Click **[Next]**.
- 3** Make the necessary settings.

Reference

For details about settings for in-trays, Windows folders, Fax Received Files, and a Caplio digital camera, see p.12 “In-tray”, p.14 “Windows Folder”, p.16 “Fax Received File”, p.18 “Caplio Digital Camera”.

When changing settings of an item

- 1** In the monitored items list, select the item whose settings you want to change, and then click **[Change]**.
- 2** Make the necessary changes.

When removing an item

- 1** In the monitored items list, select the item you want to remove, and then click **[Remove]**.

The confirmation message about removing the item appears.

- 2** Click **[OK]**.

- 3** Click **[OK]**.

In-tray

Follow the procedure below to make settings for an in-tray to be monitored.

In-trays of multiple delivery servers can be set as monitored items.

Note

- ☐ Up to 20 in-trays of all the delivery servers included can be set as monitored items.

1 In the **[Auto Document Link Properties]** dialog box, click **[Add]**.

The **[Select Server Type]** dialog box appears.

2 Select **[Delivery Server]**, and then click **[Next]**.

The **[Delivery Server - Select Server]** dialog box appears.

3 Click **[Browse]** to select a delivery server, or click **[Specify]** to enter the delivery server name or IP address.

Note

- ☐ When ScanRouter EX Professional/Enterprise is specified, you may be asked for a user name, password, and other information.

4 Click **[Next]**.

The **[Delivery Server - Monitor Tray Settings]** dialog box appears.

5 Make the necessary in-tray and monitor method settings.

ScanRouter EX Professional/Enterprise

1 Click **[Browse]**, and then select an in-tray to monitor.

2 Select the **[Automatically check new data]** check box to check the monitored in-tray periodically, and then make the necessary settings for **[Checking interval]** and **[Notification method]**.

3 Select the **[Transfer new data after notification]** check box to transfer delivered documents.

Note

- ☐ The original document is deleted after a transfer is completed.

ScanRouter V2 Lite/Professional Ver.2.XXX or earlier, or ScanRouter Enterprise

❶ Click **[Browse]**, and then select an in-tray to be monitored.

❷ Enter the password, if the in-tray requires one.

 **Note**

☐ For the in-tray password, ask the delivery server administrator.

❸ Select the **[Automatically check new data]** check box to check the monitored in-tray periodically, and then make the necessary settings for **[Checking interval]** and **[Notification method]**.

❹ Select the **[Transfer new data after notification]** check box if you want to transfer delivered documents.

 **Note**

☐ The original document is deleted after a transfer is completed.

❺ Click **[Next]**.

The **[Delivery Server - Transfer Settings]** dialog box appears.

 **Note**

☐ When the **[Transfer new data after notification]** check box is not selected in the **[Delivery Server - Monitor Tray Settings]** dialog box, the **[Finish]** button appears instead of the **[Next]** button. Click **[Finish]** to finish the settings.

❻ Make the necessary settings for the saving method and file format of image files.

❶ Click **[Add as document]** or **[Save as Windows file]**, and then click **[Browse]** to select a folder where the data is to be added or saved.

 **Note**

☐ When you select **[Add as document]** and click **[Browse]**, the adding location can be selected from either **[My Workroom]** or **[Document Management Server]** in the **[Select Save-in Location]** dialog box.

☐ When the document management server is specified as the adding location, you may be asked for a user name and password.

❷ Select the file formats in the **[Black & White image]** and **[Grayscale/Color image]** lists.

 **Reference**

For details about file formats, see p.23 “File Formats”.

❼ Click **[Finish]**.

❽ If you want to add more in-trays for monitoring, repeat step ❶ to ❽.

Windows Folder

Follow the procedure below to make settings for a local Windows folder or shared network folder to be monitored.

Note

- ☐ Up to 30 Windows folders, including local folders and shared network folders, can be set as monitored items.

1 In the **[Auto Document Link Properties]** dialog box, click **[Add]**.

The **[Select Server Type]** dialog box appears.

2 Select **[Windows]**, and then click **[Next]**.

The **[Windows - Monitor Folder Settings]** dialog box appears.

3 Select a folder to be monitored, and then make the necessary monitor method settings.

① Click **[Browse]**, and then select the folder to be monitored.

② Select the **[Automatically check new data]** check box to check the monitored folder periodically, and then make the necessary settings for **[Checking interval]** and **[Notification method]**.

③ Select the **[Transfer new data after notification]** check box if you want to transfer the files in the monitored folder.

Note

- ☐ The original file is deleted after a transfer is completed.
- ☐ Folders containing files cannot be specified.
- ☐ To specify a shared network folder, you must first make the folder accessible.

4 Click **[Next]**.

The **[Windows - Transfer Settings]** dialog box appears.

Note

- ☐ When the **[Transfer new data after notification]** check box is not selected in the **[Windows - Monitor Folder Settings]** dialog box, the **[Finish]** button appears instead of the **[Next]** button. Click **[Finish]** to finish the settings.

5 Make the necessary settings for the saving method and file format of image files.

- 1** Click **[Add as document]** or **[Save as Windows file]**, and then click **[Browse]** to select a folder where the data is to be added or saved.

Note

- ☐ When you select **[Add as document]** and click **[Browse]**, the adding location can be selected from either **[My Workroom]** or **[Document Management Server]** in the **[Select Save-in Location]** dialog box.
- ☐ When the document management server is specified as the adding location, you may be asked for a user name and password.
- ☐ When adding to DeskTopBinder or ScanRouter DocumentServer as documents, one file is added as one document.

- 2** Select the file formats in the **[Black & White image]** and **[Grayscale/Color image]** lists.

Reference

For details about file formats, see p.23 “File Formats”.

6 Click **[Finish]**.

7 If you want to add more folders for monitoring, repeat step **1** to **6**.

Fax Received File

Follow the procedure below to make settings for Fax Received File to be monitored.

Fax Received Files of multiple network devices can be set as monitored items.

Note

- ☐ Up to 20 Fax Received Files can be set as monitored items.

1 In the **[Auto Document Link Properties]** dialog box, click **[Add]**.

The **[Select Server Type]** dialog box appears.

2 Select **[Fax Received File]**, and then click **[Next]**.

The **[Fax Received File - Select Server]** dialog box appears.

3 Click **[Browse]** to select a network device, or click **[Specify]** to enter the host name or IP address.

4 Click **[Next]**.

The **[Fax Received File - Monitor Item Settings]** dialog box appears.

Note

- ☐ If the selected network device is managed by an external authentication function, the **[Enter Password]** dialog box appears. Enter the user name in the **[User name]** and the password in the **[Password]** boxes, and then click **[OK]**.

5 Make the necessary monitor method settings.

① When the network device is managed by a user account authentication function, enter the user code in the **[User name]** and the password in the **[Password]** boxes.

Note

- ☐ Ask the administrator for the user name and password.

② When the network device is not managed by a user account authentication function, enter the user code in the **[User Code]** box.

Note

- ☐ Ask the administrator for the user code when the network device for Fax Received File has user limitations.

6 Click **[Next]**.

The **[Fax Received File - Transfer Settings]** dialog box appears.

 **Note**

- ☐ An error message appears when the network device does not support Fax Received File.
- ☐ When the **[Transfer new data after notification]** check box is not selected in the **[Fax Received File - Monitor Item Settings]** dialog box, the **[Finish]** button appears instead of the **[Next]** button. Click **[Finish]** to finish the settings.

7 Make the necessary settings for the saving method and file format of image files.

- 1** Click **[Add as document]** or **[Save as Windows file]**, and then click **[Browse]** to select a folder where the data is to be added or saved.

 **Note**

- ☐ When you select **[Add as document]** and click **[Browse]**, the adding location can be selected from either **[My Workroom]** or **[Document Management Server]** in the **[Select Save-in Location]** dialog box.
- ☐ When the document management server is specified as the adding location, you may be asked for a user name and password.

- 2** Select the file format on the pull-down menu.

 **Reference**

For details about file formats, see p.23 “File Formats”.

- 3** Select the **[Delete new data from device after transferring]** check box to delete the original document after a transfer is completed.

 **Important**

- ☐ When the original document is deleted after a transfer is completed, Fax Received File cannot be checked by other users.

8 Click **[Finish]**.

- 9** If you want to add more Fax Received Files for monitoring, repeat step **1** to **8**.

Caplio Digital Camera

Follow the procedure below to make settings for a Caplio digital camera to be monitored.

Note

- ☐ Only one Caplio digital camera can be set as a monitored item.
- ☐ If the digital camera is used with software other than DeskTopBinder, it cannot be monitored, nor can its files be transferred.
- ☐ If the digital camera cannot be monitored or files cannot be transferred, quit the application by following its operating instructions, or set the application not to automatically start when the camera is connected to the client computer via USB.

1 In the **[Auto Document Link Properties]** dialog box, click **[Add]**.

The **[Select Server Type]** dialog box appears.

2 Select **[Caplio Digital Camera]**, and then click **[Next]**.

The **[Caplio - Monitor Settings]** dialog box appears.

3 Make the necessary monitor method settings.

- 1** Select the **[Automatically check new data]** check box to automatically check the monitored digital camera when the USB cable is connected to the client computer, and then make the necessary settings for **[Notification method]**.
- 2** Select the **[Transfer new data after notification]** check box to transfer files in the monitored camera.

4 Click **[Next]**.

The **[Caplio - Transfer Settings]** dialog box appears.

5 Make the necessary settings for the saving method.

- 1** Click **[Add as document]** or **[Save as Windows file]**, and then click **[Browse]** to select a folder where the data is to be added or saved.

Note


- ☐ When you select **[Add as document]** and click **[Browse]**, the adding location can be selected from either **[My Workroom]** or **[Document Management Server]** in the **[Select Save-in Location]** dialog box.
- ☐ When the document management server is specified as the adding location, you may be asked for a user name and password.

6 Click **[Finish]**.

3. Confirmation and Transfer

Manual Confirmation and Transfer

1 Double-click the icon  for Auto Document Link on the taskbar.

Or, right-click the icon  for Auto Document Link on the taskbar to select **[Check New Data]**. If there are no documents or files in the monitored item, the "XXX (the data when you double-clicked the icon for Auto Document Link) No new data in all monitored items." message appears. When there are documents or files in the monitored item, the following are displayed depending on the transfer settings made for each item.

Note

- ☐ New data can also be checked from the menu of DeskTopBinder. On the **[Tools]** menu of DeskTopBinder, point to **[Auto Document Link]**, and then click **[Check New Data]**.
- ☐ When new data in the digital camera is checked, if the new data contains files that are the same as those already transferred, a confirmation message about whether or not to transfer them appears.
- ☐ If the digital camera is connected as a removable disk, files cannot be transferred.
- ☐ If Auto Document Link is installed under Windows XP, a dialog box for selecting a program appears when you connect the digital camera to the client computer for the first time. Select **[Auto Document Link]**, select the **[Always use this program for this action]** check box, and then click **[OK]**.

Save as Windows File

For in-tray documents and files in Windows folders, the original documents or files are deleted and saved in the specified Windows folder as files. For Fax Received File, deletion of original documents varies depending on the transfer settings of Fax Received File. Files stored in the digital camera are not deleted.

After the documents or files are saved in the specified location, the **[New Data Notification]** dialog box appears.

Add as Document

For in-tray documents and files in Windows folders, original documents or files are deleted and saved in the specified DeskTopBinder or ScanRouter Document-Server folder as documents. For Fax Received File, deletion of original documents varies depending on the transfer settings of Fax Received File. Files stored in the digital camera are not deleted.

After the documents or files are saved in the specified location, the **[New Data Notification]** dialog box appears.

Notification Only

After the arrival of documents or files is confirmed, notification is given via the selected method. No documents or files are deleted from monitored items.

DeskTopBinder can be started by clicking **[Launch DeskTopBinder]** in the **[New Data Notification]** dialog box.

 **Note**

- ☐ To check the arrival of documents or files in the monitored items, these items must be configured using DeskTopBinder Extended Features.

Automatic Confirmation and Transfer

When you set to monitor in-trays, Windows folders, and Fax Received File, Auto Document Link automatically monitors the items at each set time. When you set to monitor a Caplio digital camera, Auto Document Link automatically checks the file stored inside the camera when the USB cable is connected to the client computer. When there are documents or files in the monitored items, the following are displayed depending on the transfer settings made for each item.

Note

- ☐ For digital camera, files that were transferred before cannot be transferred again.
- ☐ If the digital camera is connected as a removable disk, files cannot be transferred.
- ☐ If Auto Document Link is installed under Windows XP, a dialog box for selecting a program appears when you connect the digital camera to the client computer for the first time. Select **[Auto Document Link]**, select the **[Always use this program for this action]** check box, and then click **[OK]**.

3

Save as Windows File

For in-tray documents and files in Windows folders, the original documents or files are deleted and saved in the specified Windows folder as files. For Fax Received File, deletion of original documents varies depending on the transfer settings of Fax Received File. Files stored in the digital camera are not deleted.

When the arrival of documents or files is set to be notified using a pop-up window, the **[New Data Notification]** dialog box appears after the documents or files are saved in the specified location.

Add as Document

For in-tray documents and files in Windows folders, the original documents or files are deleted and saved in the specified DeskTopBinder or ScanRouter DocumentServer folder as documents. For Fax Received File, deletion of original documents varies depending on the transfer settings of Fax Received File. Files stored in the digital camera are not deleted.

When the arrival of documents or files is set to be notified using a pop-up window, the **[New Data Notification]** dialog box appears after the documents or files are added to the specified location.

Notification Only

After the arrival of documents or files is confirmed, notification is given via the selected method. No documents or files are deleted from monitored items.

DeskTopBinder can be started by clicking **[Launch DeskTopBinder]** in the **[New Data Notification]** dialog box.

 **Note**

- ☐ To check the arrival of documents or files in the monitored items, these items must be configured using DeskTopBinder Extended Features.

File Formats

In the transfer settings dialog box, the file format can be specified for image files to be transferred.

Image files are received by either of the file formats below depending on the settings in the transfer settings dialog box.

Application files are received in the file format of the application used to create those files.

Note

- ☐ An image that contains only two values, white (0) and black (1), is called a "Black & White image". An image that contains gradation and requires many values to represent that gradation is called a "Grayscale/Color image".
- ☐ In the case of multiple-page documents, one file is created for each page because Multi-page option is not available for Grayscale/Color images.

❖ **TIFF/TIFF-F**

File formats used to save bitmap images. These formats are used for Black & White, Grayscale, and Color images.

One file is created for a single-page image in TIFF, and one file for multiple-page images in Multi-page TIFF and TIFF-F.

You can select the TIFF Compression Format as MH, MR, or MMR. In general, the order is MH, MR, MMR from low to high compression ratios (depending on the image).

❖ **PDF**

This file format can be opened with Adobe Acrobat Reader. Multi-page images can be saved in one file with this file format.

❖ **JPEG**

This file format can compress image data with consistent quality.

❖ **PNG**

This file format can compress and save image data without loss of image quality.

Note

- ☐ You cannot specify formats of image files transferred from the digital camera.

File Names

Save as Windows File

When you select **[Save as Windows file]** as the saving method for documents or files in the monitored items, the following file names are used when saving documents or files:

❖ In-tray document

Document name_nnn.xxx

- nnn
Page number for documents when they are received as a file in single-page format. The page number is fixed to 001 when documents are received as multiple-page format file.
- xxx
Extension of each file format

Note

- ☐ If the same documents are received in multiple-page format, the first name in the page group is used.
- ☐ When ScanRouter V2 Professional/Enterprise or ScanRouter EX Professional/Enterprise is used, the file name of documents delivered from a client computer (on which DeskTopBinder or ScanRouter Web Navigator is installed) is section_nnn.xxx (nnn is the section number).

❖ Windows folder file

File name_nnn.xxx

- nnn
Page number for files
- xxx
Extension of each file format

❖ Fax Received File

RcvFaxYYYYMMDDhhmmss-pppp_nnn.xxx

- RcvFaxYYYYMMDDhhmmss
The date and time when the documents are delivered by fax is displayed in the form of "YYYYMMDDhhmmss". "RcvFax" is fixed at the beginning of each name. For example, "RcvFax20040912224530" is displayed when a document is received on September 12, 2004 at 22:45 30 seconds.
- pppp
Page name for documents. The format varies depending on the devices.
- nnn
Page number for documents
- xxx
Extension of each file format

❖ Caplio Digital Camera

YYYYMMDD-RIMGpppp_nnn.xxx

- **YYYYMMDD**
The date when files are transferred is displayed in the form of "YYYYMMDD".
- **pppp**
Number for documents transferred from the digital camera.
- **nnn**
Page number for documents.
- **xxx**
Extensions of each file format.

3

Add as Document

When you select **[Add as document]** as the saving method for documents or files in the monitored items, the following document names are used when saving documents or files:

❖ In-tray document

Document name

Note

- ☐ Section name of the document is Section name_nnn (nnn is the section number).

❖ Windows folder file

File name

❖ Fax Received File

RcvFaxYYYYMMDDhhmmss

- **RcvFaxYYYYMMDDhhmmss**
The date and time when the documents are delivered by fax is displayed in the form of "YYYYMMDDhhmmss". "RcvFax" is fixed at the beginning of each name.
For example, "RcvFax20040912224530" is displayed when a document is received on September 12, 2004 at 22:45 30 seconds.

Note

- ☐ Section name of the document is RcvFaxYYYYMMDDhhmmss-pppp_nnn (pppp is the page name, nnn is the section number).

❖ Caplio Digital Camera

YYYYMMDD-RIMGpppp


- **YYYYMMDD**
The date when files are transferred is displayed in the form of "YYMMDD".
- **pppp**
Number for documents transferred from the digital camera.

Note

- ☐ Section name of the document is YYYYMMDD-RIMGpppp_nnn (nnn is the section number).

4. Appendix

Troubleshooting

Problem	Causes and solutions
Cannot receive documents in the in-tray.	Check if the service of the delivery server stops using ScanRouter V2 Administration Utility, SR Manager. Also, check if the same in-tray is monitored by multiple Auto Document Links.
It takes time to receive data from a network device.	<p>Check the value of "Checking interval" in the setting dialog box of each monitored item in Auto Document Link. Do not make the size of data large by reducing the resolution of documents for scanning.</p> <p> Note</p> <ul style="list-style-type: none"><input type="checkbox"/> It may take time to receive data depending on the processing capability of the computer (e.g., the memory of computer is small).
If you connect from Auto Document Link to the delivery server, the "Unable to connect to the delivery server." message appears.	<p>The names of the delivery server and client computer may not be correctly resolved.</p> <ul style="list-style-type: none">• Check that the DNS settings and the contents of the host file correspond.• If the names are not correctly resolved, add the name of the delivery server to the Hosts file.
Cannot monitor Fax Received File.	Check the same Fax Received File is monitored by multiple Auto Document Links. Also, check the network device is turned on.
Adding or saving location of the documents or files does not exist.	<p>Check again that the adding or saving location exists. If it does not exist, create the location again. When Auto Document Link cannot find the adding or saving location, documents or files are added to or saved in the following locations:</p> <ul style="list-style-type: none">• When adding to DeskTopBinder, documents or files are added to My Work Folder under My Workroom.• When saving in a Windows folder, the documents or files are saved in the folder for extraction under the program directory.• When adding to ScanRouter DocumentServer, documents or files cannot be transferred if the adding location does not exist.
Image conversion has failed when adding or saving documents or files, and an error message appears.	<ul style="list-style-type: none">• Check the settings for the monitored item again.• Check you have appropriate access rights for the folder where documents or files are to be added.• Documents or files are saved in the folder for extraction that is indicated in the error message.

Problem	Causes and solutions
The “An error has occurred with the server.” message appears in the [New Data Notification] dialog box.	Check the server of the monitored item and the client computer can communicate on the network. If a firewall is installed on the client computer, check whether communication with Auto Document Link has been blocked or not using the firewall's log file. If blocked, enable the communication.
While monitoring items, the “An error has occurred with the server.” or “Device error.” message appears.	<ul style="list-style-type: none"> • If a firewall is installed on the client computer, check whether or not communication with the network device is blocked. • Check the network device is not operating in default mode. • If the same network device is monitored by multiple DeskTopBinder, in the dialog box for monitor method settings, enter a larger number in the [Checking interval] box. • In the dialog box for monitor method settings, enter a larger number in the [Disconnect after no response continues for] box.
Cannot specify a network folder as a monitored item.	To specify a network folder, you must first make the folder accessible from the client computer. Check if the folder is accessible using Explorer.

Precautions for Dial-up Connection

If a Dial-up Router Is Connected in the DeskTopBinder Network Environment

Properly configure the network delivery server or other network devices with DeskTopBinder or Auto Document Link.

If the network environment is changed, reconfigure the network delivery server and other network devices with DeskTopBinder and Auto Document Link.

Important

- ☐ If the delivery server is connected when a connection to the delivery server via the dial-up router is set, the line may be connected and telephone charges may be accrued.

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If the Computer Is on a Dial-up Network

If ScanRouter V2 Administration Utility, SR Manager, DeskTopBinder, or Auto Document Link is used in the dial-up connection computer, dial-up may be made through the delivery server or the Document Server, depending on the setting.

Important

- ☐ When you set your computer to automatically connect to the Internet, without displaying the dialog box for confirming the connection, the line is connected and telephone charges accrue. To avoid the unnecessary dial-up connection, be sure to set to display connection confirmation during operation. Also, check if the unnecessary dial-up connection is made when these software products are used.

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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. Important documents and data should always be copied or backed up. Documents and data can be lost because of malfunction or human error. Furthermore, the customer is responsible for protection measures against computer viruses, worms, and other harmful software.
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DeskTopBinder Version 4

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