ScanRouter V2 *Lite*

Management Guide

Preface

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

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

Trademarks

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

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

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

TABLE OF CONTENTS

1. Overview of ScanRouter V2 Lite

2. Using the Delivery System

3. Using ScanRouter V2 Administration Utility
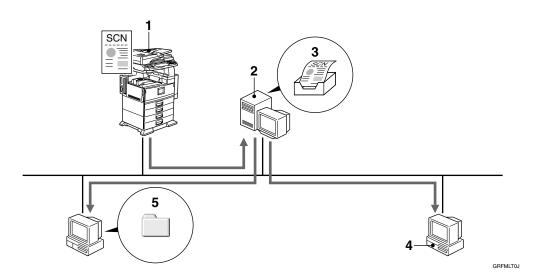
4. Appendix

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.

GRFMLT0J

***1.* Network Devices**

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 Auto Document Link/ScanRouter V2 Link on the client computers.

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

1

1

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 hardware compatibility list file.

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

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

❒ Undeliverable documents are saved in the undelivered data tray.

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

🔎 **Reference**

⇒ p.30 "Dial-up Connection"

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
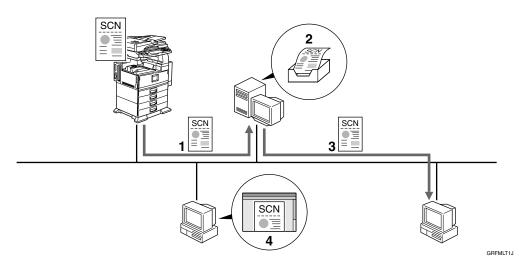
❖ **In-Tray save**

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

- You can read documents saved in the in-tray by DeskTopBinder V2.
- Auto Document Link/Scan retrieve documents from the in-tray.

GRFMLT1J

1. **The scanner sends scanned documents to the delivery server.**
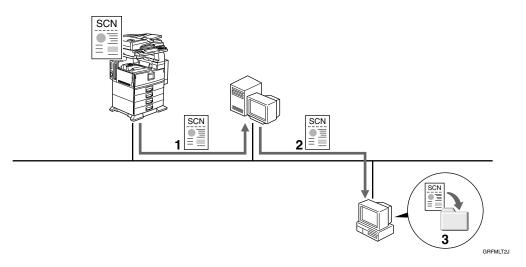
2. **The delivery server saves scanned documents in the in-tray.**

3. **A client computer installed with Auto Document Link/ScanRouter V2 Link can retrieve documents or notify users of document arrival. Retrieved documents are deleted from the in-tray.**

4. **A client computer installed with DeskTopBinder V2 can read documents saved in the in-tray.**

Reference

⇒ p.17 "Delivery Table Settings"

3

❖ **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**

4

2. Using the Delivery System

Network Administrator Duties

There are several things that the network administrator must do before bringing the delivery server in operation. Daily maintenance is required after the server is brought into 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
❒ The administrator's password is requested only when the Scan-Router 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.

🔎Reference
⇒ p.15 "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.

🔎Reference
⇒ p.15 "Set Preferences"

❖ Adding Network Devices
Select and add a network device. Not all devices need to be added.

🔎Reference
⇒ p.16 "Set I/O Device"

5

2

❖ **Setting Delivery Features**
Delivery system options:

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

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

Reference
⇒ p.16 "Set Delivery Feature Defaults"

❖ **Selecting Delivery Type**
Select a delivery type.

Reference
⇒ p.16 "Set Delivery Types"

Preparation for delivery operation

Several settings are required before delivery can begin.

❖ **Adding Destinations**
Set destinations for users first. Registered users can be put into groups. Appropriate delivery settings must be made for each destination.

Reference
⇒ p.17 "Destinations"

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

Reference
⇒ p.19 "Senders"

❖ **Limiting the Log Entry**
Set the maximum log entry for logging deliveries and errors.⇒ p.16 "Set Delivery Types"

Reference
⇒ p.21 "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 started as set during installation.

❖ **Launch at Startup**
When you log into Windows using the ScanRouter V2 Lite 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.14 "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 an 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.20 "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 a free space of 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.

Note
❒ If the remaining free space becomes 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 increase 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.15 "Error/Disk Space"

⇒ p.17 "Destinations"

⇒ p.16 "Undelivered Data"

2

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: Log of scanner deliveries

❖ **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.21 "Log Administration"

Restarting the server

The server should be restarted regularly to maintain stability.

💥 Important

❒ Suspend delivery services before restarting the server.

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.23 "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**
If the destination settings are wrong or the destination has been updated and the server has not, a nondelivery message will appear. 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 appear 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.16 "Undelivered Data"
  ⇒ p.25 "Troubleshooting"
  ⇒ p.15 "Error/Disk Space"

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, follow the steps below.

• Install and configure DeskTopBinder V2 or Auto Document Link/ScanRouter V2 Link on the user's computer.

• Set the destination on the server. Assign the new user to a group if necessary. ⇒ p.17 "Destinations"

❖ **Removing a User**
To remove a user from the system, take the following actions.

• 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.17 "Destinations"

• Delete the user from the sender list. ⇒ p.19 "Senders"

❖ **Changing User's Information**
If a user's information changes, take the following steps.

• 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.17 "Destinations"

❖ **Changing the Group Address**
If the user's group association has changed, follow the procedures given below.

• If the users group name has changed, change the group destination information. ⇒ p.17 "Destinations"

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, take the following steps.

• Register the network device. ⇒ p.16 "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.16 "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.16 "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 ScanRouter V2 Administration Utility, Auto Document Link/ScanRouter V2 Link or DeskTopBinder V2, to correct server information. Correct information for connecting devices on **[Set I/O Device]** from ScanRouter V2 Administration Utility.

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

⇒ p.30 "Dial-up Connection"

Miscellaneous

❖ **Changing the Schedule**

To change the starting time for maintenance. ⇒ p.15 "Set Preferences"

❖ **Changing the Administrator**

To change the administrator password. ⇒ p.15 "Set Administrator"

Troubleshooting

If a problem arises, see "Troubleshooting", 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 the **[Maintenance]** menu for initialization, and then restore the backup data.

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

⇒ p.25 "Troubleshooting"

⇒ p.23 "Maintenance"

3. Using ScanRouter V2 Administration Utility

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 Lite 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 Lite 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.15 "Select Server"

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

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

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

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

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

3

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.15 "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].**

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.
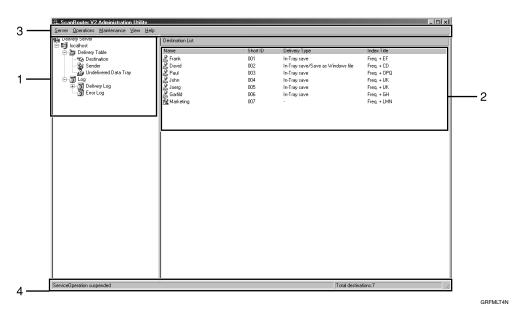
Seeing version information

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

GRFMLT4N

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.

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.

- 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.

❒ The list of destinations cannot be updated from the network device when the delivery service is suspended.

Server Settings

The following options and settings are available in 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 the ScanRouter V2 Administration Utility is started without a delivery service selected or when you are administrating another delivery server, select a management server by clicking **[Select Server]** from the **[Server]** menu.

Set Administrator

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

Only the following can be changed:

• Password

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
❒ Default image saving format:
  • Save as Windows file

❒ 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 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.

❖ **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:

15

- 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.

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
- By 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 hardware compatibility list file.

❒ **[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 date to have documents deleted after they are no longer needed.

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

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

- In-Tray Save
- Save as Windows file

You can set the name of the file saved in **[Save as Windows file]**.

✐ Note

❒ You cannot remove the check marks from the default delivery types.

Delivery Table Settings

The delivery table consists of the following:

- Destination
- Sender
- Undelivered Data Tray

Destinations

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

The following actions are available:

- Adding new destinations
- Editing destinations
- Delete 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
- Delivery type settings
- 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 document expiration dates. You can view the in-tray through Desk-TopBinder V2 or Auto Document Link/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.

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.

3

❐ 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.

❖ **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
• 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 Type]** 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

❒ 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.

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
  - Index settings (The settings in **[Set I/O Device]** are required.)

- Add senders while setting user destinations. ⇒ p.17 "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.17 "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.

19

• 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.

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 Type]**. 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 Data

Reference

⇒ p.21 "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-in period to delete undelivery document automatically.

Reference

⇒ p.16 "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.

Log Administration

The delivery server keeps the following logs:

- Scan : log of scanner deliveries

- Error Log : log of errors

Scan Delivery Log Administration

The **[Scan]** saves information about 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 maximum 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
  - Status

Deleting all log entries

The entire scan delivery log can be deleted by selecting **[Delete All Scan Delivery 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 Scan Delivery 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 Scan Delivery Log Entries Limit]** from the **[Operations]** menu, and then enter the desired maximum size.

Note
❒ The maximum log entries must be between 100 and 1000 entries.

Error Log Administration

The error log records errors on the system.

The following operations are available for the error log:

- Delete all error log entries

- View delivery/forwarding error data

- Forward delivery/forwarding error data

- Export error log entries

- Max error log entries limit

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.28 "Error Log"

Forwarding error data

To forward an undelivered document from 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 entries.

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. Unneeded backup data may be deleted with the Delete Backup Data function.

✎ Note
❒ To make backups, use the ScanRouter 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.

Returnnig 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.

4. Appendix

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 Lite 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 Lite 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 a 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 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.

Problem	Possible Causes and Solutions
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.
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 the password you entered, press [Cancel] and close the [Set Authorization for Server Access] dialog box."	The password for the starting Windows account may be incorrect, or account authorization may have changed. Make sure that the password and the authorizations are correct and re-enter the password, then, restart the computer.
When reinstalling ScanRouter V2 Lite, the following message appears: "Unable to use the specified folder as a delivery server data storage cabinet because it contains data or subfolders. Specify an empty folder."	When uninstalling ScanRouter V2 Lite, you can specify whether settings data/content data should be saved. If "No" is selected, a message appears when reinstalling ScanRouter V2 Lite. Because the DR Tmp folder under/RDCab is not deleted during removal, delete it manually before reinstallation. 📝 **Note** ❒ If it is not clear whether the DR Tmp folder should be deleted, move it to another folder.
When uninstalling ScanRouter V2 Lite, the message "Settings for one or more I/O devices remain on the server..." appears.	To uninstall ScanRouter V2 Lite, start ScanRouter V2 Administration Utility and remove the I/O device settings.

Problem	Possible Causes and Solutions
When starting the delivery service, the message "Unable to the delivery server because the delivery scheduler has not been started." appears.	When opening the properties of the shortcut icon on the delivery server, "-retry 30" is appended to the link destination. Set this number (unit: seconds) above 30 and restart.
When opening an undelivered data tray on the client computer of Desk-TopBinder V2 Lite or Ridoc WebDocument Viewer, the Password Input screen appears.	Use the same password for the undelivered data tray as the administrator's password. Enter the administrator's password.
If you connect from Auto Document Link/ScanRouter V2 Link to delivery server, the message "Unable to connect to the delivery server." appears.	The names of the delivery server and client PC may not be correctly resolved. • 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.

4

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 server and network device have different versions. Could not deliver to specified destination. 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 **[Suspend 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.
The scanner driver has been stopped by a request from the scanner driver.	This problem occurs if Windows is shut down when the delivery service is being operating. Stop the delivery service before shutting down Windows.

Uninstalling ScanRouter V2 Lite

This section explains how to uninstall ScanRouter V2 Lite.

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

⚡Important

❒ Before uninstallation, be sure to back up the system and important data. Terminate the delivery server with the ScanRouter V2 Administration Utility.

🖉 Note

❒ ScanRouter V2 Lite cannnot be uninstalled when netwok devices are configured in **[Set I/O Device]**. To uninstall ScanRouter V2 Lite, delete all the network devices set in **[Set I/O Device]** first.

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

B **Select ScanRouter V2 Lite 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 whether setting information such as Destination is deleted.**

ScanRouter V2 Lite has been uninstalled and "Exit 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 Lite is installed, you can delete the RD-Cab folder (or a folder specified as a data path). If DeskTopBinder V2 or Auto Document Link/ScanRouter V2 Link is installed in the same computer, however, do not delete the RD-Cab folder (or a folder specified as a data path). If you want to delete the data in ScanRouter V2 Lite, delete only the RD folder in the RDCab folder (or a folder specified as a data path).

4

Dial-up Connection

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

Using Dial-up Router with ScanRouter V2 Lite

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

If the network environment changes, make the necessary changes to clients and/or network devices to correct server information with connected ScanRouter V2 Administration Utility, Auto Document Link/ScanRouter V2 Link or DeskTopBinder V2, and make settings for connecting devices through **[Set I/O Device]** from ScanRouter V2 Administration Utility.

⚠️Important

❒ If set for connection to the server via dialup-Router, a connection charges may accrue.

Using a Dial-up Network Computer

If you are using the ScanRouter V2 Administration Utility, DeskTop-Binder V2 and/or Auto Document Link/ScanRouter V2 Link on a computer with a dial-up feature, certain settings may result in call charges accuring.

⚠️Important

❒ If a computer is set to automatically connect to the internet through the dial-up feature, the connection will be charged without notification being displayed. Set the computer to confirm connection in display before dialing up. Check sometimes if automatic dial-up is not taking place during use of these applications.

INDEX

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

ScanRouter V2 *Lite*   **Management Guide**