ScanRouter V2 *Professional*

Management Guide

Preface

There are two types of ScanRouter V2, ScanRouter V2 Professional and ScanRouter V2 Lite.

The guide explains how to use ScanRouter V2. For information about setting up ScanRouter V2, see the ScanRouter V2 Setup Guide. For information about using ScanRouter V2, see ScanRouter V2 Administration Utility Help.

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

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- The proper name of Windows® 98 is Microsoft® Windows® 98
- The proper name of Windows® 95 is Microsoft® Windows® 95
- The proper name of Windows NT® 4.0 are as follows:
  Microsoft® Windows NT® Server 4.0
  Microsoft® Windows NT® Workstation 4.0
- The proper name of Windows® 2000 are as follows:
  Microsoft® Windows® 2000 Professional
  Microsoft® Windows® 2000 Server

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1. Overview of ScanRouter V2 Lite

ScanRouter V2 Lite Delivery System

ScanRouter V2 Lite allows you to save scanned documents in remote folders or to deliver documents to multiple destinations.

Delivery System Layout

The diagram below shows the layout of the ScanRouter V2 Lite delivery system. Scanned documents are delivered to the destination with the selected delivery method.

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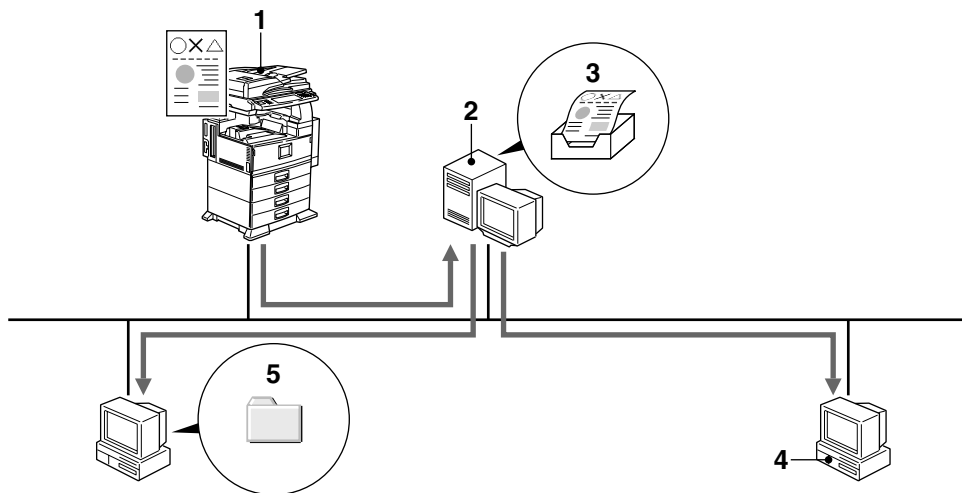
1. **Network Device**

Select a destination, and then scan.

2. **Delivery Server**

The server works with other devices on the network to ensure document delivery. The system administrator uses the delivery table to configure delivery settings for each user.

Available delivery methods:

- In-Tray save
- Save as Windows file

🔍**Reference**

   ⇒ P.2 *"Available delivery methods"*

3. **In-Tray**

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

4. **Client Computer**

Install DeskTopBinder V2 and/or ScanRouter V2 Link on the client computers.

- DeskTopBinder V2 can read, copy and/or delete documents in the in-tray.
- ScanRouter V2 Link can automatically retrieve documents or notify users that new documents have arrived.

5. Shared Folder on the File Server

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

📝 Note

❒ For information about available network devices, see the ScanRouter V2 Readme or Compatible Device List.

❒ Scanned documents are delivered to the delivery server over the network.

❒ The scanner can display the pre-set destinations on the operation panel, but this requires appropriate operation on the scanner.

❒ Undeliverable documents are saved in the undelivered data tray.

❒ Do not use ScanRouter V2 Link or ScanRouter V2 Administration Utility installed on a client computer connected to WAN, as this may result in system timeouts and incomplete delivery.

❒ Be sure to correctly configure any computers that use dial-up access.

🔎 Reference

Features of the Delivery System

ScanRouter V2 Lite has the following functions to ensure that the right document reaches the right person efficiently.

Deliverable documents

The following type of document is deliverable:

• Scanned documents

Available delivery methods

The following delivery methods are available for each user.

• In-Tray save

• Save as Windows file

❖ **In-Tray save**

Documents can be saved in the in-tray on the delivery server. The in-tray properties are set for individual users.

- You can read documents saved in the in-tray by DeskTopBinder V2.
- ScanRouter V2 Link can retrieve documents from the in-tray.

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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 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.**

$\mathcal{P}$**Reference**

⇒ P.33 *"Delivery Table Settings"*

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❖ **Save as Windows file**
You can save documents in the shared folder of a client computer.
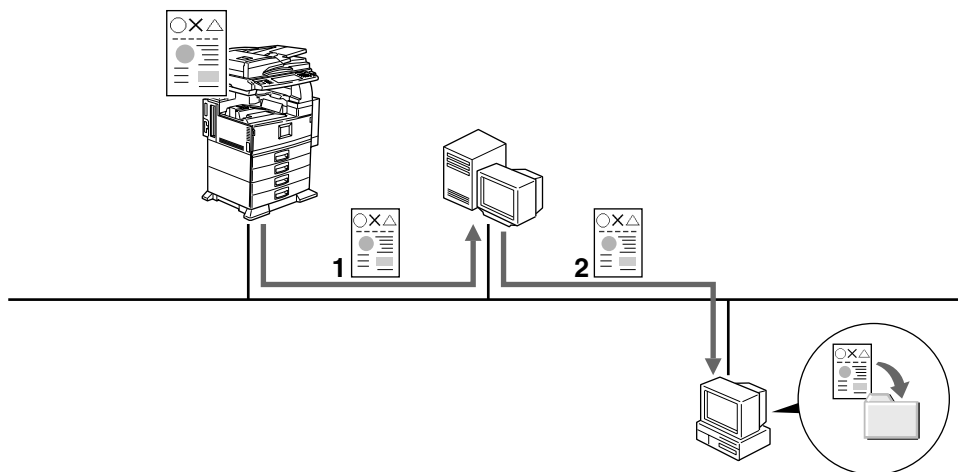
GRFMLT2J

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.**

3. **You can use documents on a client computer on the network.**

Note

❒ Before setting up ScanRouter V2 Lite, create a shared folder in the client computer.

❒ You can also save documents to the delivery server Windows folder in this way.

Reference

⇒ P.33 *"Delivery Table Settings"*

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2. Overview of ScanRouter V2 Professional

ScanRouter V2 Professional Delivery System

A delivery system using ScanRouter V2 Professional 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 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. When using Web Document Viewer, documents delivered in an in-tray can be redelivered to another destination.
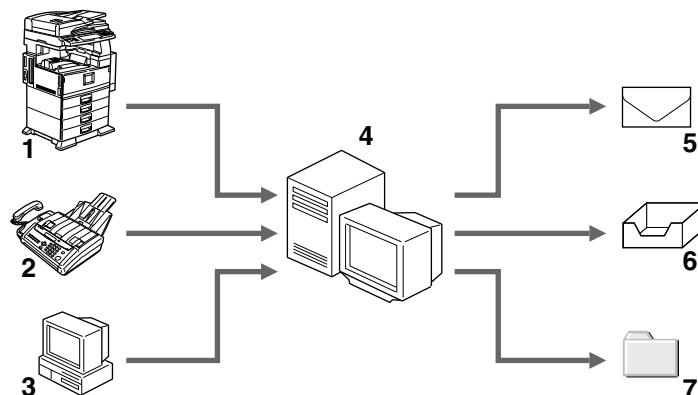
GRFMFU8J

1. **Scanner**

2. **Facsimile**

3. **Client computers**
DeskTopBinder V2 and/or Web browser (when Web Document Viewer is installed in the delivery server)

4. **Delivery Server**

5. **E-mail**

6. **In-Tray**

7. **Folder in the Client Computer**

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Delivery system layout

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

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1. Network Device

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

2. In-Tray

The 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

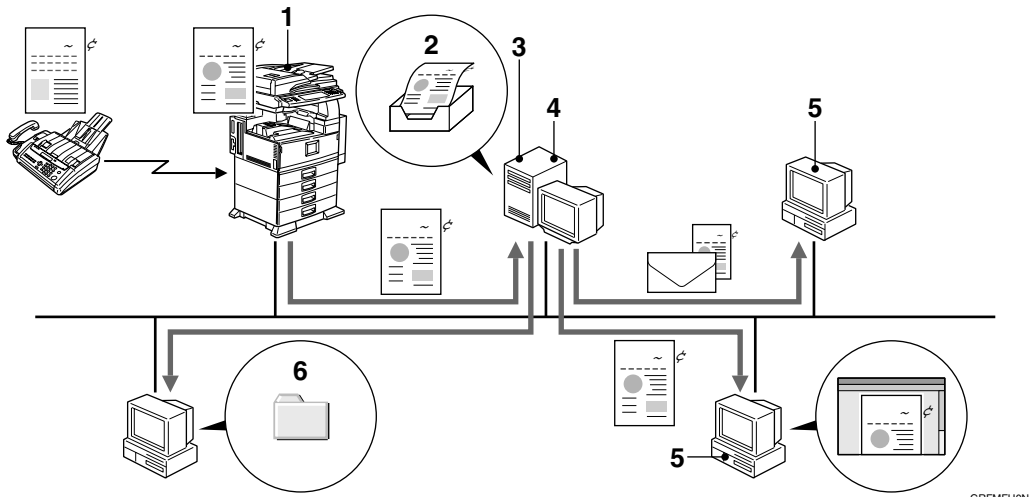The server works with other devices on the network to ensure document delivery. The system administrator uses the delivery table to configure delivery settings for each user.

Available delivery methods:

- In-Tray save
- Save as Windows file
- Delivery by E-mail (Send by SMTP mail or Send by MAPI mail)

$\mathcal{P}$ Reference

⇒ P.8 *"Available delivery methods"*

4. 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.

5. 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 ScanRouter V2 Link are installed on client computers.

- With DeskTopBinder V2, clients can check, copy, or delete documents in intrays. They can also forward documents in My Cabinets of DeskTopBinder V2 or documents in in-trays to specified destinations by using the delivery server.

- ScanRouter V2 Link can automatically retrieve documents or notify users that new documents have arrived.

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

✐ **Note**

❒ For information about available network devices, see the ScanRouter V2 Readme or Compatible Device List.

❒ It is recommended that ScanRouter V2 Professional and Web Document Viewer are installed on the same computer.

❒ 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 appropriate operation on the scanner.

❒ Undelivered documents are saved in the undelivered data tray.

❒ Do not use DeskTopBinder, ScanRouter V2 Link or ScanRouter V2 Administration Utility installed on a client computer connected to WAN, as this may result in system timeouts and incomplete delivery.

❒ Be sure to correctly configure any computers that use dial-up access.

🔎**Reference**
⇒ P.52 *"Dial-up Connection"*

Features of the Delivery System

ScanRouter V2 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
- Send by E-mail (Send by SMTP mail or Send by MAPI mail)

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 the in-tray on the delivery server. The in-tray properties are set for individual users.

- You can read documents saved in the in-tray by DeskTopBinder V2.

- 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 with a web browser.
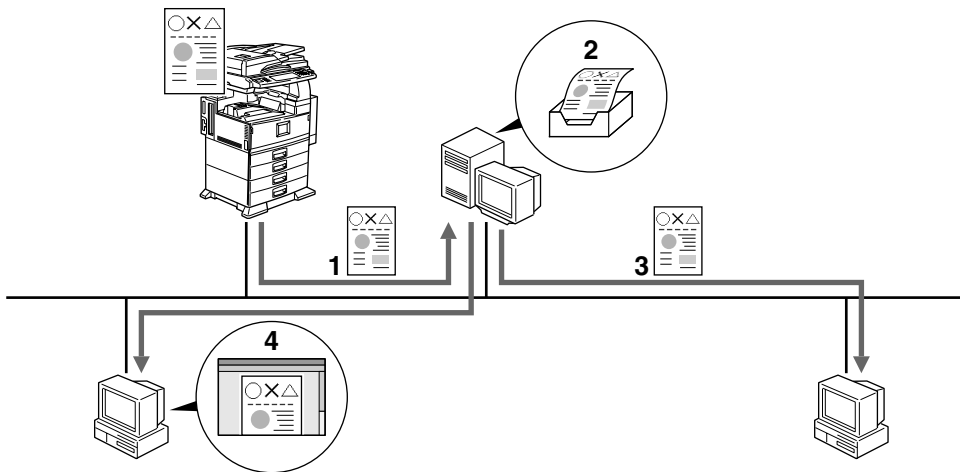
GRFMFU10J

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 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.**

🔎 **Reference**

⇒ P.33 *"Delivery Table Settings"*

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❖ **Save as Windows file**
You can save documents in folders or shared folders on a client computer.
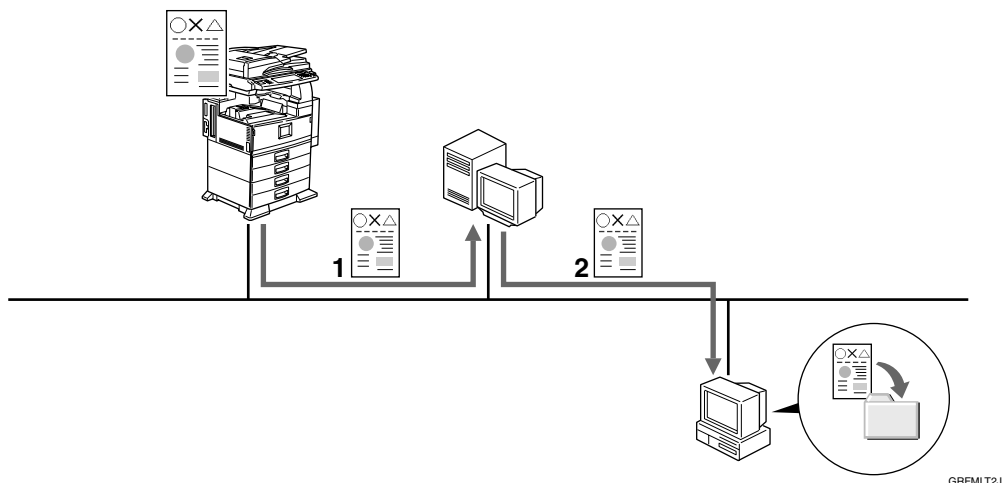
GRFMLT2J

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.**

When using ScanRouter V2 Professional, 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, create a shared folder in the client computer.

❒ You can also save documents to the delivery server Windows folder in this way.

Reference

⇒ P.33 *"Delivery Table Settings"*

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❖ **Send by E-mail (Send by SMTP mail or Send by MAPI mail)**
The scanned document data is attached to e-mail and sent to specified e-mail addresses.
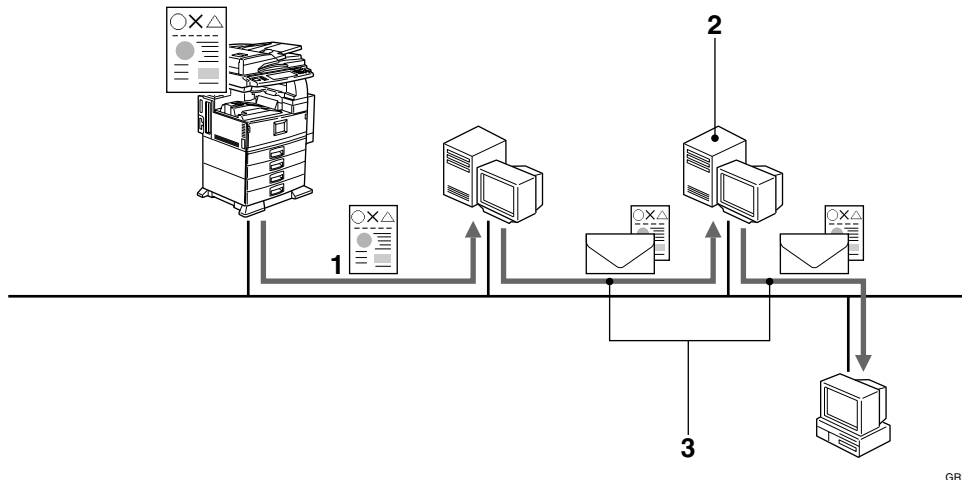
GRFMFU2J

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.**

Note

❒ You can make the setting to only receive a notification when a document is received in an in-tray.

❒ A mail server needs to be set up independently.

Reference

⇒ P.33 *"Delivery Table Settings"*

⇒ P.31 *"Set Delivery Feature Defaults"*

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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, you need to update the destination information on the scanner.

Specifying delivery destinations for documents received by FAX

There are two methods of specifying delivery destinations for documents received by fax, using a fax delivery ID and 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 delivery ID**

This is a method that a sender specifies for a desired destination when sending a fax. To deliver with this method, a fax delivery 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.
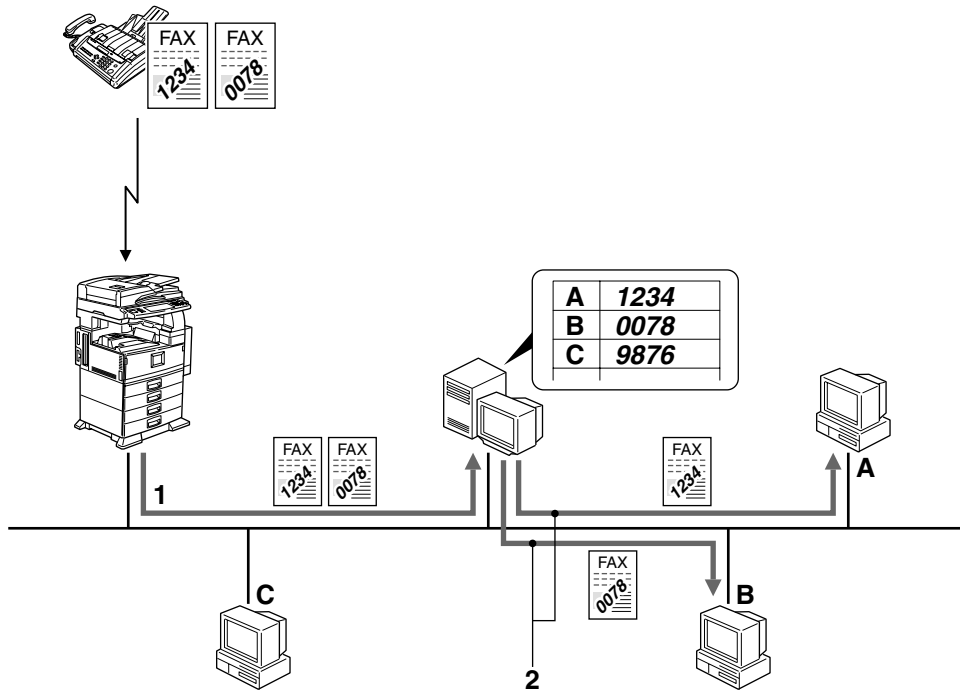
GRFMFU4J

1. **Document data received by fax will be forwarded to the delivery server. (A fax delivery 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 delivery 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 delivery ID.

📝 **Note**

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

🔎 **Reference**

⇒ P.33 *"Delivery Table Settings"*

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

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❖ **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.
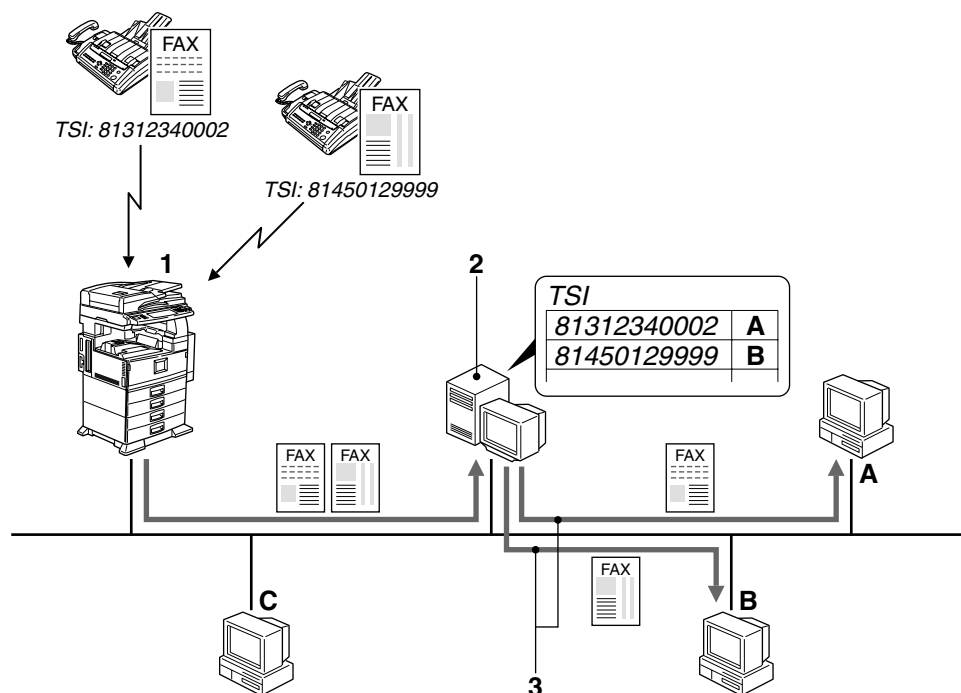
GRFMFU5J

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 delivery 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.

🔎 **Reference**

⇒ P.33 *"Delivery Table Settings"*

⇒ P.37 *"Administering TSI Codes (Only with ScanRouter V2 Professional)"*

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

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Fax in-tray

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

- When a fax delivery ID was not specified when a fax was sent
- A destination is not registered with the TSI specified by a sender
- When receiving a fax from a facsimile with a TSI that has not been registered yet

📝 **Note**

❒ You can specify a saving method and saving period for the documents in the fax in-tray, and make a backup of the documents.

🔎 **Reference**

⇒ P.31 *"Set Delivery Feature Defaults"*

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3. 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.

Note
❒ Use the 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.

Reference
For assistance with the installation, see Help.

Global settings

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

❖ **Setting Administrator's Password**
The administrator's password is used to control access to the ScanRouter V2 Administration Utility.

Note
❒ A default setting of an administrator password is not particularly set at first.
❒ The administrator's password is requested only when the ScanRouter V2 Administration Utility is launched.
❒ If you have a system with more than one delivery server, you will need to set passwords individually for each server.
❒ When using ScanRouter V2 Professional, an administrator's e-mail address can be set in addition to a password. By setting an e-mail address, an administrator can receive notifications necessary for administering and operating the delivery system, such as notifications of an error and insufficient disk space.

Reference
⇒ P.29 *"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.

- Error/Disk Space
  Controls error notification and monitors remaining disk space.

- Schedule
  Controls scheduling of routine maintenance tasks.

- Maintenance
  Deletes expired documents and old error log entries. Also optimizes the database.

- Web Settings (Only with ScanRouter V2 Professional) Make the necessary web server settings.

⌕ Reference

⇒ P.29 *"Set Preferences"*

❖ Adding Network Devices

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

⌕ Reference

⇒ P.30 *"Set I/O Device"*

❖ Setting Delivery Features

Delivery system options:

- Undelivered Data
  This setting controls how undelivered documents are handled.

- Received Fax (Only with Scan-Router V2 Professional) Make the necessary saving method and saving period settings for documents in the fax in-tray. You can make a backup of documents received by fax, and receive a notification of document arrival.

- Additional Handling (Only with ScanRouter V2 Professional) Make additional handling settings for receiving documents. The following handling settings are available

  - Auto-adjust fax/scan orientation

  - Extract words for file names
    These settings are also applied to documents in the fax in-tray.

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

⌕ Reference

⇒ P.31 *"Set Delivery Feature Defaults"*

❖ Selecting Delivery Type (Only with ScanRouter V2 Professional)

Select a delivery type.

⌕ Reference

⇒ P.32 *"Set Delivery Types (Only with ScanRouter V2 Professional)"*

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.

⌕ Reference

⇒ P.33 *"Destinations"*

❖ Adding Senders

This function adds the senders. You can set them while adding destinations. Some network devices use the destination as for sender information, so it is not necessary to add senders.

⌕ Reference

⇒ P.35 *"Senders"*

❖ **Adding e-mail addresses (Only with ScanRouter V2 Professional)**
If you add e-mail addresses to Mail Address Book, these addresses can be used for adding destinations.

🔎 **Reference**
⇒ P.38 *"Administering Mail Address Book (Only with ScanRouter V2 Professional)"*

❖ **Registering a TSI (Only with ScanRouter V2 Professional)**
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.

🔎 **Reference**
⇒ P.37 *"Administering TSI Codes (Only with ScanRouter V2 Professional)"*

❖ **Limiting the Log Entry**
Set the maximum log entry for the delivery and error logs.

🔎 **Reference**
⇒ P.40 *"Log Administration"*

Launching/Quitting the Delivery Server

Launching and quitting

❖ **Launching the Delivery Server**
Turn on the power to the delivery server and start Windows. Server start-up varies with 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.

❖ **Launch at Startup**
When you log into Windows using the ScanRouter V2 Administration Utility starting account, delivery service will automatically begin.

❖ **Launch from Program Folder**
To start delivery service manually, select **[Resume Services]** from the **[Server]** menu.

📝 **Note**
❒ To suspend delivery service, select **[Suspend Services]** from the **[Server]** menu.

🔎 **Reference**
⇒ P.28 *"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 tray

Undelivered documents are saved in the undelivered data tray. Check the undelivered data 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.

⌕ Reference
⇒ P.38 *"Undelivered Data 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 tray periodically and delete or export any documents stored there. It is recommended to maintain free space more than 250 MB. From the **[Server]** menu, select **[Server Information]** to check free disk space. To receive notification of low free disk space, or to set free disk space for halting delivery, select **[Set Preferences]** from the **[Server]** menu, and make necessary settings on the **[Error/Disk Space]** tab.

❒ If the remaining free space became lower than the value specified by **[Suspend at:]**, 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 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 **[Error/Disk Space]** tab.

⌕ Reference
⇒ P.29 *"Error/Disk Space"*

⇒ P.33 *"Destinations"*

⇒ P.31 *"Set Delivery Feature Defaults"*

⇒ P.31 *"Undelivered Data"*

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 (Only with ScanRouter V2 Professional)

- Document Delivery Log (Only with ScanRouter V2 Professional)

❖ **Errors Log**
Log of Errors

Note

❒ Logs can also be saved as files.

❒ Even if you are not logged in to ScanRouter V2 Administration Utility as the system administrator, you may view the logs. (Administrator functions are still prohibited.)

Reference

⇒ P.40 *"Log Administration"*

Restarting the server

The server should be restarted regularly to maintain stability.

Important

❒ Suspend delivery services before restarting the server.

Reference

⇒ P.28 *"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.

Note

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

Reference

⇒ P.44 *"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. From the **[Server]** menu, point to **[Set Preferences]**, and make necessary settings on the **[Error/ Disk Space]** 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 settings were not updated in network devices, a delivery failed message will be sent. The undelivered document will go to the undelivered data tray. Documents in the undelivered data tray can be delivered again.

❖ **Error Message**
A message 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.

Reference

⇒ P.31 *"Undelivered Data"*

⇒ P.47 *"Troubleshooting"*

⇒ P.29 *"Error/Disk Space"*

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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 ScanRouter V2 Link on the user's computer.

- Set the destination on the server. Assign the new user to a group if necessary. When using ScanRouter V2 Professional, add mail addresses to the Mail Address Book on a necessary basis.⇒ P.33 *"Destinations"*, ⇒ P.38 *"Administering Mail Address Book (Only with ScanRouter V2 Professional)"*

- With ScanRouter V2 Professional, update the information on the TSI table to deliver a document received by fax to a new destination using TSI.

❖ **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"*

- Delete the user from the sender list. ⇒ P.35 *"Senders"*

- When using E-mail delivery with ScanRouter V2 Professional, delete e-mail addresses that are no longer needed on a regular basis.⇒ P.38 *"Administering Mail Address Book (Only with ScanRouter V2 Professional)"*

❖ **Changing User's Information**
If a user's information changes, perform the following:

- Edit the user's information as appropriate.

- If the user's group association has changed, change the group information. If necessary, update the destination information.⇒ P.33 *"Destinations"*

- When using a TSI table to deliver documents received by fax, update the TSI table regularly.

- With ScanRouter V2 Professional, update both the Mail Address Book and destination settings when there is a change in an e-mail address. Changes made to the address book do not change the e-mail destination settings.⇒ P.33 *"Destinations"*, ⇒ P.38 *"Administering Mail Address Book (Only with ScanRouter V2 Professional)"*

❖ **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.

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"*

Note

❒ 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, ScanRouter V2 Link or DeskTopBinder V2, to correct server information. Correct information of connecting devices on **[Set I/O Device]** from ScanRouter V2 Administration Utility.

Reference

⇒ P.52 *"Dial-up Connection"*

❖ **When changing a web server (Only with ScanRouter V2 Professional)**
When changing a web server, the web server settings must be changed.⇒ P.30 *"Web Settings (Only with ScanRouter V2 Professional)"*

Miscellaneous

❖ **Changing the Schedule**
To change the starting time for maintenance, see P.29 *"Set Preferences"*

❖ **Changing the Administrator**
To change the administrator password and e-mail address (Only with ScanRouter V2 Professional), see P.29 *"Set Administrator"*

❖ **Mail Server**
When delivering by e-mail using ScanRouter V2 Professional, 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, select **[Return to Installation Defaults]** from **[Maintenance]** menu for initialization, and then restore the backup data.

$\mathcal{P}$Reference

⇒ P.47 *"Troubleshooting"*

⇒ P.44 *"Maintenance"*

ScanRouter V2 Administration Utility

ScanRouter V2 Administration Utility Features

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

❖ **Administrator and User Modes**
The 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.

  ### Note
  ❒ The ScanRouter V2 Administration Utility is installed when ScanRouter V2 is set up. You can also set up the 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 ScanRouter V2 Setup Guide.

Launching ScanRouter V2 Administration Utility

Launching from the delivery server

This section details how to launch the ScanRouter V2 Administration Utility directly from the delivery server.

Note
❒ After launch, you can select another delivery server.⇒ P.29 *"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:].**

3 **Click [OK] to open the ScanRouter V2 Administration Utility in administrator mode.**

Click **[Cancel]** to open in user mode.

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Launching from a client computer

This section details how to launch the ScanRouter V2 Administration Utility from a client computer.

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

Note

❒ After launch, you can select another delivery server.⇒ P.29 *"Select Server"*

A **Click [Start], point to [Programs], point to [ScanRouter V2] and then click [ScanRouter V2 Administration Utility].**

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

B **Click [Browse] dialog box appears.**

The **[Browse for Server]** dialog box appears.

C **Select the desired server and click [OK].**

The **[Select Server]** dialog box reappears.

D **Click [OK].**

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

Note

❒ Click **[Cancel]** to close the ScanRouter V2 Administration Utility.

E **Enter the password in [Password:].**

F **Click [OK] to open the ScanRouter V2 Administration Utility in administrator mode.**

Click **[Cancel]** to open in user mode.

Quitting

A **Select [Exit] from the [Server] menu.**

Using Help

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

Help with operation

Select **[Contents and Index]** from 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

From the **[Help]** menu, select **[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.
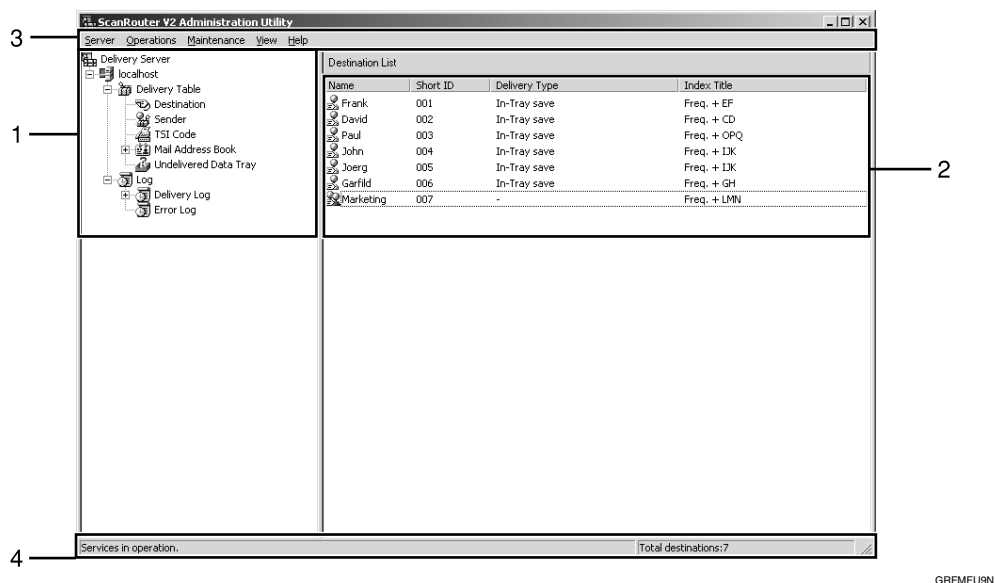
Seeing version information

Select **[About ...]** from the **[Help]** menu to display version information for ScanRouter V2 Administration Utility.

Screen Layout

This section explains the layout of the screen.

Screen components

The following explanation uses a screen from ScanRouter V2 Professional, however, it also applies to ScanRouter Lt.

GRFMFU9N

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. **Shows status of the delivery server and information about the item selected in 1.**

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

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

Updating Information

To update the information on your display, select **[Refresh]** from the **[View]** menu.

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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]** from the **[Server]** menu (Only with ScanRouter V2 Professional)
- Any functions from 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.

📝 Note

❒ It is possible that service will not resume immediately after **[Resume Services]** is selected from 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 in ScanRouter V2 Professional, the delivery service cannot be resumed with ScanRouter V2 Administration Utility from client computers.

Server Settings

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

✐ Note

❒ 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

If the administrator or the administrator password changes, change the administrator settings in **[Set Administrator]** in the **[Server]** menu.

The following sections can be changed:

- Password
- Mail address (Only with Scan-Router V2 Professional)

✐ Note

❒ When **[Mail administrator]** is selected in the **[Error Notification]** group of **[Set Preferences]**, an error notification, undelivered report, delivery failure report and insufficient disk space report will be sent to the e-mail address specified here.

Set Preferences

The delivery system environment can be modified by **[Set Preferences]** in 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
- Sent by E-mail (Only with Scan-Router V2 Professional)

❒ If the delivery type is **[In-Tray save]**, images will be saved in the default format configured on the network device.

Error/Disk Space

This controls methods of notification for errors and for low disk space.

❖ Error Notification

Controls methods for notification of errors.

- From the **[Output printer]** drop-down list, select a printer from those displayed for use with the **[Output to printer]** setting. Only one printer can be selected.

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❖ **Server disk space**
These settings control how the server handles a lack of server disk space.

- **[Issue alert at:]** allows you to set when the server will notify you of low disk space. The default is 250 MB.

- **[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

Note
❒ Users can access the server while maintenance is under way, but it is recommended that this be avoided as it may cause problems.

Web Settings (Only with ScanRouter V2 Professional)

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 it as a web server, select the **[Don't use Web browser to access delivery services.]** check box.

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

Note
❒ For information about available network devices which require settings in **[Set I/O Device]**, see the ScanRouter V2 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.

- With ScanRouter V2 Professional, when a delivery of scanned document with a sender name specified fails, you can have the delivery server send a notification by e-mail to the sender. An e-mail address must be set under the Sender settings in advance. (An arrival of fax received document in this tray cannot be notified.)

$\mathcal{P}$ Reference
⇒ P.35 "*Senders*"

Received Fax (Only with ScanRouter V2 Professional)

Make the necessary saving method and saving period settings for documents in the fax in-tray.

❖ Fax In-Tray settings

- When the save-for period is set, documents with a date later than the period given will be automatically deleted.

- A notification that a document is saved in the fax in-tray can be sent by e-mail.

❖ All received faxes

- 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 (Only with ScanRouter V2 Professional)

Make additional handling settings for processing received documents. There are Auto-adjust fax/scan orientation, and Extract words for file names.

The settings made here also will be applied for documents received by fax.

User Index

This controls the **[Destination]** and **[Sender]** information displayed on the operation panel of the network devices, which were configured in **[Set I/O Device]** under the **[Server]** menu. There are two display formats, Title 1 and Title 2.

- Title 1: 10 titles for frequent use and 10 more

- Title 2: 10 titles for frequent use and 5 more

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 Index]** tab appears only when a network device is added in **[Set I/O Device]** under the **[Server]** menu.

Set Delivery Types (Only with ScanRouter V2 Professional)

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

- In-Tray save
- Save as Windows file
- Send by MAPI mail
- Send by SMTP mail

✎ Note

❒ When **[Send by SMTP mail]** is selected, the settings for SMTP and POP must be made.

❒ 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 ScanRouter V2 Professional Setup Guide.

Delivery Table Settings

The delivery table consists of the following:

- Destination
- Sender
- TSI Code (Only with ScanRouter V2 Professional)
- Mail Address Book (Only with ScanRouter V2 Professional)
- Undelivered Data Tray

Destinations

The **[Destination]** field contains destination information and management tools. Select **[Destination]** in **[Delivery Table]** to view a list of destinations.

The following actions are available:

- Adding new destinations
- Editing destinations
- Deleting destinations
- Changing the display order
- Exporting/importing destinations

🖉 Note

❒ The **[Destination List]** displays the following information:
  - Name
  - Short ID
  - Delivery Type
  - Index Title

Adding new destinations

New destinations can be added for individual users or for groups.

❖ **Adding Users**
From the **[Operations]** menu, point to **[Add New Destination]**, and then select **[User]** to set a destination for an individual user. The following information is displayed in the **[Destination List]**:

- Name
- Short ID
- Fax delivering ID: (Only with ScanRouter V2 Professional)
- Delivery type settings
- Additional Handling (Only with ScanRouter V2 Professional)
- Index settings (The settings in **[Set I/O Device]** are required.)

The following delivery types are possible:

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

- Save as Windows file
  This option saves data in a folder. Specified folders on the file server must be set to share beforehand.
  The following folders may be selected as a destination:
  - A shared folder on the file server in the network
  - A folder on the delivery server

  ### 🖉 Note
  ❒ To deliver documents to the file server, a network drive must be mapped to the selected folder in the file server.

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- Send by E-mail (Only with ScanRouter V2 Professional) Attaches a document and sends e-mail to a specified e-mail address. Depending on the mail environment, select from MAPI 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.38 *"Administering Mail Address Book (Only with ScanRouter V2 Professional)"*

Note
- ❒ You can set more than one delivery type to a single destination or set one delivery type multiple times (on the same destination or multiple destinations). However, the in-tray can only have one delivery type set at a time.
- ❒ Click **[Properties]** to display the dialog box that corresponds to the selected delivery type, which allows detailed setting of that delivery type.
- ❒ An unused number is automatically assigned to **[Short ID]**. The number can be changed to another one not used.
- ❒ Select the **[Add also as sender]** check box to set the new destination as a sender on the delivery table.
- ❒ When using ScanRouter V2 Professional, a user name or a fax delivery ID that is already assigned to a destination cannot be assigned to another.

- ❒ With ScanRouter V2 Professional under Windows 2000, software that supports Microsoft Outlook 2000 must be installed to use this delivery type in MAPI mail environment.

❖ **Adding a Group as a Destination**
From the **[Operations]** menu, point to **[Add New Destination]**, and then select **[Group]** to add a group as a destination. Set the following items:
- Name
- Short ID
- Fax delivering ID: (Only with ScanRouter V2 Professional)
- Group member
- Index settings (The settings in **[Set I/O Device]** are required.)

Note
- ❒ A group cannot have another group as a member.
- ❒ The **[Group member]** list shows all of the destinations in that group.
- ❒ An unused number is automatically assigned to **[Short ID]**. The number can be changed to another number that is not used.
- ❒ Select the **[Add also as sender]** check box to set the new destination as a sender on the delivery table.

Editing destinations

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

Deleting destinations

Select the destination you wish to delete from the **[Destination List]**, then select **[Delete Destination]** from the **[Operations]** menu.

Changing the display order

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

- Select the sender you wish to move from the **[Destination List]**, then select **[Up]** or **[Down]** from the **[Operations]** menu.
  - Select **[Down]** to move the destination one place down on the list.
  - Select **[Up]** to move the destination one step up on the list.
- Select the destination you wish to move and drag it to the location you wish to move it to.

Exporting/importing destinations

The destination list can be backed up by exporting.

- To export the destination list, select **[Export Destinations]** from the **[Operations]** menu, and then select an export destination.
- To import the destination list to the system again, select **[Import Destinations]** from the **[Operations]** menu, and then select a file to import.

Note

❒ Because password information cannot be imported or exported, reset passwords after importing destination information.

Senders

The **[Sender]** can manage senders. Select **[Sender]** in **[Delivery Table]** to view a list of senders.

The following actions are available:

- Adding new senders
- Editing senders
- Deleting senders
- Changing the display order
- Exporting/importing senders

Note

❒ Some network devices will use the destination's settings as sender information automatically, so a sender does not need to be set in this case.

❒ The following information is displayed on the **[Sender List]**:
  - Sender Name
  - Short ID
  - Reply Mail Type (Only with ScanRouter V2 Professional)
  - Reply Mail Address (Only with ScanRouter V2 Professional)

❒ The senders shown in the sender list can be specified from the network devices. When a scanned document is delivered, sender information is kept in the log.

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Adding new senders

Like destinations, senders can be set as individual users or as groups.

❖ **Setting the User Type**
There are several ways to add a sender.

- Click **[Add New Sender]** from the **[Operations]** menu and input the required information:
    - Sender Name
    - Short ID
    - Reply mail settings: (Only with ScanRouter V2 Professional)
    - Index settings (The settings in **[Set I/O Device]** are required.)
- Add senders while setting user destinations. ⇒ P.33 "*Adding new destinations*"

📝 **Note**
❒ An unused number is automatically assigned to **[Short ID]**. The number can be changed to another number that is not used.

❖ **Adding Groups**
Add senders while setting group destinations. ⇒ P.33 "*Adding new destinations*"

📝 **Note**
❒ Unless a user/group is added as a destination, the user/group cannot be added as a sender.

Editing senders

Select the sender you wish to edit from the **[Sender List]**, then edit the desired items in **[Edit Sender]** from the **[Operations]** menu.

Deleting senders

Select the sender you wish to delete from the **[Sender List]**, then select **[Delete Sender]** from the **[Operations]** menu.

Changing the display order

You can change the order in which senders are viewed in the **[Sender List]**.

- Select the sender you wish to move from the **[Sender List]**, and then select **[Up]** or **[Down]** from the **[Operations]** menu.
    - Select **[Up]** to move the sender one step up on the list.
    - Select **[Down]** to move the sender one place down on the list.
- Select the sender you wish to move and drag it to the location you wish to move it to.

Exporting/importing senders

Sender list can be backed up by exporting.

- To export the sender list, select **[Export Senders]** from the **[Operations]** menu, and then select an export destination.
- To import the sender list to the system again, select **[Import Senders]** from the **[Operations]** menu, then select the exported file to import.

Administering TSI Codes (Only with ScanRouter V2 Professional)

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]** from 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. From the **[Operations]** menu, select **[Edit TSI Code]** to add the information.

Editing TSI codes

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

Deleting TSI codes

To delete a TSI, select a TSI to be deleted in the **[TSI Code List]**, and then select **[Delete TSI Code]** from 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, select **[Export TSI Codes]** from the **[Operations]** menu, and then specify the saving location for the file.

- To import the TSI information in a file to the delivery system, select **[Import TSI Codes]** from the **[Operations]** menu, and then specify the file to be imported.

Administering Mail Address Book (Only with ScanRouter V2 Professional)

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]** 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, select **[Add New Mail Address]** from the **[Operations]** menu. Make settings for the following items.

- Name
- Mail address

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 Book, and then select **[Edit Mail Address]** from the **[Operations]** menu.

Deleting mail adresses

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

Undelivered Data Tray

Undelivered documents are stored in the undelivered data tray. To view a list of undelivered documents, select **[Undelivered Data 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 selected undelivered data
- Forwarding undelivered data
- Viewing undelivered data

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

❐ With ScanRouter V2 Professional, documents unsuccessfully delivered by e-mail will also be sent to the undelivered data tray.

✐ Reference

⇒ P.42 *"Error Log Administration"*

Deleting selected undelivered data

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

- To delete a single document, select it from the **[Undelivered Data List]**, and then select **[Delete Selected Undelivered Data]** from the **[Operations]** menu.

- To delete all documents in the tray at once, select **[Delete All Undelivered Data]** from the **[Operations]** menu.

✐ Note

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

✐ Reference

⇒ P.31 *"Undelivered Data"*

Forwarding undelivered data

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

Viewing undelivered data

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

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Log Administration

The delivery server keeps the following logs:

- Scan: log of scanner deliveries
- Fax: log of fax received data deliveries (Only with ScanRouter V2 Professional)
- Document: log of DeskTopBinder V2 document deliveries (Only with ScanRouter V2 Professional)
- 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

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
- Results

Deleting all log entries

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

Note

❒ Log entries cannot be deleted individually.

Exporting log entries

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

Limiting log entries

To set the maximum size of the scan delivery log, select **[Max Log Entries Limit]** from 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 (Only with ScanRouter V2 Professional)

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 Size
    - Image Quality
    - Port
    - Results

Deleting all log entries

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

Note

❒ Log entries cannot be deleted individually.

Exporting log entries

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

Limiting log entries

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

Note

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

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Document Delivery Log Administration (Only with ScanRouter V2 Professional)

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

Note
❒ The **[Document Delivery Log]** displays the following information.
- Logged
- Delivered
- Delivery Type
- Sender
- Reply Address
- Destination
- Item Name
- Data Size
- Number of sections
- Results

Deleting all log entries

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

Note
❒ Log entries cannot be deleted individually.

Exporting log entries

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

Limiting log entries

To set the maximum size of the document delivery log, select **[Max Log Entries Limit]** from 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]** from the **[Operations]** menu.

Note
❒ 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 select **[View Delivery/Forwarding Error Data]** from the **[Operations]** menu.

Reference
⇒ P.49 *"Error Log"*

Forwarding error data

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

Exporting the error log

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

Limiting error log entries

To set the maximum size of the error log, select **[Max Error Log Entries Limit]** from the **[Operations]** menu, and then enter the desired maximum size.

Note
❒ The maximum log entries must be between 100 and 10000.

Maintenance

The 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

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 the Scan-Router V2 Administration Utility configured on the delivery server.

❖ Backing Up
Select **[Back Up]** from 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
Select **[Restore]** from 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
Select **[Delete Backup Data]** from the **[Maintenance]** menu, and then select the data to delete.

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, select **[Recover]** from 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, select **[Return to Installation Defaults]** from the **[Maintenance]** menu.

Important
❒ Do not use this function unless absolutely necessary.

ScanRouter V2 Functions

The following functions differ with ScanRouter V2 Professional and ScanRouter V2 Lite.

Functions	ScanRouter V2 Professional	ScanRouter V2 Lite
Deliverable Documents	• Scanned documents • Fax received documents • DeskTopBinder V2 documents	• Scanned documents
Delivery Methods	• In-Tray save • Save as Windows file • Send by E-mail	• In-Tray save • Save as Windows file
Delivery Table	• Destination • Sender • TSI Code • Mail Address Book • Undelivered Data Tray	• Destination • Sender • Undelivered Data Tray
Log	• Scan • Fax • Document • Error Log	• Scan • Error Log
[Set Administrator] settings from the **[Server]** menu	• Password • E-mail address	• Password
[Set Preferences] settings from the **[Server]** menu	• Default Image Format • Error/Disk Space • Schedule • Web Settings	• Default Image Format • Error/Disk Space • Schedule
[Set Delivery Feature Defaults] settings from the **[Server]** menu	• Undelivered Data • Received Fax • Additional Handling • User Index	• Undelivered Data • User Index
[Set Delivery Types] settings from the **[Server]** menu	• Available	• N/A

File Formats Used with ScanRouter V2

ScanRouter V2 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 ScanRouter 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 must be installed.

❖ **.doc (a file created using Microsoft® Word 97/ Microsoft® Word 98/ Microsoft® Word 2000)**
Microsoft® Word 97, Microsoft® Word 98, Microsoft® Word 2000 must be installed.

❖ **.rtf (a file created using Microsoft® Word 97/ Microsoft® Word 98/ Microsoft® Word 2000)**
Microsoft® Word 97, Microsoft® Word 98, Microsoft® Word 2000 must be installed.

❖ **.ppt (a file created using Microsoft® PowerPoint 97/ Microsoft® PowerPoint 2000)**
Microsoft® PowerPoint 97, Microsoft® PowerPoint 2000 must be installed.

❖ **.xls (a file created using Microsoft® Excel 97/ Microsoft® Excel 2000)**
Microsoft® Excel 97, Microsoft® Excel 2000 must be installed.

❖ **.pdf (a file created using Acrobat 3.0/4.0)**
Adobe® Acrobat Reader 4.0 or Adobe® Acrobat 4.0 or later must be installed.

✎ **Note**
❒ A printer that supports RPCS is required to print from the delivery server.
❒ Depending on the application used, some print settings must be made in advance. For more information, see Setup Guide.

Troubleshooting

Problem	Possible Causes and Solutions
When launching the 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 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 launching the 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 starting account password may have been changed. Take the following steps, and then restart the server. From the **[Start]** menu on the server, point to **[ScanRouter V2]**, and then select **[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 ❒ If the starting mode for the delivery server is set to **[Run in service mode]**, you must log into Windows.
The operation panel of a network device displays "Cannot communicate with server."	• 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 the 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 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. • Make sure that the network device settings are correct in **[Set I/O Device]** menu on the ScanRouter V2 Administration Utility.
When selecting a server, the following message appears: "The specified computer 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 index, 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.
Unable to click **[OK]** when MAPI mail or SMTP settings are made under Destination.	When **[Attach document link(s) and deliver]** or **[Notify without attaching]** is selected in **[Document(s) to attach]**, the **[Save as Windows file]** or **[In-Tray save]** setting must be made.

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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 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 **[Error/Disk Space]** tab. Create more disk space.
Delivery processing interrupted due to insufficient disk space.	Free disk space has fallen below the **[Issue alert at:]** value set in **[Server disk space]** on the **[Error/Disk Space]** 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 document 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.

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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 mail server. Check that the mail server is turned on and the cable is connected.
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.

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Uninstalling ScanRouter V2

This section explains how to uninstall ScanRouter V2.

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

🚼Important

❒ Before uninstallation, be sure to back up the system and various data. Stop the delivery server from the ScanRouter V2 Administration Utility.

🖉 Note

❒ ScanRouter V2 cannot be uninstalled when netwok devices are configured in **[Set I/O Device]**. To uninstall ScanRouter V2, delete all the network devices set in **[Set I/O Device]** first.

A **Exit the ScanRouter V2 Administration Utility.**

B **Select ScanRouter V2 in [Add and Delete Application] on the control panel, and then select [Add and Delete] or [Change/Delete].**

The "InstallShield Wizard" dialog box appears.

C **Select "Delete" and then select [Next].**

The Confirmation dialog box appears.

D **Select [OK].**

E **Select if setting information such as a Destination is deleted.**

ScanRouter V2 has been uninstalled and "Exit of Maintenance" appears.

🖉 Note

❒ If you are asked to delete a file which may be shared with other programs, select **[No]**.

F **Select [Complete].**

🖉 Note

❒ If only ScanRouter V2 is installed in a computer, you can delete the RDCab folder (or a folder specified as a data path). If DeskTopBinder V2 or ScanRouter V2 Link is installed in the same computer, however, do not delete the RDCab folder (or a folder specified as a data path). If you want to delete the data in ScanRouter V2, delete the DR folder and the DRTmp folder in the RDCab folder (or a folder specified as a data path)

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Dial-up Connection

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

Using Dial-up Router with ScanRouter V2

Set the delivery server to the correct settings with connected ScanRouter V2 Administration Utility, 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, ScanRouter V2 Link or DeskTopBinder 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 the ScanRouter V2 Administration Utility, DeskTopBinder V2 and/or 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.

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

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