



# ScanRouter EX Professional Version 3

## ScanRouter EX Enterprise Version 2

### Management Guide

- 
- 1 Overview of ScanRouter EX
  - 2 Managing and Maintaining Delivery System
  - 3 How to Use SR Manager
  - 4 How to Use Authentication Manager
  - 5 Appendix

## Introduction

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

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- The product name of Windows 95 is Microsoft® Windows® 95.
- The product name of Windows 98 is Microsoft® Windows® 98.
- The product name of Windows Me is Microsoft® Windows® Millennium Edition (Windows Me).
- The product names of Windows 2000 are as follows:  
Microsoft® Windows® 2000 Server  
Microsoft® Windows® 2000 Professional
- The product names of Windows XP are as follows:  
Microsoft® Windows® XP Professional  
Microsoft® Windows® XP Home Edition
- The product names of Windows Server 2003 are as follows:  
Microsoft® Windows Server® 2003 Standard Edition  
Microsoft® Windows Server® 2003 Enterprise Edition

# ScanRouter EX Manuals

ScanRouter EX has several manuals. Read the manual that is relevant to your usage or query.

## **Note**

- ❑ To display PDF format instructions, Adobe Acrobat or Adobe Reader must be installed on your computer.

## ❖ **Setup Guide**

Explains system environment requirements and how to set up a ScanRouter EX delivery server. This guide also describes the first operation after establishing a delivery server and how to set up SSL communication.

## ❖ **Introduction Guide**

Explains basic ScanRouter EX document delivery operations, using several examples. This guide also describes how to add destination data collectively.

## ❖ **Management Guide**

Explains delivery procedure and daily administrator operations for ScanRouter EX. This guide also describes operations that are available by accessing a delivery server and Authentication Management Service using SR Manager and Authentication Manager.

## ❖ **Operating Instructions Capture Function**

Explains general procedures such as settings to make for using the capture function and ScanRouter EX network device operations.

## ❖ **Operating Instructions Device Browser Delivery Function**

Explains settings for Device Browser delivery and ScanRouter EX network device operations.

## **Reference**

After installing ScanRouter EX, you can display the manuals above in a PDF format according to the procedure below.

- On the **[Start]** menu, point to **[All Programs] > [ScanRouter System] > [ScanRouter EX Professional]** or **[ScanRouter EX Enterprise]**.

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# How to Read This Manual

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## Symbols

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In this manual, the following symbols are used :

### **Important**

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

### **Preparation**

This symbol indicates information or preparations required prior to operating.

### **Note**

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

### **Limitation**

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

### **Reference**

This symbol indicates a reference.

[    ]

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

# Overview of ScanRouter System

ScanRouter System is a group of document management applications that helps users improve their business efficiency and productivity, and speed up management and organizational procedures.

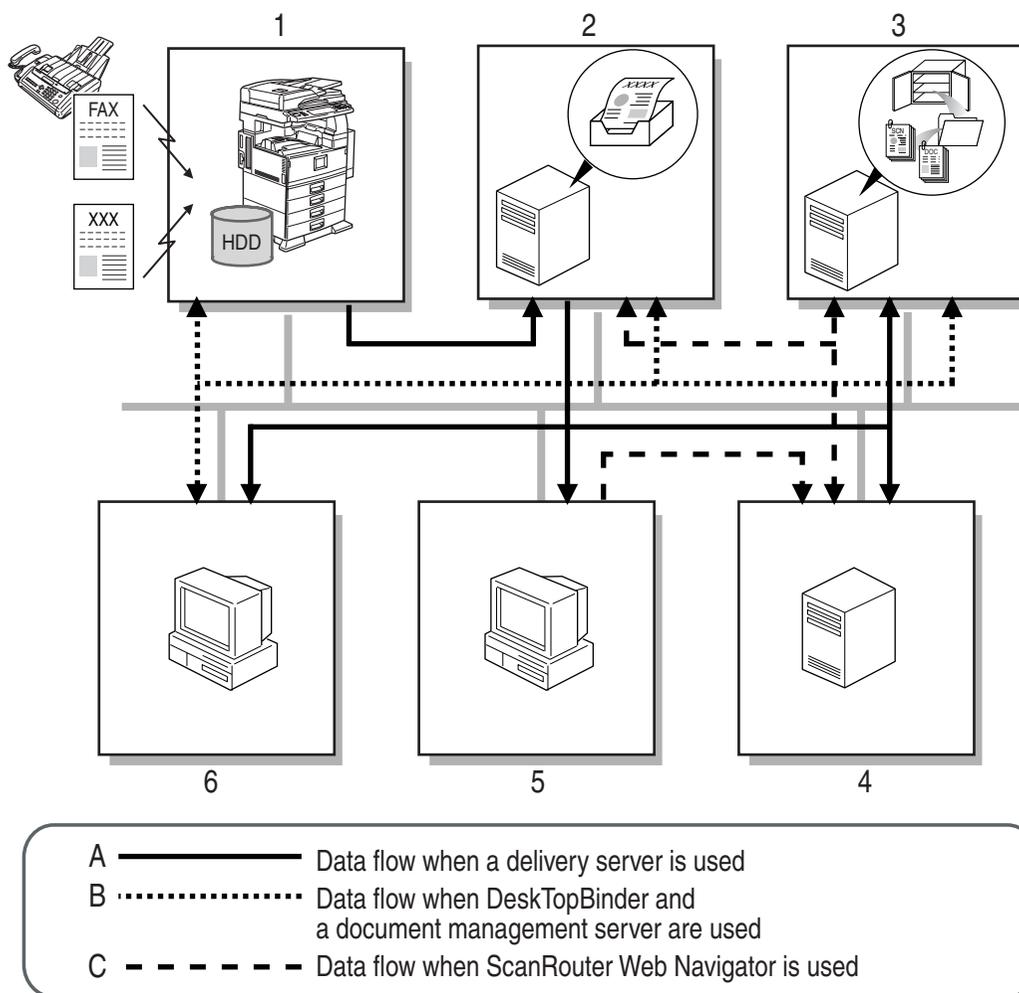
The volume of electronic and paper documents that must be stored increases on a daily basis. ScanRouter System can efficiently manage huge amounts of document data, such as scanned-in/fax-received image data and files made using computer applications-creating a work environment that is optimized for business usage information.

ScanRouter System documents can be easily retrieved, viewed, edited, printed, and sent by e-mail to communicate information to any person at any time.

In addition to supporting a wide variety of user authentication methods, for extra security, ScanRouter System can protect users' documents using easily made access settings.

ScanRouter System includes the following applications:

- DeskTopBinder Lite/Professional
- ScanRouter V2 Professional
- ScanRouter Enterprise
- ScanRouter EX Professional/Enterprise
- ScanRouter DocumentServer
- ScanRouter Web Navigator



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## 1. Network devices

You can input or output documents using network devices.

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

If there is a hard disk drive (Document Server) on a network device, the Document Server receives documents read by network device or received by fax. Documents in the Document Server can be used with ScanRouter System software products.

## 2. ScanRouter V2 Professional, ScanRouter Enterprise, and ScanRouter EX Professional/Enterprise (delivery server)

The server works with other devices on the network to deliver documents. Documents received from network devices are delivered according to the delivery method configured for each destination.

Possible delivery methods include: saving in in-tray, sending by e-mail, and adding to a document management server folder.

### **3. ScanRouter DocumentServer (document management server)**

Documents created in different kinds of application can be added from DeskTopBinder and ScanRouter Web Navigator to the document management server. The server arranges, sorts, and manages these documents.

Configuring access rights for each cabinet and folder in the server restricts user/group access and operations they can perform, and prevents unwanted document tampering.

### **4. ScanRouter Web Navigator (Web server)**

ScanRouter Web Navigator is a portal application enabling access from Web client to document management server and delivery server in-trays using a Web browser. It is not necessary to install ScanRouter Web Navigator on each client computer, since document operations can be performed using the Web browser on client computers.

### **5. Web Browser (client computer)**

Client computers access the Web server through the Web browser to search, display, and download documents in an in-tray or in the document management server.

### **6. DeskTopBinder Lite/Professional (client computer)**

On a client computer, DeskTopBinder Lite/Professional manages various kinds of data as documents.

Using DeskTopBinder Lite, documents in the delivery server can be viewed and managed. Using DeskTopBinder Professional, documents in the document management server and delivery server can be viewed and managed.

When Document Server is used with a network device, documents in Document Server can be viewed from or copied to DeskTopBinder Lite/Professional to be edited or managed.

# 1. Overview of ScanRouter EX

## ScanRouter EX Delivery System

ScanRouter EX 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.

Installing ScanRouter EX also installs Authentication Management Service at the same time. Authentication Management Service is a service that is used to manage the settings related to user authentication of ScanRouter EX and can be operated through Authentication Manager. User authentication for the whole ScanRouter System can be managed from a single point because Authentication Management Service can be used in conjunction with other server applications of ScanRouter System.

### Reference

For versions of ScanRouter System server applications that can connect to ScanRouter EX, see *Setup Guide*.

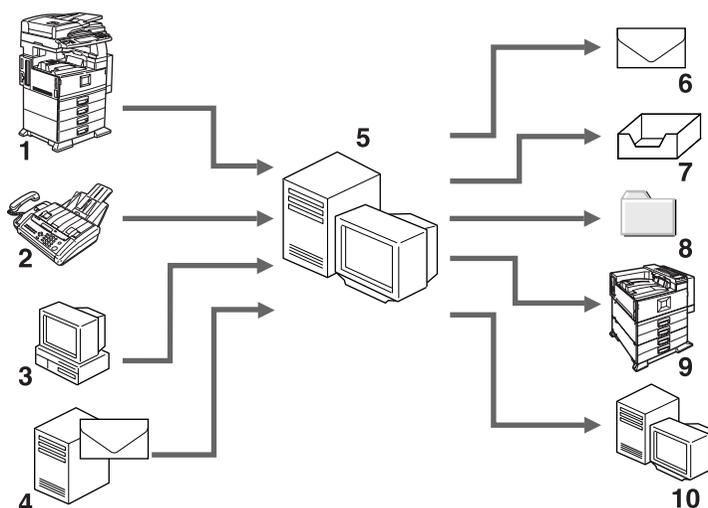
SR Manager and Device Browser Delivery Function are available as delivery methods for scanned documents. For details, see p.7 “Delivery methods” .

## Delivery System Layout

1

### Overview of the delivery system

ScanRouter EX sorts data such as scanned documents, documents received by fax, and DeskTopBinder Professional documents in the delivery server. Then the documents are delivered to specified destinations according to the selected delivery method.



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**1. Scanner**

**2. Facsimile**

**3. DeskTopBinder Professional,  
ScanRouter Web Navigator**

**4. Mail Server**

**5. Delivery Server**

**6. E-mail**

**7. In-Tray**

**8. Client Computer Folder, Document Management Server Folder, FTP Server Folder, Exchange Server Public Folder, ScanRouter Web Navigator Personal Cabinet, Shared Folders on a Network Computer, and Folders on a NetWare server**

**9. Printer**

**10. Domino Server, SharePoint Portal Server (ScanRouter EX Enterprise)**

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## Delivery methods

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Following two delivery methods are available:

### ❖ Using Preset Delivery Method

Settings and operations can be performed using SR Manager through a delivery server or client computers. Before making, create destinations using SR Manager. Set the delivery method, image read condition, and conversion method. By specifying destinations, documents can be delivered easily without specific settings.

Also, access rights can be set for specified destinations. Only users who have those access rights can deliver documents to those destinations or view documents stored there. This manual explains the delivery method using the preset delivery type.

This manual explains the delivery method using the preset delivery type.

### ❖ Using Specified Delivery Method for Delivery Operation

Settings or operations can be performed using Device Browser Delivery Function from network devices.

Before delivering documents, use the device's control panel to set the destinations, delivery method, image read condition, and conversion method. Default settings such as the delivery method or read image condition can be made using SR Manager in advance so they need not be remade every time you want to deliver a document.

When delivering documents using Device Browser Delivery Function, preparations such as adding destinations on SR Manager are not required.

If a user delivers documents to him/herself, the **[Send to Login User]** function is available for easy operation.

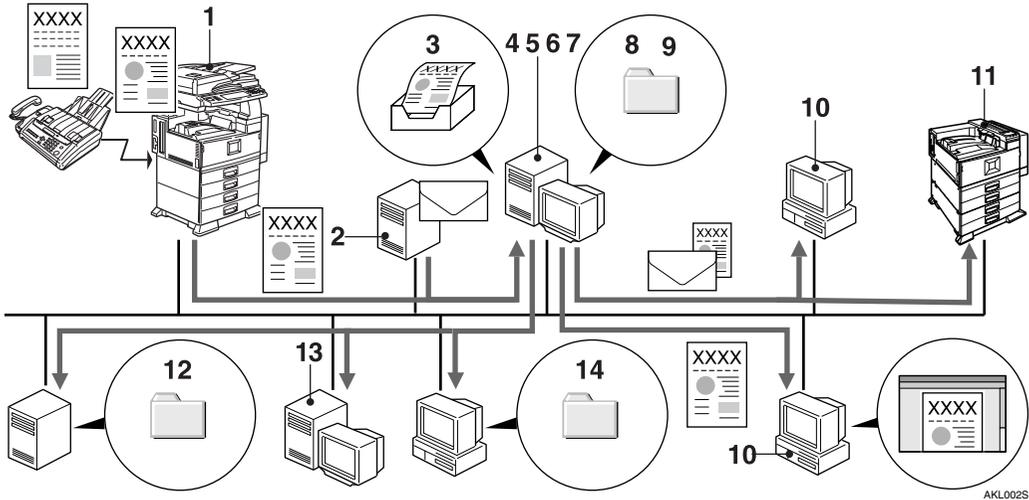
For details about specifying delivery method for delivery operation, see *Operation Instructions <Device Browser Delivery Function>*.

### Reference

For details about default settings such as delivery methods and image read conditions, see p.64 "Specific Browser Settings".

## Delivery system layout

A delivery system using ScanRouter EX should be composed of the following devices.



### 1. Network Device

Scanned or fax-received document data is sent to delivery server.

For ScanRouter EX, use Device Browser to select the delivery type from the control panel.

#### 🔍 Reference

For details about Device Browser, see *Operating Instructions <Device Browser Delivery Function>*.

### 2. Mail Server

If you select **[Mail Input]** for the delivery method, e-mail delivered to a specified mail server is sent to the delivery server.

### 3. In-Tray

SR Manager configures an in-tray for each user. When **[In-Tray save]** is selected, documents are saved in the in-tray.

### 4. Delivery Server

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

Available delivery methods:

- Mail Input (Input function)
- In-Tray save
- Save as Windows file
- Save in Shared Network Folder
- Send by SMTP mail / Send by Notes R5 mail / Send by Exchange Mail
- Add as document (when ScanRouter DocumentServer is used)
- Add to Web Document Management (when ScanRouter Web Navigator is used)
- Deliver to Notes R5 Database (ScanRouter EX Enterprise)
- SharePoint Portal Server Plug-in (ScanRouter EX Enterprise)
- FTP Delivery
- Save to Exchange Public Folder
- Print (Delivery)

#### 🔍 Reference

p.11 "Available delivery methods"

## 5. Document Management Server

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

## 6. Authentication Management Service

When ScanRouter EX is installed, Authentication Management Service is also installed. In addition, Authentication Manager is automatically installed to manage Authentication Management Service.

ScanRouter System provides the following authentication methods according to the user's environment:

- Windows Authentication (NT compatible), Windows Authentication (native)  
Available if a Windows domain is used for user authentication.
- Notes Authentication (ScanRouter EX Enterprise)  
Available if a Notes domain is used for user authentication.
- NDS Authentication  
Available if a NetWare server is used for user authentication.
- LDAP Authentication  
Available if an LDAP server is used for user authentication.
- Basic Authentication  
Available if setting up unique users independent of domains or servers.

If more than one ScanRouter System product is installed on a computer, they share a single Authentication Management Service. If more than one ScanRouter System product is installed on other computers, separate Authentication Management Services are used, but they can work in cooperation with other Authentication Management Service.

## Limitation

❑ Authentication Management Service is used in conjunction with the following ScanRouter System server applications:

- ScanRouter Web Navigator (Ver1.xxx)
- ScanRouter DocumentServer (Ver2.xxx)
- ScanRouter EX Professional (Ver3.xxx)
- ScanRouter EX Enterprise (Ver2.xxx)

## 7. Web Server

Installing ScanRouter Web Navigator on the delivery server allows it to operate as a Web server also. In conjunction with the delivery server, the Web server enables clients to view documents saved in the delivery server, using a Web browser installed on their computers.

## 8. Folder of Document Management Server

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

## 9. Windows Folders on the Delivery Server

Windows Folder on the Delivery Server  
When **[Save as Windows file]** is selected as the delivery method, documents can be saved and delivered in the Windows folder on the delivery server.

## 10. Client Computer

When **[Send by SMTP mail]**, **[Send by Notes R5 mail]**, or **[Send by Exchange Mail]** is selected as the delivery type, documents are delivered to client computers by e-mail. If ScanRouter Web Navigator 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 Professional and Auto Document Link are installed on client computers.

- With DeskTopBinder Professional, clients can check, copy, or delete documents in in-trays. They can also forward documents in My Cabinets of DeskTopBinder Professional, in in-trays or documents in the document management server to specified destinations using the delivery server.
- By monitoring the delivery server's in-trays, Auto Document Link can automatically retrieve documents or notify users that new documents are received.

### 11. Printer

If you select **[Print]** for the delivery method, output is via a designated printer using specified conditions.

#### Reference

For details about adding a printer driver, see *Setup Guide*.

#### Note

- Scanned and faxed documents are delivered to the delivery server over the network.
- Destinations in the delivery server can be displayed on the display panel of some types of scanner. This requires a scanner operation.
- Undelivered documents are saved in the Undelivered Data In-Tray. However, with Send by SMTP mail, Send by Notes R5 mail, and Send by Exchange Mail, this feature is only active if the mail type settings are configured to allow mailbox monitoring.
- Set up the environment correctly if SR Manager, DeskTopBinder Professional, or Auto Document Link is used in the dial-up connection computer.

#### Reference

p.135 "Dial-up Connection"

### 12. FTP Server Folder or Exchange Server Public Folder

If you select **[FTP Delivery]** or **[Save to Exchange Public Folder]** for the delivery method, documents can be delivered and saved to shared FTP or Exchange server public folders.

### 13. Domino Server Database, SharePoint Portal Server (ScanRouter EX Enterprise)

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

### 14. Shared Folder on a Network Computer

If you select **[Save in Shared Network Folder]** for the delivery method, documents can be delivered and saved to a shared folder on a network computer or folders on the NetWare server.

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## Features of the Delivery System

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

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### Deliverable documents

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The following types of document are deliverable:

- Scanned documents
- Documents received by fax
- Documents that can be operated using DeskTopBinder Professional or ScanRouter Web Navigator
- E-mails delivered to the mail server

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### Available delivery methods

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The following delivery methods are available for each user:

- Mail Input (Input function)
- In-Tray save
- Save as Windows file
- Save in Shared Network Folder
- Send by SMTP mail / Send by Notes R5 mail / Send by Exchange Mail
- Add as document (when ScanRouter DocumentServer is used)
- Add to Web Document Management (when ScanRouter Web Navigator is used)
- Deliver to Notes R5 Database (ScanRouter EX Enterprise)
- SharePoint Portal Server Plug-in (ScanRouter EX Enterprise)
- FTP Delivery
- Save to Exchange Public Folder
- Print (Delivery)

The following delivery method explanations are assumed when delivering scanned or fax-received documents. These also apply to delivery of documents received from DeskTopBinder Professional or ScanRouter Web Navigator.

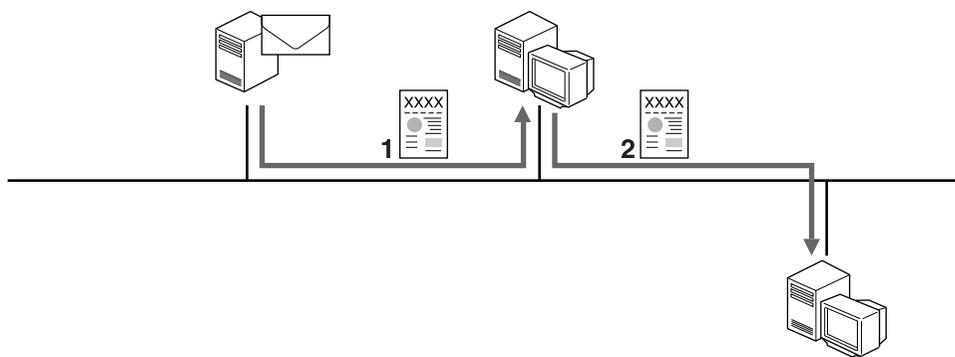
### Reference

For details about preparing for delivering, see *Setup Guide*.

### ❖ Mail Input (Input function)

E-mails sent to a specific server are distributed and then delivered.

1



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**1. E-mail documents received by the mail server are sent to the delivery server.**

**2. The delivery server sent documents to their destinations according to each mail's "To" entry and its distribution settings. Distributed documents are delivered according to their destination settings.**

#### 🔍 Reference

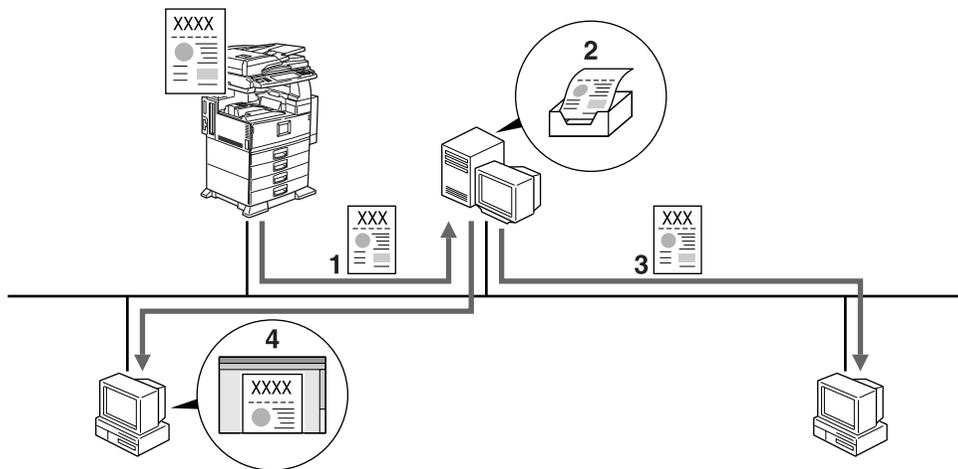
p.65 "Delivery Table Settings"

p.75 "Administering Mail Distribution"

## ❖ In-Tray save

Documents can be saved in an in-tray of the delivery server. An in-tray is created for only a destination (user) for which saving on an in-tray is set in SR Manager.

- You can read documents saved in the in-tray using DeskTopBinder Professional.
- Auto Document Link can retrieve documents from the in-tray.
- When a Web server where ScanRouter Web Navigator is installed is linked to a delivery server, documents saved in the server can be viewed from client computers using a Web browser.



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

**2.** The delivery server saves scanned documents in the in-tray.

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

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

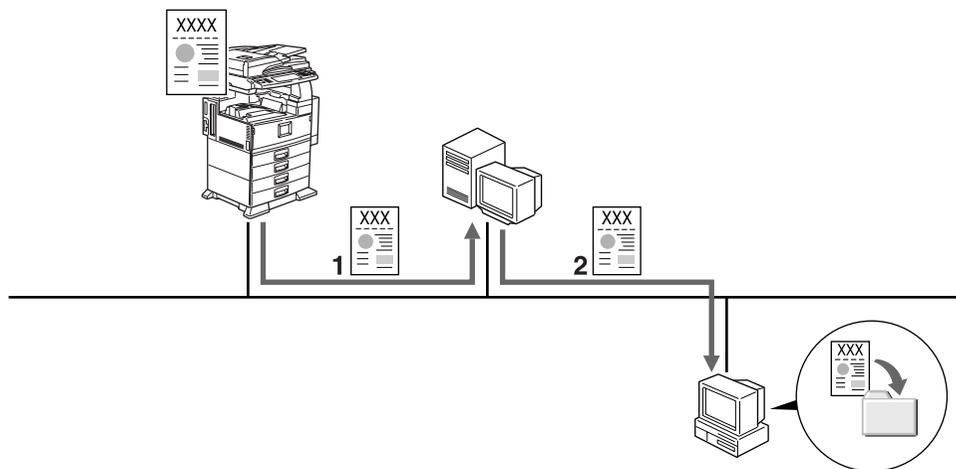
## 🔍 Reference

p.65 "Delivery Table Settings"

❖ **Save as Windows file, Save in Shared Network Folder**

You can save documents in a Windows folder on the delivery server, shared folders on a network computer, or folders on the NetWare server.

1



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

**2. The delivery server saves documents in a Windows folder on the delivery server, shared folders on a network computer, or folders on the NetWare server.**

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 or computers on the network.

**Note**

- ❑ To save documents in a shared network folder, before setting up ScanRouter EX, you must first create a shared folder on a network computer.

**Reference**

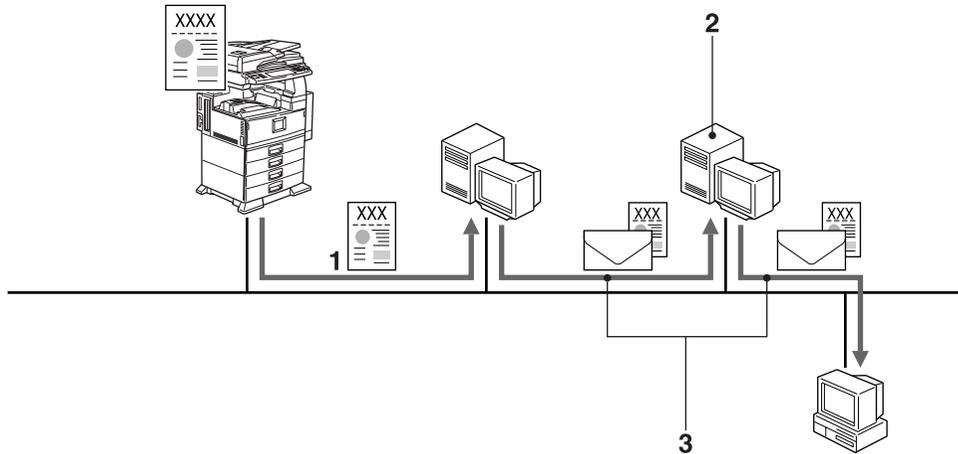
p.65 "Delivery Table Settings"

p.107 "Shared Folder Settings as a Delivery Destination"

### ❖ Send by SMTP mail / Send by Notes R5 mail / Send by Exchange Mail

Send by SMTP mail / Send by Notes R5 mail / Send by Exchange Mail allows you to deliver documents to the specified e-mail address.

Make the following settings for e-mails you want to deliver: “Attach document(s) and deliver”, “Attach document link(s) and deliver”, and “Notify without attaching”.



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

**2.** Documents are delivered from the delivery server to the mail server.

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

#### ⚠ Important

- ❑ A mail server needs to be set up independently.

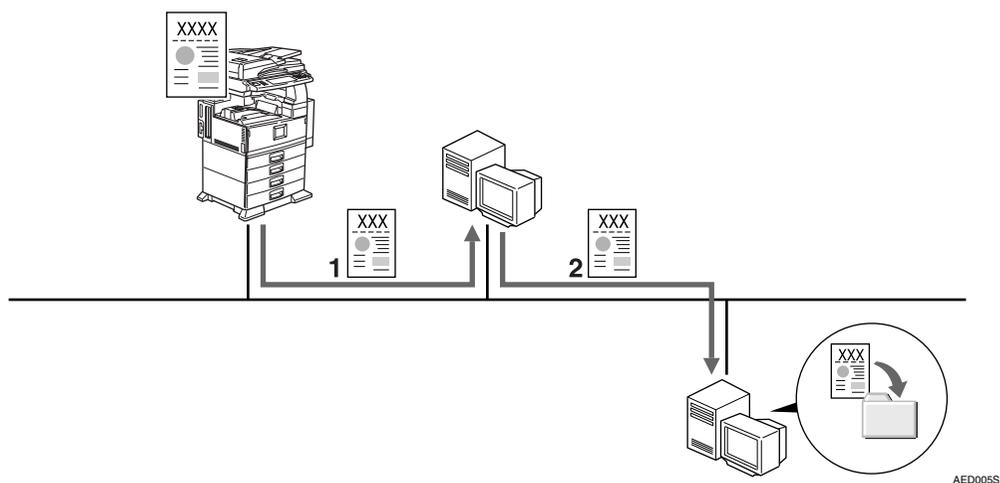
#### 🔍 Reference

p.65 “Delivery Table Settings”

p.58 “Set Delivery Feature Defaults”

❖ **Add as document, Add to Web Document Management**

When ScanRouter DocumentServer or ScanRouter Web Navigator is used, documents can be saved in the specified folder of the document management server or the folder of the personal cabinet on the ScanRouter Web Navigator server.



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

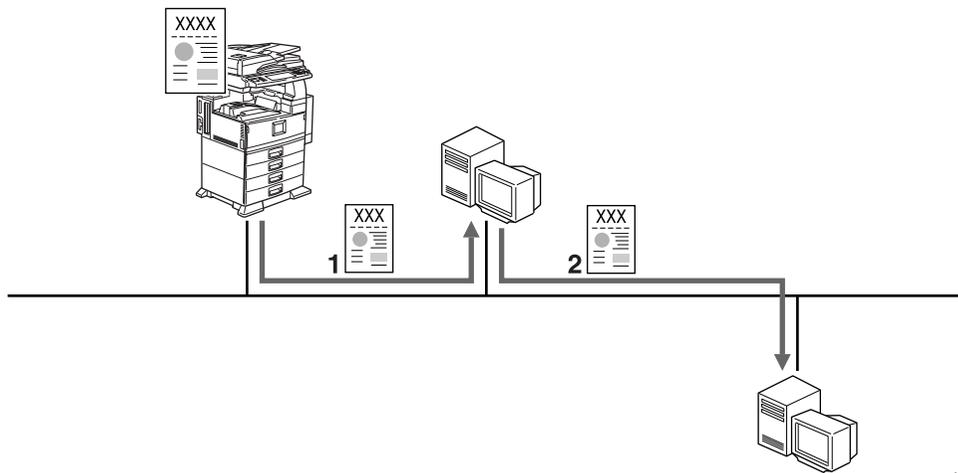
**2. The delivery server saves the documents in the specified folder of the document management server or the folder of the personal cabinet on ScanRouter Web Navigator server.**

**🔍 Reference**

p.65 "Delivery Table Settings"

### ❖ Delivery to Domino Server, SharePoint Portal Server (Notes R5 DB/SharePoint Portal Server) (ScanRouter EX Enterprise)

Documents can be delivered to the database for Notes R5/R6/R6.5 or SharePoint Portal Server by linking with the Domino server or SharePoint Portal Server.



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

**2.** The delivery server delivers the documents to the Domino server or SharePoint Portal Server.

#### Reference

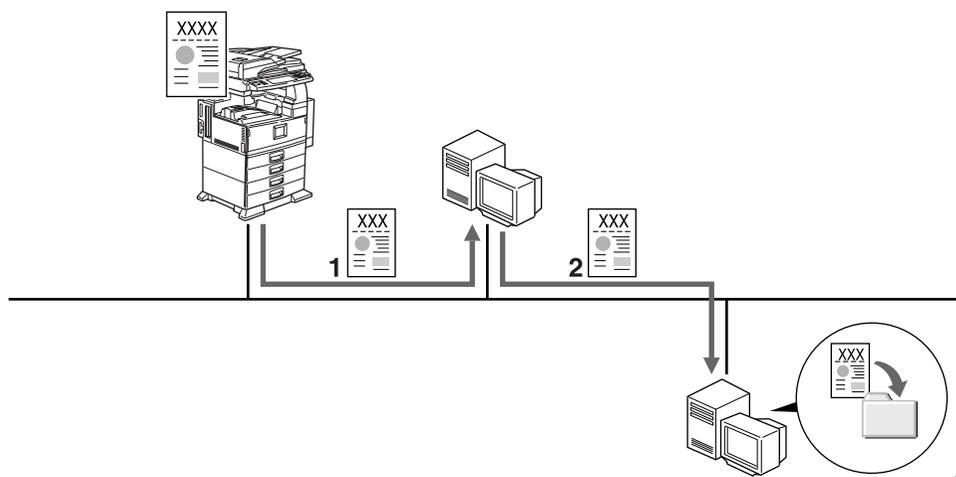
p.65 "Delivery Table Settings"

*Setup Guide* of ScanRouter EX Enterprise.

❖ **Delivery by FTP, Save to Exchange Public Folder**

Documents are delivered to folder on the FTP server or public folder on the Exchange server.

1



**1. The document is sent to the delivery server.**

**2. The delivery server adds the sent document to the specified folder in the FTP server or public folder on the Exchange server.**

**⚠ Important**

You must obtain the FTP server separately.

**💡 Limitation**

If the data size exceeds the Exchange server limit value, documents cannot be delivered.

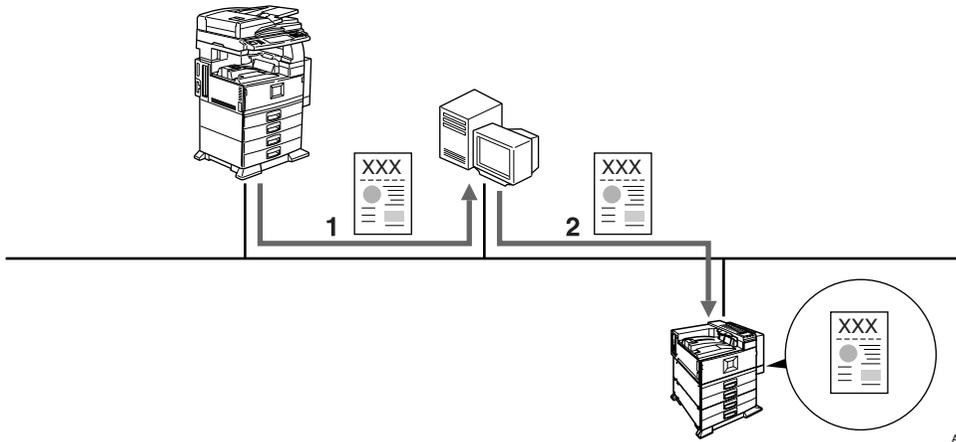
You cannot use a proxy server for FTP transmission.

**🔍 Reference**

p.65 "Delivery Table Settings"

## ❖ Print (Delivery)

Scanned documents or others can be printed from a designated printer.



**1. Scanned documents are sent to the delivery server.**

**2. The delivery server automatically prints the documents onto paper of the specified size.**

### ⚠ Important

- ❑ If you use **[Print]** and output is not possible because the printer's power is turned off, document data may not remain in the undelivered in-tray. When using **[Print]**, we recommend you to use at least two delivery types for backing up data.

### 🔍 Reference

p.65 "Delivery Table Settings"

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## Specifying delivery destinations for the scanner when scanning documents

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

### ⚠ Important

- ❑ When you add or edit a destination setting using SR Manager, you need to update the destination information on the device if the connected device has no automatic updating function.

## Specifying delivery destinations for documents received by FAX

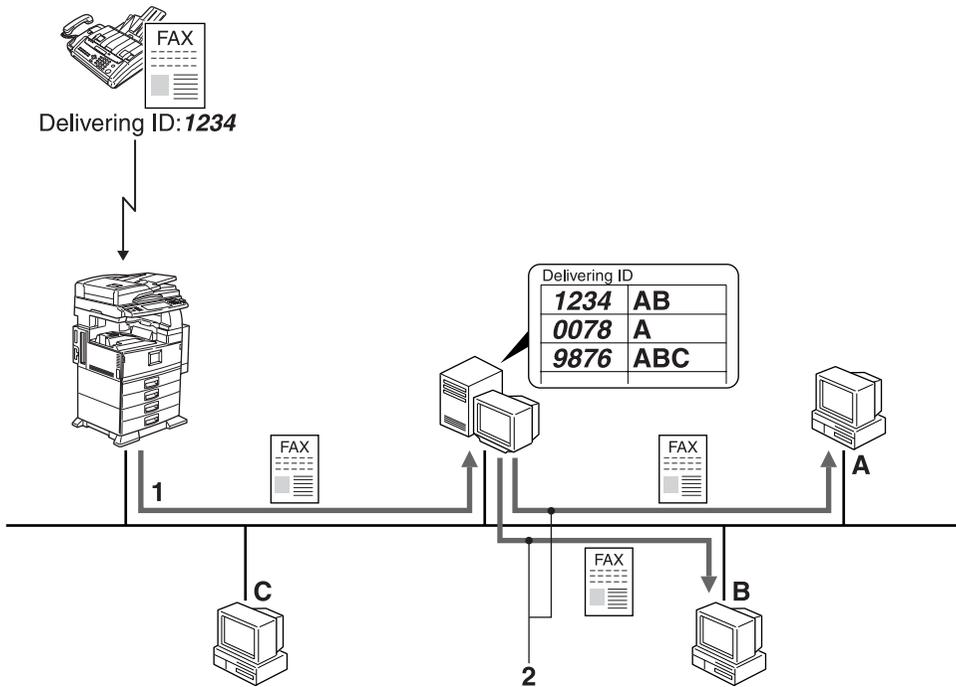
There are two methods of specifying delivery destinations for documents received by fax: using a fax delivering ID and using a TSI code. (An available method differs depending on the facsimile used.)

**Note**

Each page of a multi-page document sent by fax is converted to a single-page TIFF image. To convert these documents into a multi-page image during delivery, select a multi-page image format in **[File format]** in the **[[In-Tray Save] Properties]** dialog box in the **[Edit Destination]** window.

**❖ Delivery by fax delivering ID**

The sender specifies a fax delivering ID for a destination. The fax delivering ID and destination needs to be assigned in SR Manager in advance.



AED008S

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

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

 **Important**

- When receiving a document with Confidential Transmission, make sure that a Confidential ID registered with a facsimile is accepted as a fax delivering ID.

 **Limitation**

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

 **Note**

- If the fax delivering ID specified by a sender is not registered in the fax delivering ID list or the destination is not set, the document data will be sent to the undelivered data in-tray.
- Depending on the types of network device, you can deliver the document by replacing the fax ID with the last four digits for the dial-in numbers.

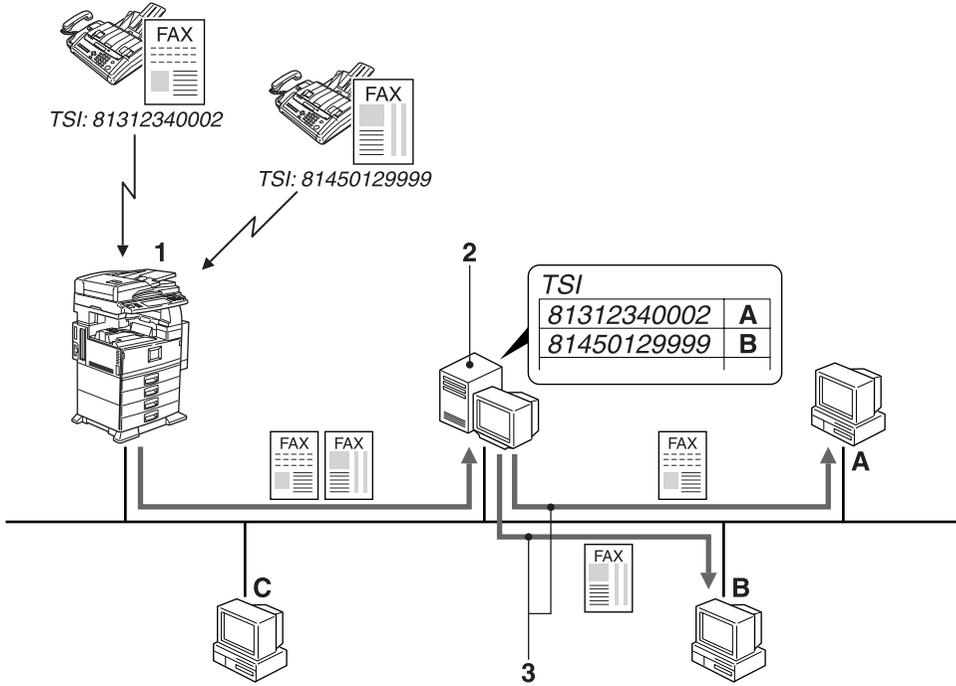
 **Reference**

p.65 "Delivery Table Settings"

For information about the fax function, see the operating instructions that come with the device.

❖ **Delivery with a TSI**

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



AED009S

**1.** A fax is sent by entering the fax number only.

**2.** The fax data is sent to the delivery server, and a TSI of the facsimile at the sending point is registered to the TSI table in the delivery system. (The registered TSI can be edited.)

**3.** The fax data is delivered to the destination with the TSI registered.

 **Note**

- TSI (Transmitting Station Identification) is information registered as RTI (Own Name) or CSI (Own Fax Number) with a facsimile.
- CSI (Own Fax Number) is information registered with all facsimiles.
- RTI (Own Name) is information supported only with some facsimiles. If a facsimile at the sending point supports RTI (Own Name), RTI (Own Name) is used as TSI.
- When communicating with G4, TID (Transmitting Identifier) is used instead of TSI. TID is similar to CSI (Own Fax Number) when communicating with G3.
- When a fax delivering ID is specified, a document will be delivered to the destination registered with the ID. (This method has priority over the TSI method.)
- When a destination is not registered for a TSI in the TSI table, a fax document with the TSI will be sent to the fax in-tray.

 **Reference**

p.65 "Delivery Table Settings"

p.73 "Administering TSI Codes"

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

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**Fax In-Tray**

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Documents received by fax will be sent to the Fax In-Tray except in the following cases:

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

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

 **Note**

- A delivery method can be specified for the fax in-tray in the same manner as for other destinations.
- Each fax-received document can be delivered to the **[Fax Backup]** destination specified as a backup.

 **Reference**

p.11 "Available delivery methods"

p.58 "Set Delivery Feature Defaults"

---

## Fax Backup

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All received fax data is delivered to **[Fax Backup]** on the system, and then all fax data is backed up. Fax backup data is delivered according to the designated delivery method.

 **Reference**

p.58 "Set Delivery Feature Defaults"

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## Capture Function

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Using the capture function, scanned documents, copied documents, documents sent from a facsimile or computer fax can be digitized to save in the ScanRouter DocumentServer.

 **Reference**

For details about Capture Function, see *Operating Instructions, Capture Function <Device Browser Delivery Function>*.

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## Delivery Using Device Browser

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Using Device Browser, documents can be delivered by selecting the delivery type on the control panel. For details, see *Operating Instructions<Device Browser Delivery Function>*.

 **Note**

- The display contents of the network device control panel can be changed using the browser settings.

 **Reference**

p.64 "Specific Browser Settings"

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## Improved PDF Security

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ScanRouter EX enables you to create password-protected PDF documents.

Setting a password improves the security of a PDF document. The password is set using the **[Additional Handling]** tab in the property screen of the destination.

### **Limitation**

- If the data delivered to the destination is application data (including PDF data, but not single page image data), a password cannot be applied to the PDF document.
- Documents that failed conversion to password-protected PDFs are only sent to the undelivered data in-tray if they meet the following conditions:
  - If the data delivered to the destination is **[Black & White:]** (Password-protected PDF is specified in the additional handling settings of the destination, and **[Black & White:]** is specified as the PDF conversion format in the delivery type properties.)
  - If the data delivered to the destination is **[Grayscale/Color:]** (Password-protected PDF is specified in the additional handling settings of the destination, and **[Grayscale/Color:]** is specified as the PDF conversion format in the delivery type properties.)
  - If the data delivered to the destination is a mixture of **[Black & White:]** and **[Grayscale/Color:]** (Password-protected PDF is specified in the additional handling settings of the destination, and **[Black & White:]** or **[Grayscale/Color:]** is specified as the PDF conversion format in the delivery type properties.)

### **Note**

- Depending on your version of ScanRouter EX, you can specify both policy protection and password protection for PDF documents. The policy-protection function becomes available if all of the following conditions are met:
  - The environment for the policy-controlled PDF was created using an earlier version of ScanRouter EX Professional (Ver.3.2.0.0 up to Ver.3.2.2.0) or ScanRouter EX Enterprise (Ver.2.2.0.0 up to Ver.2.2.2.0).
  - ScanRouter EX Professional (Ver.3.2.3.0 or later) or ScanRouter EX Enterprise (Ver.2.2.3.0 or later) was installed by overwriting ScanRouter EX Professional (Ver.3.2.0.0 up to Ver.3.2.2.0) or ScanRouter EX Enterprise (Ver.2.2.0.0 up to Ver.2.2.2.0) without deleting the environment for the policy-controlled PDF.
- If you specify both password and policy protection at the same time, only policy protection will be applied.

### **Reference**

For details about creating a PDF protection policy and the environment requirements, see the operating instructions that come with ScanRouter EX Professional (Ver.3.2.0.0 up to Ver.3.2.2.0) or ScanRouter EX Enterprise (Ver.2.2.0.0 up to Ver.2.2.2.0).



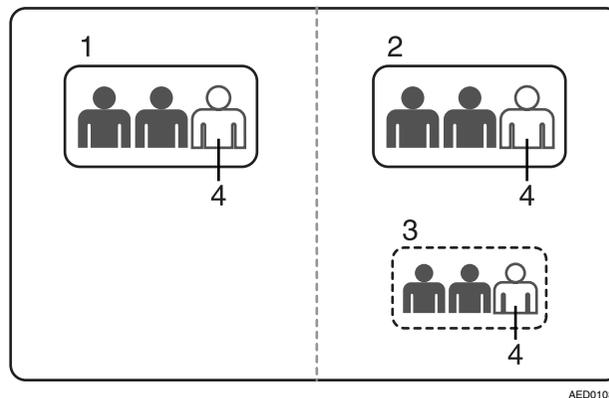
# 2. Managing and Maintaining Delivery System

## Management Style

ScanRouter EX allows you to assign functions to individual administrators, instead of a single administrator managing all functions. This provides flexibility and efficiency.

Before starting ScanRouter EX operations, assign an administrator to each function and define the management style of ScanRouter EX.

Consider the operation and management style of your system based on Administrator Types and Sample Settings of Administrator Right described below.



### 1. ScanRouter EX Administrator

This administrator is responsible for overall administration of ScanRouter EX servers.

This administrator uses SR Manager to set preferences, manage destination or backup.

#### 🔍 Reference

p.36 "ScanRouter EX Administrator's Task"

### 2. Authentication Service Administrator

This administrator uses Authentication Manager to set up and manage Authentication Management Service, which controls general user authentication for the ScanRouter System.

The administrator makes administrator settings and detail settings of authentication method, and creates backups of administrator information and authentication settings information.

#### 🔍 Reference

p.44 "Authentication Service Administrator's Task"

### 3. Users Administrator

A Users Administrator is needed when you use Basic Authentication. The administrator adds and manages Basic Authentication users. The administrator also adds or deletes Users Administrators.

#### 🔍 Reference

p.47 "Users Administrator's (Basic Authentication) Task"

## 4. Built-in User

This is an administrator account prepared by the system for making default settings. An administrator account is set up when ScanRouter EX is installed.

When you log on as a built-in user, you can perform every ScanRouter EX, SR Manager, and Authentication Manager operation.

After practical operation has started, make sure to change the built-in user password using Authentication Manager or SR Manager.

You can exclude the built-in user from ScanRouter EX Administrators, Authentication Service Administrators, or Users Administrators (Basic Authentication).

### Important

- ❑ When you exclude the built-in user from administrator members, if user information of Window Authentication (NT compatible), Windows Authentication (native), Notes Authentication (ScanRouter EX Enterprise), LDAP server, NetWare server or Basic Authentication is corrupted, administrator users cannot be identified and ScanRouter EX servers, Authentication Management Service, and Basic Authentication users cannot be managed.

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## Sample Settings of Administrator Right

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The following shows sample settings of administrator rights. Make administrator settings according to your environment.

### ❖ ScanRouter EX Administrator

This administrator is normally assigned to manage the ScanRouter EX delivery server.

You can include the built-in user as administrator members.

### ❖ Authentication Service Administrator

This administrator is normally assigned to administrator presiding and managing entire ScanRouter System.

You can include the built-in user as administrator members.

### ❖ Users Administrator (Basic Authentication)

In general, this administrator is assigned to register and delete a Basic Authentication user, and manage and maintain backed up user information.

You can include the built-in user as administrator members.

### Note

- ❑ If one user is assigned for each manager, the user can be the three managers above at once.

# Preparing for Operation (Default)

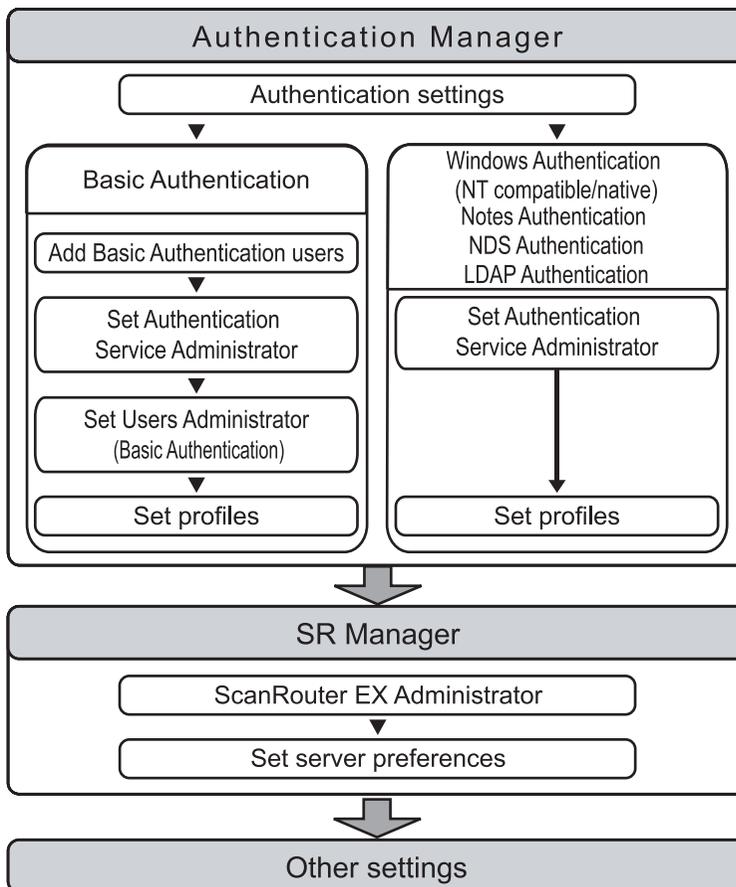
Install ScanRouter EX, specify the management type, and then make default settings to start operation. A built-in user account is usually used for making default settings.

**Reference**

For how to make settings, see Authentication Manager Help and SR Manager Help.

## Flow of Default Settings

The procedure flow to make default settings is shown below.



AKL005S

**Limitation**

- ☐ Notes Authentication is supported only by ScanRouter EX Enterprise.

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## Authentication Manager

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Use Authentication Manager to make settings for the ScanRouter System's Authentication Management Service.

### Reference

p.89 "About Authentication Manager"

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## Authentication settings

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Set authentication method details. There are six types of authentication method: Windows Authentication (NT compatible), Windows Authentication (native), Notes Authentication (ScanRouter EX Enterprise), Basic Authentication, NDS Authentication, and LDAP Authentication.

Basic settings are complete at installation, but make settings about compositions of authentication methods using Authentication Manager in the following cases:

- If you want to directly specify the domain controller to use, when using Windows Authentication (NT compatible / native).
- If you want to obtain a user list of the domains to which the ScanRouter System server belongs and domains which have one-way trust relationship with the aforementioned domain, when using Windows Authentication (native).
- If you want to browse and use Authentication Service of another server (browsing another authentication).

### Important

- To use Windows Authentication (NT compatible), Windows Authentication (native), or Notes Authentication (ScanRouter EX Enterprise), create each type of domain and register domain users in advance.
- To use NDS or LDAP Authentication, create a NetWare or LDAP server, and register users in advance.

### Limitation

- No settings are required here if ScanRouter DocumentServer (Ver2.xxx) or ScanRouter Web Navigator (Ver1.xxx) is installed on a server where ScanRouter EX is also installed, and authentication settings are already made using Authentication Manager.

### Reference

p.94 "Managing Authentication Settings"

---

## Add Basic Authentication user

---

When the authentication method is set to Basic Authentication, register a Basic Authentication user.

### Limitation

- The following authentication methods do not require addition of Basic Authentication users:
  - Windows Authentication (NT compatible)
  - Windows Authentication (native)
  - Notes Authentication (ScanRouter EX Enterprise)
  - NDS Authentication
  - LDAP Authentication

### Note

- You can register users collectively from a CSV file created in advance using the import function of Basic Authentication users.

### Reference

p.92 “Adding and Removing Users Administrator (Basic Authentication)”

---

## Set Authentication Service Administrator

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Make Authentication Service Administrator settings. Only the Authentication Service Administrator specified here can manage authentication settings, Authentication Service Administrators, and profiles.

### Reference

p.92 “Adding and Removing Authentication Service Administrator”

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## Set User Administrator (Basic Authentication)

---

When Basic Authentication is used as the authentication method, specify the administrator who adds or deletes users of Basic Authentication.

### Limitation

- The following authentication methods do not require you to set a User Administrator:
  - Windows Authentication (NT compatible)
  - Windows Authentication (native)
  - Notes Authentication (ScanRouter EX Enterprise)
  - NDS Authentication
  - LDAP Authentication

### Reference

p.100 “Managing Basic Authentication User”

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## Set profiles

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Make profile (e-mail address) settings and register the profile for a user of the selected authentication method.

### Reference

p.99 "Managing Profiles"

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## SR Manager

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You can use SR Manager to make the settings related to whole system operations, such as ScanRouter EX administrator, or delivery server preferences.

### ❖ **Setting a ScanRouter EX Administrator**

Specify the administrator who execute overall management of ScanRouter EX such as managing and maintaining destination with the SR Manager, and making ScanRouter EX administrator settings.

### Reference

p.54 "Specifying ScanRouter EX Administrator"

### ❖ **Making the server environment settings**

Make the following server environment settings:

- **Image Format**  
Controls the default save format for delivered scanned images.
- **Server disk space**  
Monitors remaining disk space.
- **Maintenance Settings**  
Configures the maintenance feature.  
This feature periodically deletes unnecessary data and performs automatic backup. It is recommended to use this feature.
- **Web Settings**  
Make the necessary settings for ScanRouter Web Navigator.
- **Error Notification**  
Make the necessary settings for the error notification to an administrator.

### Reference

p.55 "Set Preferences"

### ❖ **Secondary delivery server settings**

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

### Reference

p.61 "Secondary Delivery Server Operation"

### ❖ Adding network devices

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

- Basic Settings  
Specify a device name.
- Delivery Settings  
Specify the destination list to be displayed on the control panel of the connected device and make reception settings for each fax port.
- Capture Settings  
Make settings for the capture function.
- Browser Delivery Settings  
Make settings for Device Browser.

#### Reference

p.63 "Setting I/O Devices"

### ❖ Setting delivery features

Delivery system options:

- Undelivered Data  
Controls how undelivered documents are handled.
- Delivery Settings  
Make settings for the delivery function.
- Additional Handling  
Make additional handling settings for receiving documents.  
The following handling settings are available:
  - Auto-adjust fax/scan orientation
  - Extract words for document names
- User Title  
Make title settings for **[Destination]** and **[Sender]** that are displayed on the control panel of the network devices configured in **[I/O Device List]**. These settings appear only when the network device is configured.

#### Reference

p.58 "Set Delivery Feature Defaults"

### ❖ Directory server settings

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

#### Reference

p.59 "Directory Server Settings"

### ❖ Browser default settings

Make the default settings for the browser when adding new I/O devices.

#### Reference

p.60 "Browser Default Settings"

❖ **ACL default settings**

Make the default settings for the access rights when adding a new destination.

 **Reference**

p.60 "Setting ACL Defaults"

❖ **Selecting delivery type**

Select a delivery type to set or change.

 **Reference**

p.60 "Set Delivery Types"

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## Other Settings

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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.65 "Destinations"

❖ **Registering a TSI**

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

 **Reference**

p.73 "Administering TSI Codes"

❖ **Adding fax delivering ID**

If you deliver fax documents using the fax delivering ID, register the information and destination of fax delivering ID to the fax delivering ID table. The fax delivering ID table makes a fax delivering ID of delivered fax relate to forwarding destinations.

 **Reference**

p.74 "Administering Fax Delivering ID"

❖ **Adding mail distribution conditions**

Set the conditions to distribute e-mails delivered to a specific server.

 **Reference**

p.76 "Distribution according to mail distribution conditions"

**❖ Adding e-mail addresses**

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

**🔍 Reference**

p.77 “Administering Mail Address Book”

**❖ Limiting the log entry**

Enter a maximum number of days for saving. Delivery log, Capture log, and Error log are available as log types, and a maximum numbers of days can be set for each.

**🔍 Reference**

p.81 “Log Administration”

**❖ Setting the capture function**

Set the network devices and capture table to prepare for capture.

**🔍 Reference**

For details about Capture Function, see *Operating Instructions, Capture Function*.

# ScanRouter EX Administrator's Task

Once a server is in operation, the ScanRouter EX Administrator is required to perform daily management and operation tasks. In addition, the administrator needs to change the server settings and maintain the server when required.

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

 **Note**

- Use SR Manager to manage the network and maintain optimal performance settings.

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## Starting/Quitting the Delivery Server

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### Starting and quitting

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- ❖ **Starting the delivery server**  
Turn on the power to the delivery server and start Windows. Server start-up varies depending on your installation options.
- ❖ **Quitting the delivery server**  
When turning off or restarting the delivery server, suspend delivery service first, then shut down Windows and turn off the computer.

---

### Starting delivery service

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Delivery service can be started on the **[Server]** menu of SR Manager or when the delivery server starts up, delivery service is to be started as set during installation.

❖ **Launch at Startup**

When you log on to Windows using the SR Manager starting account, delivery service will automatically begin.

❖ **Launch from a Program Folder**

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

 **Note**

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

 **Reference**

p.53 "Suspending and Resuming Service"

❖ **Run in Server 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 undelivered data in-tray

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

#### Reference

p.77 "Undelivered Data In-Tray"

### Monitoring server disk space

All received documents are stored in a hard disk on a delivery server. A lack of disk space may cause system operation failures such as the delivery failure. Be sure to check the disk space regularly. If sufficient disk space is not secured, delete or export documents (250 MB or more free disk space recommended). You can check the free disk space: on the **[Server]** menu, click **[Server Information]**. In addition, you can make the effective settings: on the **[Server]** menu, point to **[Set Preferences]**, click **[Server disk space]**, and then enter a value in the **[Issue alert at:]** box. When the free disk space reaches to the amount specified here, the "low free disk space alert" message appears. Also, you can make setting for stopping delivery if the free disk space reaches to the specific amount.

- ❑ Delivery is suspended when memory space goes below the value specified in **[Suspend at:]**. (Default minimum value: 200 MB)
  - If the service is suspended, promptly perform the following steps to restore it.
    - Delete any unnecessary documents from the in-tray and the undelivered data in-tray, and set aside the required free disk space.
    - After taking into account the disk capacity and daily job volume, reset the delivery schedule set in the schedule settings.
    - Specify the save-for period of documents in the in-tray, undelivered data in-tray, and fax in-tray. (Documents are automatically deleted when the save-for period expires.)
- ❑ The system can be set to warn users when disk space is low and delivery service about to be suspended. On the **[Server]** menu, point to **[Set Preferences]**, and then make necessary settings on the **[Error Notification]** tab.

#### Reference

p.56 "Server disk space"  
 p.57 "Error Notification"  
 p.65 "Destinations"  
 p.58 "Set Delivery Feature Defaults"  
 p.58 "Undelivered data"  
 p.54 "Specifying ScanRouter EX Administrator"

## Checking system operating conditions

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

The following types of logs are kept:

### ❖ Delivery log

- Scan delivery log
- Fax delivery log
- Document delivery log
- Mail input log

### ❖ Capture log

- Copy capture log
- Fax capture log
- Printer capture log
- Scan capture log

### ❖ Errors log

Error log

### Note

- Logs can also be saved as files.
- Even if you are not logged on to SR Manager as the system administrator, you may view the logs delivered by the login user. (Administrator functions are still prohibited.)

### Reference

p.81 "Log Administration"

## Restarting the server

The server should be restarted regularly to maintain stability.

### Important

- Suspend delivery services before restarting the server.

### Reference

p.53 "Suspending and Resuming Service"

## Managing web server log files

ScanRouter EX uses a web server and Tomcat.

The web server uses Apache or IIS.

Since each web server and Tomcat create access logs (log files), the size of the log file may be very large depending on its period or frequency.

Therefore, delete or organize log files regularly to keep some free space.

A sample batch file for deleting Apache and Tomcat logs is included on the Installation CD.

### Important

- It is recommended to back up log files to a network drive or CD-ROM drive before deleting, since they may be required when investigating the cause of an error.

### Reference

For details about the batch file, see "Batch file for deleting Apache/Tomcat logs"

Log files are created in the following directory.

### ❖ Web server log file: When using Apache

Apache is installed automatically by selecting **[Apache]** on the selection screen when installing ScanRouter EX.

Apache log files are created in the following directory.

- Directory name  
X:\Program Files\Common Files\RDHShared2\Apache\logs

### 🚫 Important

Log files are created including Year/Month/Day as follows. Make sure to only delete files with this format.

- "https" log file name  
accessYYYY-MM-DD.log
- "http" log file name  
accessYYYY-MM-DD.log
- Operating/Error log file name  
errorYYYY-MM-DD.log  
error\_logYYYY-MM-DD.log

### ❖ Web server log file: When using IIS

IIS log files are created in the place specified by IIS settings. For details, see IIS settings.

Log files are created in the following directory, by default.

- Directory name  
X:\WINNT\system32\LogFiles\W3C

### ❖ Tomcat log files

Installing this system installs Tomcat automatically regardless of the type of web server.

Tomcat log files are created in the following directory.

- Directory name  
X:\Program Files\Common Files\RDHShared2\tomcat\logs

### 🚫 Important

Log files are created including Year/Month/Day as follows. Make sure to only delete files with this format.

- Operating/Error log file name  
localhost\_admin\_log.YYYY-MMDD.txt  
localhost\_log.YYYY-MM-DD.txt

The following explains about the batch file.

### ❖ Batch file for deleting Apache/Tomcat logs

The batch file for deleting Apache and Tomcat logs is included on the Installation CD.

- Directory name  
Tools\ApacheLog on the CD-ROM
- Batch file name  
Boot file: ApacheLog.bat  
Batch file for deleting Apache logs: ApLogDel.vbs

Copy and use the two files in the same folder.

The sample batch file is set to save log files for 30 generations (30 days) by using ApacheLog.bat. Change ApacheLog.bat to match its environment. For details about commands, see ApacheLog.bat.

### 🚫 Important

Log files may be required when analyzing access when an error occurs. Take this into consideration when changing the number of generations (days) for saving.

This batch file cannot delete IIS log files. If you use IIS, organize log files regularly.

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## Backing up

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

### Reference

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

### Reference

p.56 “Maintenance settings”  
p.86 “Backing Up and Restoring”

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## Occasional Tasks Required

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In the following circumstances, certain necessary tasks have to be performed:

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### System notices

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

The following system notices are available:

#### ❖ **Nondelivery message**

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

#### ❖ **Error Notification**

Notification will be sent anytime there is an error. See p.114 “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.58 “Undelivered data”  
p.114 “Troubleshooting”  
p.56 “Server disk space”  
p.57 “Error Notification”

---

## When there are user changes

---

Perform the following tasks when there are user changes in the layout/configuration of the network, or when you change settings of various tables.

#### ❖ **When adding a user**

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

- If the authentication method of a user to be added is Basic Authentication, ask a Users Administrator (Basic Authentication) to register a new user.
- If the authentication method is Window Authentication (NT compatible), Windows Authentication (native), or Notes Authentication (ScanRouter EX Enterprise), ask the current domain's administrator to add the new user.

- If the authentication method is NDS Authentication or LDAP Authentication, ask the current server's administrator to add the user accordingly.
  - Add users on the SR Manager administrator settings if necessary.
  - Install and configure DeskTop-Binder Professional or Auto Document Link on the user's computer.
  - After registering a destination, add it to the destination list. Assign the new user to a group if necessary. Add mail addresses to the Mail Address Book when required. See p.65 "Destinations", p.71 "Destination List", and p.77 "Administering Mail Address Book".
  - Update the information on the TSI table to deliver a document received by fax to a new destination using TSI. See p.73 "Administering TSI Codes".
- ❖ **When removing a user**
- To remove a user from the system, perform the following:
- If the authentication method is Basic Authentication, ask the Users Administrator (Basic Authentication) to delete users.
  - If the authentication method is Windows Authentication (NT compatible), Windows Authentication (native), or Notes Authentication (ScanRouter EX Enterprise), delete users from current domain if necessary.
  - If the authentication method is NDS Authentication or LDAP Authentication, delete users from each current server if necessary.
  - Delete users on the SR Manager administrator settings if necessary.
  - 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. See p.65 "Destinations".
  - When using E-mail delivery, delete e-mail addresses that are no longer needed on a regular basis. See p.77 "Administering Mail Address Book".
- ❖ **When changing user's information**
- If a user's information changes, perform the following:
- Edit the user's information as appropriate.
  - Edit an associated destination list as appropriate.
  - If the user's group association has changed, change the group information. If necessary, update the destination information. See p.65 "Destinations" and p.71 "Destination List".
  - When using a TSI table to deliver documents received by fax, update the TSI table regularly. See p.73 "Administering TSI Codes".
  - With ScanRouter EX, update both the Mail Address Book and destination settings when there is a change in an e-mail address. Changes made to the mail address book do not change the e-mail destination settings. See p.65 "Destinations" and p.77 "Administering Mail Address Book".

### ❖ Changing a 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. See p.65 “Destinations”.
- When using a TSI table to deliver documents received by fax, update the TSI table regularly. See p.73 “Administering TSI Codes”.

---

### When an administrator changes

---

When you need to change the management style and the ScanRouter EX Administrator, use SR Manager to add or delete the administrator.

You can also add or delete a built-in user as a ScanRouter EX Administrator.

#### Reference

p.54 “Specifying ScanRouter EX Administrator”

---

### When the environment changes

---

If network devices or the system layout is changed, take the following actions. Not all network devices require configuration in I/O device setting.

### ❖ Adding a network device

When adding a network device, perform the following:

- Register the network device. See p.63 “Setting I/O Devices”.
- 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 the IP address of a network device, the settings, or exchanging in new network device, perform the following:

- To change the IP address of a network device, delete the device. Then add the device using its new IP address. See p.63 “Setting I/O Devices”.
- To change network device settings or exchanging new network devices, change the settings for the network device. See p.63 “Setting I/O Devices”.

### ❖ Changing settings of the delivery server

When changing the computer name, domain environment, installation account password, or IP address of the delivery server, suspend the delivery server. Then execute Environment Setting Tool.

#### Important

- For Windows Authentication (NT compatible) or Windows Authentication (native), when the domain environment in the delivery server is changed, make the authentication settings again using SR Manager after executing Environment Setting Tool.

#### Reference

For details about Environment Setting Tool, see the Readme file (Environment Setting Tool).

#### Important

- If the network environment changes, make any necessary changes to clients and network devices using SR Manager, Auto Document Link or DeskTopBinder Professional to change the server information. Make changes to connected devices using the I/O device setting from SR Manager.

 **Note**

- ❑ If the network device is not listed in the I/O device settings, check that the device has the correct IP address for the delivery server.

 **Reference**

p.135 "Dial-up Connection"

**❖ Changing a Web server**

When changing a ScanRouter Web Navigator, the Web server settings must be changed. See p.57 "Web settings".

---

**Other occasional tasks**

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**❖ When changing the delivery server schedule**

To change the starting time for maintenance and the setting of the automatic backup, see p.55 "Set Preferences".

**❖ When changing an administrator**

To add or delete an administrator, see p.54 "Specifying ScanRouter EX Administrator".

**❖ Mail server**

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

**❖ When changing the authentication method**

You can change the authentication method from Authentication Manager.

 **Important**

- ❑ Before you change the authentication method, add a built-in user as an administrator to the administrator settings.

 **Limitation**

- ❑ When you change the authentication method, only the authentication method set by Authentication Service Administrator using Authentication Manager can be selected. For details, ask an Authentication Service Administrator. See p.94 "Managing Authentication Settings".

---

**Troubleshooting**

---

When errors occur, see p.114 "Troubleshooting", and take the appropriate measures.

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

 **Reference**

p.114 "Troubleshooting"

p.86 "Maintenance"

# Authentication Service Administrator's Task

Once a server starts operating Authentication Service Administrator performs general Authentication Management Service procedures, such as authentication settings, changing and adding Authentication Service Administrator, and backing up various Authentication Manager information.

## Note

- Management of Authentication Management Service is performed by Authentication Manager.

## Setting Authentication Service Administrator

Use Authentication Manager to change administrator settings for Authentication Service Administrator.

## Reference

p.92 "Setting and Managing Administrator"

## Profile Management

Use Authentication Manager to manage user profile information for each authentication method used in Scan-Router System.

Using Authentication Manager, you can assign an e-mail address to a user (add a profile), delete a profile, or change an e-mail address.

## Reference

p.99 "Managing Profiles"

## Management of Authentication Settings

Use Authentication Manager to reset authentication method when the domain structure, authentication management server to be referenced, or the authentication method is changed.

## Reference

p.94 "Managing Authentication Settings"

## Backing Up Authentication Management Service Information

To restore Authentication Management Service when the server crashes or Authentication Management Service information is corrupted, regularly back up Authentication Management Service information using Authentication Manager. Use the backup schedule function to perform regular automatic backup.

- The Authentication Service Administrator can back up Authentication Management Service information about the following:
  - Administrator rights
  - Profiles
  - Authentication settings

## Limitation

- Backup of Basic Authentication information is the responsibility of a Basic Authentication Users Administrator.

## Reference

p.102 "Backup and Restore"

p.104 "Backup Schedule Management"

## Backup Schedule Management

Add or change the backup schedule as required to perform routine back-up of Authentication Management Service information.

### Reference

p.104 "Backup Schedule Management"

## Changing Password for Built-in User

When ScanRouter EX is installed, a built-in user account is prepared for making the default settings immediately after installation. The built-in user is granted all rights for ScanRouter EX Administrator, Authentication Service Administrator, and Users Administrator (Basic Authentication).

Since the built-in user has all administrator rights, change the password of the built-in user regularly once operation has started, to prevent misuse of the rights and security problems.

### Important

- Be sure to memorize the built-in user password. If the password is lost, the ScanRouter EX server and Authentication Management Service might no longer be usable.

### Limitation

- Only the built-in user can change built-in user passwords.

### Reference

p.93 "Managing Password of Built-in User"

## Other Occasional Tasks

In the following circumstances, certain necessary tasks must be performed:

### When there are user changes

Perform the following tasks when there are changes to ScanRouter EX users:

#### ❖ When adding a user

Perform the following when there is a new user.

- If the authentication method is Basic Authentication, ask a Users Administrator (Basic Authentication) to register the new user.
- If the authentication method is Windows Authentication (NT compatible), Windows Authentication (native), or Notes Authentication (ScanRouter EX Enterprise), ask the current domain's administrator to add the new user.
- If the authentication method is NDS Authentication or LDAP Authentication, ask the current server's administrator to add the user.

#### ❖ When removing a user

When the number of users decreases, operate the followings:

- If the authentication method is Basic Authentication, ask a Users Administrator (Basic Authentication) to delete the user.
- If the authentication method is Windows Authentication (NT compatible), Windows Authentication (native), or Notes Authentication (ScanRouter EX Enterprise), delete users from current domain if necessary.

- If the authentication method is NDS Authentication or LDAP Authentication, delete users from each current server if necessary.

 **Reference**

p.100 "Managing Basic Authentication User"

---

**When the environment changes**

---

Perform the following when the server environment is changed:

❖ **When the Authentication Management Service server is changed**

When the authentication method currently in use refers Authentication Management Service to another server, and the server to changes, change the authentication settings using Authentication Manager.

 **Reference**

p.94 "Managing Authentication Settings"

❖ **When the network environment is changed**

When the network environment currently in use is changed, use Authentication Manager on a client computer to make the correct Authentication Management Service connection settings.

---

**Troubleshooting**

---

When errors or other problems occur, see "Troubleshooting" for the appropriate remedial actions.

If the system is not operating normally such as when information about administrator rights or authentication settings is corrupted, or the system is unstable, restore the system using backup data.

 **Reference**

p.107 "Appendix"

p.102 "Backup and Restore"

# Users Administrator's (Basic Authentication) Task

When Basic Authentication is used as the authentication method, a Users Administrator (Basic Authentication) uses Authentication Manager to add or delete a user and back up user information.

## Note

- Management of Basic Authentication users is performed using Authentication Manager.

---

## Management of Users Administrator (Basic Authentication)

---

Use Authentication Manager to change settings when you need to add or delete a Users Administrator (Basic Authentication).

## Reference

p.92 "Adding and Removing Users Administrator (Basic Authentication)"

---

## Management of Basic Authentication User

---

When the number of Basic Authentication users, user information, or group membership is changed, you must use Authentication Manager to edit the registration information of Basic Authentication users.

You can import and register Basic Authentication users from a CSV format file and export registered Basic Authentication users to a CSV file so other Authentication Management Services on other servers may import them.

## Reference

p.100 "Managing Basic Authentication User"

---

## Backing Up Basic Authentication Information

---

To restore Basic Authentication information when it is corrupted, use Authentication Manager to perform routine backup of Basic Authentication user information.

Using the backup schedule function, you can perform a regular and automatic backup.

## Limitation

- To perform backup the Basic Authentication information using the backup schedule function, the user must have the authentication rights of both Authentication Service Administrator and Users Administrator.

## Reference

p.102 "Backup and Restore"

p.104 "Backup Schedule Management"

---

## Other Occasional Tasks

---

In the following circumstances, certain tasks must be performed:

---

### When the environment changes

---

Perform the following when the server environment is changed.

❖ **When the network environment is changed**

When the network environment currently in use is changed, use Authentication Manager of the client computer to make the correct settings of Authentication Management Service to be connected.

---

### Troubleshooting

---

When errors or other problems occur, see "Troubleshooting" for the appropriate actions.

If the system is not operating normally such as when the Basic Authentication information is corrupted or the system is unstable, restore the system using backup data.

 **Reference**

p.107 "Appendix"

p.102 "Backup and Restore"

# 3. How to Use SR Manager

## SR Manager

---

### About SR Manager

---

SR Manager enables you to manage settings, delivery tables, and maintenance.

#### ❖ Administrator and User modes

SR Manager can be accessed in either administrator or user mode.

- Administrator mode  
Administrator mode allows use of all functions and requires users with the administrator right to login.
- User mode  
In user mode, login users can process the destinations they have editing rights for, and check the log files of documents they delivered. User mode does not require administrator rights.

#### Note

- ❑ SR Manager is installed with the delivery server when ScanRouter EX is set up. You can also install SR Manager on a client computer and specify the delivery server to be managed.

#### Reference

For details about installing on a client computer, see *Setup Guide*.

---

### Starting SR Manager

---

If ScanRouter EX is not activated, a message regarding activation is displayed when SR Manager starts. In this case, go to **[All Programs]** from the **[Start]** button, select **[Activation Tool]**, and then follow the instructions in the dialog box to activate ScanRouter EX.

---

### Starting from the delivery server

---

This section details how to start SR Manager directly from the delivery server.

#### Important

- ❑ If you are using Windows Authentication (NT compatible or native), login is through Windows when you start SR Manager, so step 2 is not required. If the Windows-logged in user is a ScanRouter EX Administrator, SR Manager starts without requiring an additional login. If the Windows-logged in user is not a ScanRouter EX Administrator, SR Manager starts in user mode. In this case, use **[Login as another User]** on the **[Server]** menu.

#### Note

- ❑ After the start, you can select another delivery server. See p.54 "Select Server".

- 1** On the **[Start]** menu, point to **[All Programs]** > **[ScanRouter System]** > **[ScanRouter EX Professional]** or **[ScanRouter EX Enterprise]**, and then click **[SR Manager]**.

The **[Login]** dialog box appears.

## 2 Enter the user name, password, and domain name to login.

### Limitation

- The password is required only for delivery servers that do not support authentication.
- Items must be entered in the authentication method on the delivery server. When logging on, enter the user name in the format for the selected authentication method. For details, ask the Authentication Service Administrator.

## 3 Click [OK] to start SR Manager.

SR Manager can be started either in administrator mode or in user mode depending on the right of the user.

### Limitation

- If you logged on to SR Manager as an administrator from ScanRouter EX on another computer, SR Manager starts in user mode even if you logged on as a ScanRouter EX Administrator.

---

### Starting from a client computer

---

This section details how to start SR Manager from a client computer.

Follow the procedure below to start SR Manager for the first time on a client computer. For any starts after the first time, the last selected server is automatically selected.

### Note

- After the start, you can select another delivery server. See p.54 "Select Server".

## 1 Click [Start], point to [All Programs] > [ScanRouter System] > [ScanRouter EX Professional] or [ScanRouter EX Enterprise], and then click [SR Manager].

The [Select Server] dialog box appears.

## 2 Click [Browse].

The [Browse for Server] dialog box appears.

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

The [Select Server] dialog box reappears.

## 4 Click [OK].

The [Login] dialog box appears.

### Note

- On the [Login] dialog box, click [Cancel] to close SR Manager.

## 5 Enter the user name, password, and domain name to login.

## 6 Click [OK] to start SR Manager.

Click [Cancel] to start in user mode.

### Limitation

- If you logged on to SR Manager as an administrator from ScanRouter EX on another computer, SR Manager starts in user mode even if you logged on as a ScanRouter EX Administrator.

---

### Quitting

---

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

---

## Using Help

---

There is a help file provided for SR Manager. Help provides instructions on how to use SR Manager and making settings. Help also gives explanations of each item in the dialog boxes.

---

### To get information about operating procedures

---

Click **[Contents and Index]** on the **[Help]** menu. Help for operating procedures is shown.

---

### To get information about items in dialog boxes

---

Click **[Help]** in each dialog box. Help for the dialog box appears.

---

### Searching by a function name or keyword

---

On the **[Help]** menu, click **[Contents and Index]** to search Help topics by function name or keyword.

#### ❖ Search by a function name

Click the **[Find]** tab on Help. Enter a character string or the function name you want to find, and then click **[Find Now]**. Explanations related to the word you entered are displayed.

#### ❖ Search by a keyword

Click the **[Index]** tab on Help. Enter a keyword or select an index from the list, and then click **[Display]**. Explanations related to the keyword are displayed.

---

## Version information

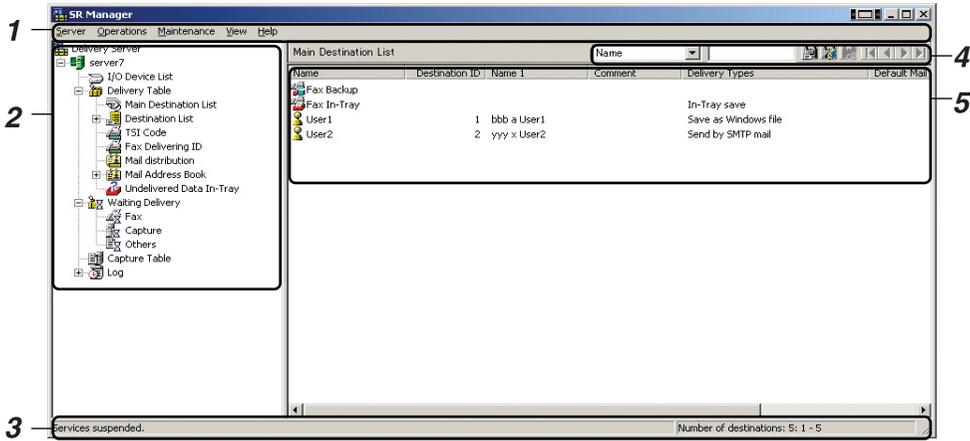
---

Click **[About ...]** on the **[Help]** menu to display version information for SR Manager.

# Window Layout

This section explains the layout of the window.

## Window components



AKL007S

- 1. Available menus of SR Manager
- 2. The list of manageable items (the tree pane)
- 3. The current condition of the delivery server or information about the current display item (Status bar)

- 4. When [Main Destination List] is displayed, a destination can be retrieved with its conditions specified. (Destination display selection)
- 5. The contents of the item selected in "1" (the list pane)

### Selecting items

In the tree pane, select an item you want to manage. Available menus and contents of the list pane will vary depending on the selected server, table, and log.

### Displaying/hiding the Status Bar

On the [View] menu, click [Status Bar] to display or hide the Status bar.

### Updating information

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

# Suspending and Resuming Service

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

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

- **[Set Delivery Types]** on the **[Server]** menu
- Any functions on the **[Maintenance]** menu
- Turning off or restarting the server

Make sure to resume delivery service once these operations are completed.

## Important

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

## Limitation

- When the delivery service is suspended, the destination list on the connected device side cannot be updated.

## Note

- It is possible that service will not resume immediately after **[Resume Services]** is selected on the **[Server]** menu. Wait until the **[Services temporarily suspended.]** message disappears on the status bar, so that the server can finish maintenance.

# Server Management

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

 **Note**

- ❑ Information such as available disk space, server status, and a list of connected users can be found under **[Server Information]** on the **[Server]** menu.

---

## Select Server

---

When you start SR Manager 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.

---

## Specifying Another Login User

---

To manage the delivery server as a user other than the user currently logged in, specify another user. On the **[Server]** menu, click **[Login as another User]** to specify another user.

---

## Specifying ScanRouter EX Administrator

---

Add or delete the ScanRouter EX administrator.

Select the administrator you want to add from the user/group of the ScanRouter EX authentication method.

You can also specify to add a built-in user as a delivery server administrator.

Make administrator settings in **[Set Administrator]** on the **[Server]** menu.

 **Limitation**

- ❑ Immediately after installation of ScanRouter EX server, a built-in user is registered as an administrator. When a new administrator is added, one or more administrator other than the built-in user remains. (You cannot delete the last administrator.)

---

## Changing Password for Built-in User

---

Change the password for the built-in user of the delivery server.

To change the password of a built-in user, click **[Change Built-In password]** on the **[Server]** menu.

 **Important**

- ❑ Be sure to memorize the built-in user password. If the password is lost, the delivery server may be no longer usable.
- ❑ If you change the password of a built-in user at this point, the password of the built-in user managed by Authentication Management Service changes also.

 **Limitation**

- ❑ To change the password of a built-in user, you must log on as a built-in user.

## Changing Authentication Method

You can use SR Manager to change the authentication method currently used in ScanRouter EX to another authentication method.

To change the authentication method, click **[Change Authentication Method]** on the **[Server]** menu.

You can select an authentication method from the following:

- Windows Authentication (NT compatible)
- Windows Authentication (native)
- Notes Authentication (ScanRouter EX Enterprise)
- Basic Authentication
- NDS Authentication
- LDAP Authentication

### Important

- Before you change the authentication method, add a built-in user as an administrator to the administrator settings.

### Limitation

- When you change the authentication method, only the authentication method set by Authentication Service Administrator using Authentication Manager can be selected. For details, ask an Authentication Service Administrator. See p.94 “Managing Authentication Settings”.

### Note

- If you change the password of a built-in user at this point, the password of the built-in user managed by Authentication Management Service changes also.

## Set Preferences

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

### Image format

This setting controls the default format for saved images.

Choose from the following default image save formats:

- Save as Windows file
- Save in Shared Network Folder
- Send by SMTP mail / Send by Notes R5 mail / Send by Exchange Mail
- In-Tray save
- Add as document
- Add to Web Document Management
- Deliver to Notes R5 Database (ScanRouter EX Enterprise)
- SharePoint Portal Server Plug-in (ScanRouter EX Enterprise)
- FTP Delivery
- Save to Exchange Public Folder

### Limitation

- You cannot change the image format of documents delivered from clients and saved in the In-Tray or document management server folders.

---

### Server disk space

---

This setting allows you to choose the notification method.

- ❖ **Notification of remaining disk space**  
Use **[Issue alert at:]** to set when the server notifies you of low disk space. The default is 250 MB.
- ❖ **Remaining disk space at which delivery is suspended**  
Use **[Suspend at:]** to set when the server notifies you of delivery suspension. The default is 200 MB.

---

### Maintenance settings

---

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:
  - Database optimization
  - Deletion of expired documents
  - Deletion of expired log entries
  - Synchronizing of destination list information imported from the Directory Server with information about the current Directory Server

🚫 **Limitation**

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

- ❖ **Automatic backup setting**

Specify the day of the week and saving destination for the automatic backup, and then assign a password for backup data.

When backing up to the same location, you can set the maximum number of generations of backup data to store.

- Backup location
- Backup day of the week
- Password
- Confirm password
- Maximum backup data generation(s)

🚫 **Limitation**

- During the automatic backup, the delivery service is suspended temporarily. In addition, SR Manager cannot be connected to the delivery server.
- If SR Manager is connected to the delivery server at the time of automatic backup, the automatic backup is not executed.

📝 **Note**

- Backup can be executed optionally. See p.86 “Backing Up and Restoring”.

## Web settings

The Web URL link is available when using ScanRouter Web Navigator. Make settings for the Web server to use the Web URL link in the e-mail delivery. Settings made here become the information about the document URL link attached when **[Attach document link(s) and deliver]** is selected in the e-mail delivery method settings.

- ❖ **Make URL hyperlinks inactive in e-mail text**  
Select not to use URL links.
- ❖ **Use the same computer for the Web server and delivery server**  
Select this if ScanRouter Web Navigator is installed on the computer where the delivery server is also installed.
- ❖ **Set Web server DNS name**
  - Enter the DNS name of ScanRouter Web Navigator or the IP address and HTTP port number in the format of "Web server DNS name (or IP address) :HTTP port number".
- ❖ **Set Web page link name**  
Enter the virtual directory name configured when ScanRouter Web Navigator was installed.
- ❖ **Use SSL**  
Select this if the URL link is used for SSL communication between ScanRouter Web Navigator and the delivery server.

## Error Notification

Make the settings for error notification when a delivery system error occurs.

### ❖ Error Notification

You can select an error notification method: **[Ignore]** (none), **[Mail administrator]**, or **[Output to printer]**. When **[Mail administrator]** is selected, specify the administrator mail address. When **[Output to printer]** is selected, make settings in **[Output printer]**.

### ❖ Administrator Mail Address

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

### ❖ Output Printer

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

### 🗨 Limitation

- When **[Mail administrator]** is selected, notification on a mail delivery failure is output to the printer.

### 📝 Note

- When **[Mail administrator]** is selected in the **[Error Notification]**, "undelivered report", "error notification", and "insufficient disk space report" will be sent to the e-mail address specified here.

---

## Set Delivery Feature Defaults

---

This controls default delivery options. Make settings in **[Set Delivery Feature Defaults]** under the **[Server]** menu.

---

### Undelivered data

---

This controls how undelivered documents are handled.

- When a save period is set, the documents whose expiration dates have already passed will be deleted automatically.
- A sender can be notified by mail of a transfer failure.

#### Limitation

- When the sender is not identified, the notification mail is not sent.
- Mail notification is available only when documents are sent to the undelivered data in-tray as a result of delivery server error. When an error occurs in the mail server after delivery by **[Send by SMTP mail]**, **[Send by Notes R5 mail]**, or **[Send by Exchange Mail]**, a notification mail is not sent even if documents are sent to the undelivered data in-tray.

---

### Delivery settings

---

Make settings for the following delivery operations.

- Deliver all documents received by fax to **[Fax Backup]**.
- Register TSI information automatically when the documents are delivered from the device which is not added to **[TSI Code]**.
- Prohibit delivering documents from network devices by directly entering the mail address.

- When delivering an error notification, deliver only the text information with no document link attached to the mail.
- For **[Send by SMTP mail]**, **[Send by Notes R5 mail]**, and **[Send by Exchange Mail]**, when multiple delivery types of the same category are registered to one destination, deliver mails collectively for each of the same delivery type. (multiple destinations delivery)
- When using Send by SMTP mail, Send by Notes R5 mail, or Send by Exchange Mail to send attached files, the file names are the same as the document names.

#### Limitation

- Multiple destinations delivery can be performed only if all of the following conditions are met:
  - The selected destination has the same delivery type registered.
  - In delivery type property settings, **[Document(s) to attach]** is set to **[Attach document(s) and deliver]**.
  - The format set in delivery type property settings for saving images for sending by mail is the same.
  - The same setting for PDF files with a password in additional handling settings is applied to the selected destinations.

#### Note

- For multiple destinations delivery, if documents have different additional handling settings (except for PDF files with a password), additional handling is applied according to the conditions set in the **[Image Format]** tab in the **[Set Preferences]** dialog box.

---

## Additional handling

---

Make additional handling settings for received documents. Automatic image orientation adjustment and document names extraction are available.

---

## User title

---

Make the settings for **[Destination]** displayed on the control panel of the network device configured in **[I/O Device List]**. The indexes that have already been specified in the system include Title 1 and Title 2, each of which can be changed. Other titles can be added or deleted in addition to Title1 and Title2.

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

### Important

- To apply the setting, operation on the network device is required.

### Limitation

- The **[User Title]** tab appears only when a network device is added in **[I/O Device List]**.
- Title 1 and Title 2 cannot be deleted, and the title name cannot be changed.

### Reference

For details about operating the network device, see the relevant manuals of network devices.

---

## Capture Settings

---

Make the capture function settings from **[Capture Settings]** on the **[Server]** menu.

---

## Unforwarded data

---

Set processing methods for documents handled as unforwarded data.

- Documents can be deleted without adding them to the document management server.
- Documents can be added to the folder in the specified document management server.

---

## Additional handling

---

Make additional handling settings for received documents: automatic image orientation adjustment, content text search data creation, and document name extraction.

---

## Directory Server Settings

---

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

### Limitation

- Up to two directory servers can be connected.
- Microsoft Exchange 5.5/2000 and Lotus Notes R5/R6/R6.5 (Domino server) can be selected as server types.

 **Note**

- The account information for the directory server can be imported as destinations. See p.68 “Adding destinations from the directory server”.
- At the time of synchronization with a directory server, the changes made for the directory server are reflected to the destinations. See p.87 “Synchronize with Directory Server”.

---

## Browser Default Settings

---

Make default settings for the Web browser to add new I/O devices. On the **[Server]** menu, click **[Browser Default Settings]**.

 **Reference**

p.64 “Specific Browser Settings”

---

## Setting ACL Defaults

---

Make the default settings for access rights when adding a new destination. During network device operation, the owner specified here is also designated as the owner of the documents awaiting delivery, who was not user account authenticated. ACL defaults can be set in **[Default ACL]** on the **[Server]** menu.

 **Reference**

p.64 “Specific Browser Settings”

---

## Set Delivery Types

---

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

- Mail Input (Input function)
- In-Tray save
- Save as Windows file
- Save in Shared Network Folder
- Send by SMTP mail
- Send by Notes R5 mail
- Send by Exchange Mail
- Add as document (when ScanRouter DocumentServer is used)
- Add to Web Document Management (when ScanRouter Web Navigator is used)
- Deliver to Notes R5 Database (ScanRouter EX Enterprise)
- SharePoint Portal Server Plug-in (ScanRouter EX Enterprise)
- FTP Delivery
- Save to Exchange Public Folder
- Print (Delivery)

 **Limitation**

- The essential delivery type is fixed so that you cannot deselect it.
- If the necessary software is not installed, Send by Notes R5 mail, Deliver to Notes R5 Database, SharePoint Portal Server Plug-in, Send by Exchange Mail, and Save to Exchange Public Folder cannot be selected. For details, see *Setup Guide*.

 **Note**

- ❑ When **[Send by SMTP mail]** is selected, the settings for SMTP and POP must be made.
- ❑ When **[Send by Notes R5 mail]** is selected, enter the Notes ID password used when installing Notes, and then set the transfer settings for received e-mails.
  - When **[Transfer undelivered notices only]** is selected in the settings of received e-mails, the delivery server transfers absence notification mail only. Received e-mails other than absence notification mail are stored in the mail box and recorded in an error log.
  - When **[Transfer all]** is selected in the received e-mails settings, the delivery server transfers all received mails. This setting allows the mail box to remain empty.
- ❑ If you select **[Deliver to Notes R5 Database]**, enter the Notes ID password used when installing Notes.
- ❑ If you select **[Send by SMTP mail]**, **[Send by Notes R5 mail]**, or **[Send by Exchange Mail]**, you can select whether mailboxes are monitored for each mail delivery type.
  - When monitoring mailboxes  
If an error occurs while sending mail, the undelivered document is saved in the Undelivered Data In-Tray, the error log is saved, and the administrator is notified of the error by mail.
  - When not monitoring mailboxes  
Even if an error occurs while sending mail, the undelivered document is not saved in the Undelivered Data In-Tray. If the administrator does not receive an error mail, s/he must check the mailbox to confirm whether an error occurred or not.

 **Reference**

For details about setup for necessary software, see *Setup Guide*.

---

## Secondary Delivery Server Operation

---

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

 **Important**

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

---

### Secondary delivery server settings

---

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

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

---

## Synchronizing the secondary delivery server manually

---

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

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

3

Information about the following items can be copied:

- Accounts (all)
- Address books (all)
- TSI
- Capture table user information
- I/O device settings
- Delivery settings
- Capture Settings information

---

## Removing secondary delivery server settings

---

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

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

### Important

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

# Setting I/O Devices

Add network devices used for delivery to the delivery server. Click **[I/O Device List]** to see listed I/O devices.

The following operations are available for I/O devices:

- Adding
- Displaying properties
- Browser Delivery Settings
- Deleting

## Important

- When changing capture settings, do not use copy, fax, or scanner functions on network devices. Network device operations may be reset or settings not applied immediately.
- If I/O device settings allow SSL communication only, the SSL on the delivery server must be set in advance.

## Reference

For details about SSL communication settings on I/O device, see *Setup Guide*.

## Note

- Available **[I/O Device List]** items:
  - Device name
  - Host Name
  - Capture Settings
  - Delivery Settings
  - Browser Delivery

## Adding New I/O Device

Adds new I/O devices. Make the necessary settings from **[Add...]** on the **[Operations]** menu. When using a device that supports the authentication function, the **[I/O Device Login]** dialog box appears. Enter the machine administrator's user information in this dialog box.

Network devices can be added using the following operations:

- Specify its IP address
- Specify its host name

## Important

- Before adding a device that supports the authentication function, use the device settings to enable simplified encryption.

## Reference

For details about the device settings, see the network device manuals.

## Displaying I/O Device Properties

Check a device's properties, and change its settings if necessary. On the **[Operations]** menu, click **[Properties...]**. When using a device that supports the authentication function, the **[I/O Device Login]** dialog box appears. Enter the machine administrator user information in this dialog box.

---

## Specific Browser Settings

---

When documents are delivered using Device Browser, specify the information displayed on the browser control panel for each I/O device. On the **[Operations]** menu, click **[Browser Settings...]**.

You can make the following browser settings:

- Title image
- Title
- Delivery Type
- Delivery Settings



### Reference

p.60 "Browser Default Settings"

---

## Deleting I/O Device

---

Delete the listed I/O devices. In the **[I/O Device List]**, select the device you want to delete, and then click **[Remove...]** on the **[Operations]** menu.

When using a device that supports the authentication function, the **[I/O Device Login]** dialog box appears. Enter the machine administrator's user information in this dialog box.

# Delivery Table Settings

The delivery table consists of the following:

- Main Destination List
- Destination List
- TSI Code
- Fax Delivering ID
- Mail Distribution
- Mail Address Book
- Undelivered Data In-Tray

## Important

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

## Destination

Before using ScanRouter EX, you must create destinations for network device (scanner, fax, etc.) operations. By specifying a delivery method for documents and a conversion method for images for each destination beforehand, documents are delivered to their destinations according to the specified method.

## Destinations

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

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

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

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

The following actions are available:

- Adding new destinations
- Editing destinations
- Deleting destinations
- Change ACL for multiple destinations
- Importing destinations
- Exporting destinations
- Backing up all destination data
- Restoring all destination data
- Setting a title for multiple destinations
- Document addition settings for multiple destinations

## Note

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

## Adding new destinations

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

### 📌 Limitation

- ❑ To add destinations, specify users separately or as a group. Before adding the destinations of a group, add the destination of each user to be included in that group.

### 📝 Note

- ❑ A destination can be added from the address book (by e-mail) of a connected device or the directory server.

### ❖ Basic Settings

- Name
- Destination ID
- Delivery type settings (only when adding users)
- Group Member List: (only when adding groups)
- Default E-mail Settings

### ❖ Name Settings

Name and comment settings

### ❖ Additional Handling (only when adding users)

- Auto-adjust image orientation
- Extract text as document names
- Apply password to PDF

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

User title and on/off the frequent use index

### ❖ ACL Settings

- Owner
- ACL Settings

### ❖ Delivery Type

The following delivery types are possible:

- Deliver to In-Tray  
Data can be saved in the server's in-tray. In-tray options allow you to set a document save-for period to prevent data remaining in the In-Tray. You can view the in-tray through DeskTopBinder Professional or Auto Document Link. In-Tray is created for only the destinations whose properties are set to Deliver to In-Tray.
- Save as Windows file  
This option saves data in a folder. Delivery server Windows folders can be specified as delivery destinations.
- Save in Shared Network Folder  
This option saves data in a specified folder. Shared folders on a network computer can be specified as delivery destinations. To specify a shared folder on a network computer as a document saving location, the shared folder first be created on the network computer.

### 🔍 Reference

p.107 "Shared Folder Settings as a Delivery Destination"

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

- Add to Web Document Management  
When ScanRouter Web Navigator is used, data can be stored in any Personal a Cabinet folder on ScanRouter Web Navigator.
- Send by SMTP mail / Send by Notes R5 mail / Send by Exchange Mail  
Documents can be attached to an e-mail, and sent to specified mail addresses. According to the mailing environment, select a delivery type from Send by SMTP mail, Send by Notes R5 mail, or Send by Exchange Mail. With Send by SMTP mail, Send by Notes R5 mail, and Send by Exchange Mail, settings for the document file format and document attachment method can be made. Also, for the mail address settings, the mail addresses registered in **[Mail Address Book]** can be used. See p.77 “Administering Mail Address Book”.
- Deliver to Notes R5 Database (ScanRouter EX Enterprise)  
Documents can be delivered to Notes R5/R6/R6.5 DB for the Domino server.
- SharePoint Portal Server Plugin (ScanRouter EX Enterprise)  
Documents can be delivered to SharePoint Portal Server.
- FTP Delivery  
Select the folder on the FTP delivering server to save a data.
- Save to Exchange Public Folder  
Data can be saved in specified public folders on Exchange server.
- Print (Deliver)  
Fax-received and scanned documents can be printed using a designated printer.

### **Limitation**

- A maximum of 100 delivery types can be specified for one destination. The same delivery type can be set two or more times.
- A group cannot be included in another.
- A user name or a fax delivering ID that is already assigned to a destination cannot be assigned to another.

### **Note**

- Click **[Properties]** to display the dialog box that corresponds to the selected delivery type, which allows detailed setting of that delivery type.
- [Group Member List:]** displays the destination of each registered user. To edit members, click **[Add]** or **[Remove]**.
- An unused number is automatically assigned to **[Destination ID]**. The number can be changed to another one not used.

### **Reference**

For details about destination's restrictions, see Help.

---

### Adding destinations from the directory server

---

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

**[Base DN:]** related to the directory server can be specified as a destination search condition. Select **[Base DN:]** from a list, or directly enter a **[Base DN:]** you want to specify.

#### Important

- The directory server needs to be added in advance. See p.59 “Directory Server Settings”.

#### Limitation

- The type of a directory server that sets **[Base DN:]** can be added or changed by starting "DdsLdapSet.EXE" in the directory of a computer where Scan-Router EX is installed.

#### Note

- At the time of synchronization with the directory server, changes made for the directory server are reflected to the destinations for SR Manager. See p.87 “Synchronize with Directory Server”.
- Destination information such as name settings can be changed even after destinations are added. At the time of synchronization with the directory server, however, the information of the directory server is given priority.

---

### Add destination using Authentication Management Service

---

When importing the user information managed by the authentication method specified by the delivery server from Authentication Management Service and registering it, point to **[Add New Destination]** on the **[Operations]** menu, click **[Import from Authentication Server]**, and then select the user/group you want to add.

---

### Editing destinations

---

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

#### Important

- If the administrator is changed using the authentication method change, it may be no longer possible to edit destinations currently in use. Before changing the current authentication method, include the built-in user as administrator members. This change allows destinations to be edited later.

---

### Deleting destinations

---

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

---

## Change owners of multiple current destinations

---

Change owners of multiple destination addresses collectively. In **[Main Destination List]**, point to the **[View]** menu, and then click **[Editable Destinations]**. Select the destination whose owner settings you want to change collectively. Then, on the **[Operations]** menu, click **[Change ACL for Multiple Destinations]**, and then click **[Change Current Owner]**.

---

## Edit ACL Settings for Multiple Destinations

---

Change ACLs of multiple destination addresses collectively. In **[Main Destination List]**, point to the **[View]** menu, and then click **[Editable Destinations]**. Select the destination whose ACL settings you want to change collectively. Then, on the **[Operations]** menu, click **[Change ACL for Multiple Destinations]**, and then click **[Edit ACL]**.

### Important

- Changes to ACL are reflected to In-Tray and to all documents in In-Tray. Users without destination editing rights can no longer view formerly available documents.

---

## Delete user/group collectively

---

Delete the user/group ACL settings of multiple destination addresses collectively. In **[Main Destination List]**, point to the **[View]** menu, and click **[Editable Destinations]**. Select the destination whose user/group ACL settings you want to delete collectively. Then, on the **[Operations]** menu, click **[Change ACL for Multiple Destinations]**, and click **[Delete Users/Groups]**.

---

## Importing destinations

---

You can import a file saved in the XML or CSV format to the delivery system, and add a destination to the file.

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

### Reference

p.120 “XML/CSV File for Importing Destinations”

### Note

- Information items that cannot be imported:
  - Group information
  - Undelivered Data information about the In-Tray
  - Destination name and destination ID of Fax Backup
  - Destination name and destination ID of Fax In-Tray, delivery/non-delivery to In-Tray setting

---

## Exporting Destinations

---

Export added destination information to an XML format file. On the **[Operations]** menu, click **[Export Destinations]**, and then specify the save location.

### Limitation

- Information items that cannot be exported:
  - Group information
  - Undelivered Data information about the In-Tray
  - Destination ID of Fax Backup
  - Destination ID of Fax In-Tray, delivery/non-delivery to In-Tray setting

## Backup and restoration of information of all destinations

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

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

### Important

- Use the restore function only when irrecoverable problems occur.
- After restoring, the destination in-tray that existed at restoration is deleted, and the system returns to its status at last backup. Restore data after receiving documents from the in-tray using Auto Document Link.

### Note

- Destinations and senders exported by ScanRouter EX Professional (Ver3.1) and ScanRouter EX Enterprise (Ver2.1) can be imported to ScanRouter EX Professional (Ver3.2x) and ScanRouter EX Enterprise (Ver2.2x).

## Setting titles for multiple destinations

This function collectively sets titles for two or more destinations. In **[Main Destination List]**, point to the **[View]** menu, and then click **[Editable Destinations]**. Select the destination to be collectively set, click **[Set Title for Multiple Destinations]** on the **[Operations]** menu, and then specify title and tab names.

## Document addition settings for multiple destinations

If ScanRouter DocumentServer (Ver2.xx) is installed, delivery settings for the document management server can be made for multiple destinations. In **[Main Destination List]**, point to the **[View]** menu, and then click **[Editable Destinations]**. Then click **[Document Addition Settings for Multiple Destinations]** on the **[Operations]** menu, and then specify the document management server name to add and the folder for that name.

### Limitation

- Only ScanRouter DocumentServer (Ver2.xx) can be specified as the document management server.
- The user who entered necessary information during authentication may have the right to write to a folder at an additional location.
- Users entered during authentication must have rights for writing to the folder at the server location.

### Note

- When **[Create subfolders for indexes in the location to add to]** is selected, a folder is created with an index (example: A) on the document management server. This folder inherits the access right of the upper folder.

## Destination List

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

If **[Destination List]** in **[Delivery Table]** is selected, **[Destination List]** is displayed. If a destination list is selected, the added destinations are displayed in **[Standard Destination List]** or **[Standard Sender List]**.

The following actions are available:

- Adding new destination lists
- Editing destination lists
- Deleting destination lists
- Adding new destinations
- Editing destinations
- Changing short IDs
- Removing destinations from the destination list
- Changing the display order
- Document addition settings for multiple destinations

### Limitation

- Only administrators can edit **[Standard Destination List]** and **[Standard Sender List]**.
- ACL settings cannot be made using **[Standard Destination List]** and **[Standard Sender List]**.

### Note

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

### Adding a new destination list

Destination lists can be added. Click **[Add New Destination List]** on the **[Operations]** menu and specify a destination list name and format.

In the **[Basic Settings]** tab, make the necessary settings for destination list name and type. Select the destination list type from **[Expanded (Max.: No limit)]** or **[Backward Compatible (Max.: 200 destinations)]**.

In the **[ACL]** tab, set the ACL for the destination list.

### Limitation

- [Expanded (Max.: No limit)]** can add up to the number of destinations added in **[Main Destination List]** with short IDs of five digits. **[Backward Compatible (Max.: 200 destinations)]** can add a maximum of 200 destinations with short IDs of three digits (001 to 200).
- The destination list format that can be used differs with the network devices.

---

### Editing a destination list

---

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

---

### Deleting a destination list

---

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

---

### Adding a new destination

---

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

---

### Editing a destination

---

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

---

### Changing a short ID

---

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

---

### Removing from the destination list

---

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

---

### Changing the display order

---

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

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

---

### Destination Search

---

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

## Administering TSI Codes

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

The following actions can be taken with TSIs:

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

 **Note**

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

### Adding new TSI codes

The following methods are available for registering a new TSI:

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

 **Limitation**

- A sender name can be composed of up to 80 characters.
- With auto TSI registration, destination information will not be specified. On the **[Operations]** menu, click **[Edit TSI Code]** to add the information.
- Only ScanRouter EX Administrators can add new TSI.

 **Note**

- The TSI table makes a facsimile TSI relate to forwarding destinations.

### Editing TSI codes

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

 **Limitation**

- The **[Destination]** setting determines which users can edit TSI:**[Destination]** :
  - When **[Destination]** is set  
Users who have editing rights for the selected destination.
  - When **[Destination]** is not set  
ScanRouter EX Administrators only.

### Deleting TSI codes

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

 **Limitation**

- Even if TSI is deleted, TSI is reregistered when a fax is set to the delivery server from a TSI facsimile.

---

### Exporting/importing TSI codes

---

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

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

---

### Administering Fax Delivering ID

---

When delivering documents with a fax delivering ID, click **[Fax Delivering ID]** to manage the fax delivering ID. Click **[Fax Delivering ID]** on **[Delivery Table]** to see the list.

The following operations are available for fax delivering ID:

- Adding new IDs
- Editing
- Deleting
- Exporting/importing IDs

 **Note**

- Information items displayed in **[Fax delivering ID list]** :
  - Fax delivering ID
  - Destination

---

### Adding new fax delivering ID

---

You can add a fax delivering ID. On the **[Operations]** menu, click **[Add New Fax Delivering ID]**, and then set the following items:

 **Note**

- Fax delivering ID
- Destination

 **Limitation**

- A new fax delivering ID can be added by ScanRouter EX Administrators only.

---

### Editing fax delivering ID

---

You can add a fax delivering ID. Select the fax delivering ID you want to edit in **[Fax delivering ID list]**, and then click **[Edit Fax Delivering ID]** on the **[Operations]** menu.

 **Limitation**

- The **[Destination]** setting determines which users can edit the fax delivering ID: **[Destination]** :
  - When **[Destination]** is set  
Users who have editing rights for the selected destination.
  - When **[Destination]** is not set  
ScanRouter EX Administrators only.

---

### Deleting fax delivering ID

---

You can delete the registered fax delivering ID.

Select the fax delivering ID you want to delete in **[Fax delivering ID list]**, and then click **[Delete Fax Delivering ID]** on the **[Operations]** menu.

## Exporting/importing fax delivering ID

Export information about all fax delivering IDs registered to a file and keep it as a backup.

- To export fax delivering ID information to a file, click **[Export Fax Delivering ID]** on the **[Operations]** menu, and then specify a save location.
- To import the exported file back to the delivery system, click **[Import Fax Delivering ID]** on the **[Operations]** menu, and then specify the file you want to import.

## Administering Mail Distribution

Deliver according to information entered in the e-mail's header.

There are two distribution methods (the "To" field has priority):

- Distribution according "To" field
- Distribution according to mail distribution conditions

### Limitation

- If neither condition can be applied, mail is stored in the Undelivered Data In-Tray.
- The section layout of the delivered document may differ according to the type of mails that are sent in the mail server.
- Users who can edit mail distribution conditions are users who have edit rights for destinations set as mail distribution destinations. If all destinations are deleted from the mail distribution destinations list, edit rights are given to the ScanRouter EX Administrator.

### Reference

For details about section layout, see p.76 "Section Layout".

## Distribution according to "To" field

To distribute mail according to enter the document type and destination in the "To" field.

Enter information in the "To" field using either of the following formats:

- Document type: Destination name <aaa@aaa.com>
- aaa@aaa.com (Document type: Destination name)

### Limitation

- If a destination name is not entered or does not exist, mail is distributed according to mail distribution conditions.

### Note

- "aaa@aaa.com", represents a mail address.
- For "Document type", enter the corresponding text from the list below:
  - scan  
Registered as document type "Scan data".
  - fax  
Registered as document type "Sent fax data".
  - printer  
Registered as document type "Print data".
  - pc  
Registered as document type "Basic type".
  - copier  
Registered as a document type "Copy data".
- If a destination name only is set, the document type is registered as "pc" (Basic type).

---

### Distribution according to mail distribution conditions

---

To distribute mail according to mail distribution conditions, use **[Mail Distribution]** to add distribution conditions. In **[Delivery Table]**, click **[Mail Distribution]** to display a list of registered distribution conditions.

Mail distribution operations:

- Add New Mail Distribution
- Edit Mail Distribution
- Delete Mail Distribution

 **Note**

Information items displayed in **[Mail Distribution]** :

- Mail Header
- Strings
- Conditions
- Short ID
- Destination
- Subject
- Keyword 1
- Keyword 2

❖ **Adding new mail distribution**

You can add a mail distribution. On the **[Operations]** menu, click **[Add New Mail Distribution]**, and then set the following items:

- Distribution conditions
- Delivery settings
- Document properties

💡 **Limitation**

Up to 100 mail distribution conditions can be added.

❖ **Editing mail distribution**

You can edit a mail distribution. Select the mail distribution condition you want to edit in **[Mail Distribution]**. On the **[Operations]** menu, click **[Edit Mail Distribution]**, and then make the necessary changes.

❖ **Deleting mail distribution**

You can delete a mail distribution condition. Select the mail distribution condition you want to delete in **[Mail Distribution]**, and then click **[Delete Mail Distribution]** on the **[Operations]** menu.

---

## Section Layout

---

The format of e-mail determines the section layout of delivered documents as follows:

- Single part mail  
E-mail text becomes a single section.
- Multipart mail  
E-mail text becomes the first section, and the text of subsequent parts becomes a multi section. If there are multiple e-mail texts, the text is inserted as single sections in order of sequence.
- Alternative mail  
If the format can be switched between Text/HTML, each becomes a separate section in the order of Text and HTML.
- Divided mail  
Divided e-mail is not combined, texts in each e-mail become single sections.

💡 **Limitation**

If the document type is set when distributing e-mail, e-mail text is deleted, and the first attached file becomes a document.

---

## Administering Mail Address Book

---

For Send by SMTP mail, Send by Notes R5 mail, and Send by Exchange Mail, mail addresses can be managed in **[Mail Address Book]**. Click **[Mail Address Book]** in **[Delivery Table]** to display a list of registered mail addresses.

Mail address operations:

- Add new mail address
- Edit mail address
- Delete mail address

### Note

- [Send by SMTP mail]**, **[Send by Notes R5 mail]**, and **[Send by Exchange Mail]** are available in **[Mail Address Book]**. Items that can be managed and operations are the same for all.
- The mail address book of **[Send by MAPI mail]** also becomes available if the delivery server is installed under the following conditions:
  - ScanRouter EX Professional (Ver3.2xx) is installed over (overwrites) ScanRouter EX Professional (Ver3.000).
  - ScanRouter EX Enterprise (Ver2.2xx) is installed over (overwrites) ScanRouter EX Enterprise (Ver2.000).
- Information items displayed in **[Mail address list:]**
  - Name
  - Mail address

---

### Adding new mail address

---

You can add mail addresses. Click **[Add New Mail Address]** on the **[Operations]** menu, and then make the following settings:

- Name
- Mail address

### Limitation

- For each address book, up to 1000 mail addresses can be added.
- Enter a name using up to 255 characters.

### Note

- Added mail addresses can be used as registered destinations.

---

### Editing mail address

---

You can edit information about added mail addresses. Select the mail address you want to edit in **[Mail address list:]**, click **[Edit Mail Address]** on the **[Operations]** menu, and then make the necessary changes.

---

### Deleting mail address

---

You can delete registered mail addresses. Select the mail address you want to delete in **[Mail address list:]**, and then click **[Delete Mail Address]** on the **[Operations]** menu.

---

## Undelivered Data In-Tray

---

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

There are several operations for undelivered documents:

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

### Limitation

- ❑ Documents that cannot be sent by e-mail are also stored in the Undelivered Data In-Tray. However, this feature is active only if the settings for each mail type are configured to allow mailbox monitoring.
- ❑ With the capture function operation, documents that could not be saved in the adding location set by the user are also saved in the Undelivered Data In-Tray. To distinguish delivered documents from unsaved documents, display the document properties from DeskTopBinder Professional and check "capture" is shown in "Keyword 1".

### 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

### Reference

p.84 "Error Log Administration"

---

### Deleting undelivered data

---

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

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

### Note

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

### Reference

p.58 "Undelivered data"

---

### Forwarding undelivered data

---

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

---

### Viewing undelivered data

---

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

# Managing the Documents Waiting for Delivery

Using the delivery server, you can check lists of documents awaiting and in the process of delivery. The following three types of documents can be checked: **[Fax]**, **[Capture]**, and **[Others]**.

## ! Limitation

- Only ScanRouter EX Administrators can view captured documents.

## Canceling Delivery

You can cancel the delivery process of a document awaiting delivery. Select **[Fax]** or **[Others]**, and then click **[Cancel]** on the **[Operations]** menu.

Click **[Delete completely]** to delete a document awaiting delivery. Click **[Move to delivery/forwarding error data folder]** to move a document awaiting delivery to the folder directly under “..DR\Spool\Error” of ScanRouter EX data path.

## ! Limitation

- The delivery process cannot be canceled for **[Capture]**.

## Setting Schedule

You can set separate delivery times for **[Fax]** and **[Others]**. After suspending SR Manager, select **[Fax]** or **[Others]**, and then click **[Schedule Settings]** on the **[Operations]** menu.

## ! Important

- When making schedule settings, before setting a time, take into account the amount of free disk space on the server and daily job volume.

## ! Limitation

- The schedule cannot be set for **[Capture]**.
- If the same number is specified in **[From:]** and **[To:]**, **[Deliver during specified time range]** is unavailable.

# Managing Capture Table

Make necessary capture settings in the Capture Table.

## Reference

For details about Capture Function, see *Operating Instructions, Capture Function*.

# Log Administration

The delivery server keeps the following logs:

- Delivery log
  - Scanner delivery log
  - Fax delivery log
  - Document delivery log
  - Mail input log
- Capture log
  - Copy capture log
  - Fax capture log
  - Printer capture log
  - Scanner capture log
- Error log

- Sender
- Destination
- Subject
- Item Name
- Data Size(KB)
- Pages
- Original Size
- Resolution
- Status

---

## Scan Delivery Log Administration

---

Use **[Scan]** to save information about delivery of scanned data.

Click **[Scan]** to view the logged data.

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

- Deleting all log entries
- Exporting log entries
- Setting maximum days for saving

### Limitation

- The scan delivery log is created for each delivery. If multiple delivery types are specified for a scanned document, the log will be created for each type.

### Note

- In **[Scanner delivery log]**, the following information is displayed:
  - Logged
  - Device
  - Delivered
  - Delivery Type

---

### Deleting all log entries

---

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

### Limitation

- Log entries cannot be deleted individually.

---

### Exporting log entries

---

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

---

### Maximum days for saving

---

To specify the maximum number of days for saving the scan delivery log, click **[Max Log Entries]** on the **[Operations]** menu, and then enter the desired maximum number.

### Limitation

- The maximum number of days for saving must be set between 1 and 60.

---

## Fax Delivery Log Administration

---

Use **[Fax]** to save information about delivery of fax-received data. (Only data received by fax, which is delivered to a specified destination, is logged.)

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

The following operations can be performed with fax delivery log:

- Deleting all log entries
- Exporting fax log entries
- Setting maximum days for saving

 **Limitation**

- The fax delivery log is created for each delivery. If multiple delivery types are specified for a fax-document, the log will be created for each type.

 **Note**

- The **[Fax Delivery Log]** displays the following information:
  - Logged
  - Device
  - Delivered
  - Delivery Type
  - Sender
  - Destination
  - Fax delivering ID:
  - Item Name
  - Data Size(KB)
  - Pages
  - Paper Width
  - Image Quality
  - Reception Port
  - Status

---

## Deleting all log entries

---

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

 **Limitation**

- Log entries cannot be deleted individually.

---

## Exporting log entries

---

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

---

## Maximum days for saving

---

To specifying the maximum number of days for saving the fax delivery log, click **[Max Log Entries]** on the **[Operations]** menu, and then enter the desired number.

 **Limitation**

- The maximum number of days for saving the log entries must be set between 1 and 60.

---

## Document Delivery Log Administration

---

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

Click **[Document]** to view the log entries.

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

- Deleting all log entries
- Exporting log entries
- Setting maximum days for saving

 **Note**

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

---

**Deleting all log entries**

---

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

 **Limitation**

- Log entries cannot be deleted individually.

---

**Exporting log entries**

---

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

---

**Maximum days for saving**

---

To specify the maximum number of days for saving the document delivery log, click **[Max Log Entries]** on the **[Operations]** menu, and then enter the desired number of document entries.

 **Limitation**

- The maximum log entries must be set between 1 and 60.

---

**Mail Input Log Administration**

---

Use **[Mail Input]** to save information about delivery of mail input log data.

Click **[Mail Input]** to view the log entries.

The following operations can be performed for the mail input log:

- Deleting all mail input log entries
- Exporting mail input log entries
- Setting maximum days for saving

 **Limitation**

- The mail input log is created for each delivery.

 **Note**

- The **[Mail Input Log]** displays the following information:

- Logged
- Delivered
- Delivery Type
- Sender
- Destination
- Subject
- Item Name
- Data Size(KB)
- Number of sections
- Status

---

**Deleting all log entries**

---

The entire mail input logs can be deleted by selecting **[Delete All Log Entries]** on the **[Operations]** menu.

 **Limitation**

- Log entries cannot be deleted individually.

---

## Exporting log entries

---

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

---

## Maximum days for saving

---

To specify the maximum number of days for saving the mail input log, click **[Max Log Entries]** on the **[Operations]** menu, and then enter the desired number.

### Limitation

- The maximum number of days for saving must be set between 1 and 60.

---

## Capture Log Administration

---

Use **[Capture Log]** to manage capture function logs.

### Reference

For details about the capture function, see Instruction Guide For details about the capture function, see *Operating Instructions, Capture Function*.

---

## 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
- Setting maximum days for saving

### Limitation

- If multiple delivery types are specified for a document, the log will be created for each delivery type where an error occurred.

### Note

- 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 clicking **[Delete All Error Log Entries]** on the **[Operations]** menu.

### Limitation

- Log entries cannot be deleted individually.

---

## Viewing error data

---

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

### Reference

p.118 "Error Log"

---

## Forwarding error data

---

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

---

## Exporting error log

---

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

---

## Maximum days for saving

---

To specify the maximum number of days for saving the error log, click **[Max Error Log Entries]** on the **[Operations]** menu, and then enter the desired maximum number.

### **Limitation**

- The maximum number of days for the log entries must be set between 1 and 60.

# Maintenance

SR Manager has the following maintenance functions. Make sure that delivery service is suspended before beginning maintenance.

- Back Up
- Restore
- Recover
- Return to Installation Defaults
- Synchronize with Directory Server

3

---

## 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.

### Important

- To make backups, use SR Manager configured on the delivery server.

### Note

- In **[Set Preferences]** on the **[Server]** menu, the day of the week and the saving location can be specified for the automatic backup. See p.56 “Maintenance settings”.

### ❖ Backing Up

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

### ❖ Restoring Backup Data

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

If multiple generations of backup data have been stored, select the backup data that you want to restore.

### Important

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

### ❖ Deleting Backup Data

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

If multiple generations of backup data have been stored, select the backup data that you want to delete.

### Important

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

---

## System Recovery

---

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

### Important

- Do not use the Recover function unless absolutely necessary.

---

## Returning to Installation Defaults

---

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

### Important

- Do not use this function unless absolutely necessary.

---

## Synchronize with Directory Server

---

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

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

Synchronization is automatically executed as part of maintenance processing. To manually execute synchronization, click **[Synchronize with Directory Server]** on the **[Maintenance]** menu. Automatic synchronization is periodically carried out at the maintenance start time specified by the scheduler. See p.56 “Maintenance settings”.

### Limitation

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



# 4. How to Use Authentication Manager

## About Authentication Manager

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### What is Authentication Manager ?

---

Authentication Manager is a tool to manage settings centrally, providing user authentication consistency.

You can use Authentication Management Service to perform user authentication with ScanRouter System using various domains (Windows or Notes), the NetWare server, or the LDAP server in the current network environment. In an environment with no Windows domain, Notes domain, NetWare server, or LDAP server, you can also use Basic Authentication for user authentication independent of specific domains or servers.

Use Authentication Manager to set the ScanRouter System authentication method, manage administrator rights, and back up Authentication Management Service information. Types of setting that can be made by Authentication Manager vary depending on administrator rights.

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### Starting and Quitting Authentication Manager

---

The following describes starting and quitting Authentication Manager, connecting to another Authentication Management Service, and the procedure to for logging on to Authentication Manager under another user name.

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### Starting

---

Start Authentication Manager.

- 1 Click **[Start]**, point to **[All Programs]**, point to **[ScanRouter System]**, and then click **[Authentication Manager]**.

The **[Select Authentication Management Service]** dialog box appears.

#### Note

- When Authentication Manager is started on a computer where Authentication Management Service is installed, the **[Select Authentication Management Service]** dialog box does not appear. If this is the case, proceed to step 4.
- If you have successfully logged in once and try to log in a second time or more, the authentication management server selected last time is automatically selected, and the **[Select Authentication Management Service]** dialog box does not appear. If this is the case, proceed to step 4.
- If the **[Select Authentication Management Service]** dialog box does not appear, and you want to manage Authentication Management Services on other servers, select another server in the login window of step 4, or select a user authentication management server after Authentication Manager has started. See p.90 "Reconnection to other service".

- 2** In the **[Select Authentication Management Service]** dialog box, click **[Browse]**, and then select the Authentication Management Service to manage from **[Authentication Management Service List:]**.

You can also enter a server name or an IP address on **[Authentication Management Service:]** to specify Authentication Management Service.

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

- 4** In the **[Login]** dialog box, click **[Authentication:]**, enter a user and password of the Authentication Service Administrator. You must also enter a domain name depending on the type of authentication method.

#### Important

- When you start Authentication Manager for the first time, or have not made settings for the administrator using Authentication Manager yet, enter a user ("Admin") and password of a built-in user to log on.

#### Note

- To log on as a built-in user, enter a user ("Admin") and password of a built-in user.
- To change the Authentication Management Service to be managed, click the **[Another Service]** button, and then select another service.

#### Reference

The format for entering user names differs according to the authentication method you want to use. For details, see Authentication Manager Help.

- 5** Click **[OK]** to start Authentication Manager.

#### Note

- You cannot use Authentication Manager if other users are logged on to Authentication Manager.

---

### Quitting

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- 1** In the main window of Authentication Manager, click **[Exit]**.

---

### Reconnection to other service

---

To start Authentication Management Service of other authentication management server after you have started Authentication Manager, click **[Reconnect]** in the main window of Authentication Manager to select an Authentication Management Service.

---

### Login again as another user

---

To log on again as another user after you have started Authentication Manager, click **[Login Again]** in the main window of Authentication Manager to log on under another user account.

---

## Using Help

---

Authentication Manager provides the user with Help. Help explains how to use Authentication Manager and making settings. Help also gives explanations of every dialog box item.

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### To get information about operating procedures

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In the main window of Authentication Manager, click **[Help]**. Help for operating procedures is displayed.

---

### To get information about items in dialog boxes

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Click **[Help]** in each dialog box. Help for the dialog box appears.

---

### Search by a function name or keyword

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On the Help page displayed by clicking **[Help]** in the main window, you can search for Help topics by a function name or keyword.

## Setting and Managing Administrator

You can set and manage the Authentication Service Administrator who manages Authentication Management Service with Authentication Manager, and a Users Administrator. You can also change the password for the built-in user.

### Adding and Removing Authentication Service Administrator

You can add or remove the Authentication Service Administrator of Authentication Manager. You can also add a built-in user as an Authentication Service Administrator.

To add or remove an Authentication Service Administrator, click **[Select Administrator]** in the main window of Authentication Manager. In the **[Set Administrator]** dialog box, add or delete an Authentication Service Administrator.

#### Limitation

- Only users who have the Authentication Service Administrator right can operate this function.
- When Basic Authentication is selected as the authentication method and the user has the authentication rights of both Authentication Service Administrator and Users Administrator, the **[Select Administrator Type]** dialog box appears. Click **[Authentication Service Administrator]**.
- Only users who have the authentication method selected during logging on Authentication Management Service can be added as an administrator.

Users added as Authentication Service Administrators are allowed to perform the following operations:

- Setting Authentication Service Administrator
- Profile management
- Management of authentication settings
- Back up and restore (administrator rights, profiles, or system information)
- Management of backup schedule

### Adding and Removing Users Administrator (Basic Authentication)

When Basic Authentication is used as the authentication method, you can assign an administrator of Basic Authentication users.

To add or remove an administrator, click **[Select Administrator]** in the main window of Authentication Manager. In the **[Set Administrator]** dialog box, add or delete an administrator.

#### Limitation

- Only users who have the Users Administrator right can operate this function.
- Only users with the same authentication method as the login administrator are allowed to be added as administrators.
- When the user has the authentication rights of both Users Administrator and Authentication Service Administrator, the **[Select Administrator Type]** dialog box appears. Click **[Users Administrator]**.

Users added as a Users Administrator are allowed to perform the following operations:

- Setting Users Administrator
- Adding or deleting Basic Authentication users
- Backup and restore (Basic Authentication information)
- Importing and exporting Basic Authentication users

---

## Managing Password of Built-in User

---

To change the password of the built-in user, click **[Change Password]** in the main window.

We recommend you to change the password of the built-in user regularly to avoid misuse.

### Important

- Be sure to memorize the built-in user password. If the password is lost, Authentication Management Service might be no longer usable.

### Limitation

- Only the built-in user can change built-in user passwords.
- When several ScanRouter System and server applications share the Authentication Management Service, the password for the built-in user is the same for all.
- The built-in user password can be changed using the management tool of each server application. The password does not change for each server application, but for the built-in user managed by the Authentication Management Service.

# Managing Authentication Settings

You can specify, change, and display contents of authentication methods used in ScanRouter System.

 **Limitation**

- The authentication methods used in each server application of ScanRouter System is selected when that product is installed. To change the selected authentication method, use the administration tool of that product.
- When Windows Authentication (NT compatible) or Windows Authentication (native) is used, available domains are as follows: domains to which the ScanRouter System server belongs and domains which have trust relationship with the aforementioned domain.

- Browse Another Auth.  
Browses the authentication method set using another server's Authentication Manager.

To set the contents of the authentication method, click [**Authentication Settings**] in the main window to open the [**Authentication System**] dialog box.

 **Limitation**

- Only users who have the Authentication Service Administrator right can operate this function.
- When Windows Authentication (NT compatible) or Windows Authentication (native) is used, available domains are as follows: domains to which the ScanRouter System server belongs and domains which have trust relationship with the aforementioned domain.

❖ **When multiple ScanRouter System server applications are installed on one server computer**

Authentication Management Service is used by both. You must configure the authentication method on this server (Set own authentication).

❖ **When multiple ScanRouter System server applications are installed on different server computers**

Authentication Management Services are installed separately on different server computers. If this is the case, configure the authentication method using Authentication Management Service on one of the servers (Set own authentication).

---

## Setting Contents of Authentication Method

---

Six authentication methods are available:

- Basic Authentication
- Windows Authentication (NT compatible)
- Windows Authentication (native)
- Notes Authentication (ScanRouter EX Enterprise)
- NDS Authentication
- LDAP Authentication

When setting each Authentication method, you can select either [**Set own authentication**] or [**Browse Another Auth.**].

- Set own authentication  
Uses the authentication method set using the current managing Authentication Manager.

Authentication Management Services on other servers can be set so that the Authentication Management Server set as own authentication can be referred to (Browse another authentication).

---

## Basic Authentication

---

Use Basic Authentication to add and manage individual authentication users. You can construct a user authentication environment without a Windows domain, Notes domain, the NetWare server, or the LDAP server.

- **Set own authentication**  
Set Basic Authentication for the currently managing Authentication Management Service. In this case, you need to register Basic Authentication users to the currently managing Authentication Management Service.  
Using the **[Servers Utilizing Auth. Service]** button, you can check a list of servers utilizing this Basic Authentication settings.
- **Browse another authentication**  
Browse Authentication Management Service (Basic Authentication) of another server.  
In this case, click **[Browse]** to select the Authentication Management Service of another server utilizing Basic Authentication. You can directly enter the server name of Authentication Management Service.

---

## Windows Authentication (NT compatible)

---

Under Windows Authentication (NT compatible), use a user account configured on the Windows NT domain, the Windows 2000 Active Directory domain (mixed or NT compatible access permission mode), or the Windows Server 2003 Active Directory domain (Windows 2000 mixed, Windows Server 2003 intermediate).

### Important

- If there is one or more Active Directory native mode in trust relationship domains, select Windows Authentication (native).
- Inside the common forest that contains the domain to which the computer where ScanRouter EX is installed, to access domains other than adjacent domains, a shortcut trust relationship must be established between the domain being accessed and the user's current domain.
  - **Set own authentication**  
Set Windows Authentication (NT compatible) for the currently managing Authentication Management Service.  
In the Windows domain environment where there are multiple domain controllers in a single domain, to use a specific controller, click **[Set Domain Controller]**, and then make the necessary settings for domain and domain controller in the **[Set Domain Controller]** dialog box. Domain controllers that do not have relationship with the domain cannot be specified.  
Click **[Servers Utilizing Auth. Service]** to view a list of servers using this authentication method.

- Browse another authentication Browse Authentication Management Service (Windows Authentication (NT compatible)) of another server.

In this case, click **[Browse]** to select the Authentication Management Service of another server utilizing Windows Authentication (NT compatible). You can directly enter the server name of Authentication Management Service.

---

### Windows Authentication (native)

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Under Windows Authentication (native), use a user account configured on the Windows 2000 Active Directory domain (native access permission mode of Windows 2000), or the Windows Server 2003 Active Directory domain (2000 native, Windows Server 2003).

- Set own authentication  
Set Windows Authentication (native) for the currently managing Authentication Management Service.
- Accessing the domain to which the login user belongs  
In **[Domain:]**, **[Domain user name:]**, and **[Password:]**, enter the domain name and information of a user allowed to access.
- Directly specifying the domain controller of the domain to be used

In the Windows domain environment where there are multiple domain controllers in a single domain, to use a specific controller, click **[Set Domain Controller]**, and then make the necessary settings for domain and domain controller in the **[Set Domain Controller]** dialog box. Domain controllers that do not have relationship with the domain cannot be specified.

- Accessing the domain with which to configure a one-way trust relationship (The user's domain has a trust relationship with the other domain during "user domain" to "other" domain access.)

Click **[Set Domain Account]** to enter the qualified user information for the domain registered in the **[Set Domain Controller]** dialog box.

### Reference

Click **[Servers Utilizing Auth. Service]** to view a list of servers using this authentication method.

- Browse another authentication Browse Authentication Management Service (Windows Authentication (native)) of another server. In this case, click **[Browse]** to select the Authentication Management Service of another server utilizing Windows Authentication (native). You can directly enter the server name of Authentication Management Service.

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## Notes Authentication (ScanRouter EX Enterprise)

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Notes Authentication uses user accounts of Notes domain established on the network.

- **Set own authentication**  
Set Notes Authentication for the currently managing Authentication Management Service.  
Enter the information of Notes server to be accessed and the account information of access users into **[Server name:]**, **[Domain name:]**, **[Domain user name:]**, and **[Password:]**. Click **[Servers Utilizing Auth. Service]** to see the list of servers referring to this authentication method settings.
- **Browse another authentication**  
Browse Authentication Management Service (Notes Authentication) of another server.  
In this case, click **[Browse]** to select the Authentication Management Service of another server utilizing Notes Authentication. You can directly enter the server name of Authentication Management Service.

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## NDS Authentication

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NDS Authentication uses user accounts of the NetWare server established on the network.

- **Set own authentication**  
Set NDS Authentication for the current Authentication Management Service.  
In **[Login name:]** and **[Password:]**, enter the access user information, and then click **[General Settings]** to make detailed settings for the NetWare server.  
Use **[Servers Utilizing Auth. Service]** button to check a list of servers utilizing these NDS Authentication settings.

- **Browse another authentication**  
Browse Authentication Management Service (NDS Authentication) of another server.  
To do this, click **[Browse]** to select the Authentication Management Service of another server utilizing NDS Authentication. You can enter the server name of Authentication Management Service directly.

### Important

- If you make settings in **[Login name:]**, be careful of the followings:
  - If you set in **[Login name:]**, the right to view information of users/groups who belong to the NetWare server specified in **[Base DN:]** on the **[NDS General Settings]** dialog box must be kept.
  - When entering **[Login name:]**, set the entire DN. (The entire DN means a format such as "CN=ABC,OU=1G,OU=Center,O=Division,C=EN.")
  - If you fail to perform authentication, confirm settings such as **[Login name:]**, **[Password:]**, **[Server name:]**, or **[Port no.:]**.

### Reference

For details about the format for entering the login name, see p.112 "Specifying the Range for the Login User Names (NDS and LDAP Authentication)".

## LDAP Authentication

LDAP Authentication uses user accounts of the LDAP server established on the network.

- Set own authentication  
Set LDAP Authentication for the current Authentication Management Service.  
In **[Login name:]** and **[Password:]**, enter the accessible user information, and then click **[General Settings]** to make detailed settings for the LDAP server.  
Use **[Servers Utilizing Auth. Service]** button to check a list of servers utilizing these LDAP Authentication settings.
- Browse another authentication  
Browse Authentication Management Service (LDAP Authentication) of another server.  
To do this, click **[Browse]** to select the Authentication Management Service of another server utilizing LDAP Authentication. You can enter the server name of Authentication Management Service directly.

### Important

- If you make settings in **[Login name:]**, be careful of the followings:
  - If you set in **[Login name:]**, the right to view information of users/groups who belong to the LDAP server specified in **[Base DN:]** on the **[LDAP General Settings]** dialog box must be kept.
  - When entering **[Login name:]**, set the entire DN. (The entire DN means a format such as "CN=ABC,OU=1G,OU-=Center,O=Division,C=EN.)
  - If you fail to perform authentication, confirm settings such as **[Login name:]**, **[Password:]**, **[Server name:]**, or **[Port no.:]**.

### Reference

For details about the format for entering the login name, see p.112 "Specifying the Range for the Login User Names (NDS and LDAP Authentication)".

## Displaying Authentication Information

Displays the authentication information.

Authentication information refers to the setting profile of the authentication method currently used for Scanner Router System.

Click **[View Authentication Information]** in the main window to display the authentication settings information. Only information about used settings is displayed.

### Default Setting for Authentication Method

When the default setting is specified while the network device is using external authentication, if Authentication Management Service is used on a network device, the authentication method specified here is set.

Click **[Default Setting for Authentication Method]** in the main window, and then use the "Default Setting for Authentication Method" dialog box.

# Managing Profiles

You can set and manage profiles for the user accounts of the authentication method currently in use. With Authentication Manager, you can assign a mail address to each user as profile information.

The profile information registered here is used in each server application of ScanRouter System. It will be used in different ways depending on the functions of each product.

To manage profiles, click **[Add/Delete Profile]** in the main window to use **[Administer Profile]** dialog box.

## Limitation

- This operation is available only to an Authentication Service Administrator.

## Adding Profile

Make settings of a profile (e-mail address) and register the profile for the user of selected authentication method.

In the **[Administer Profile]** dialog box, click **[Add...]**, and then specify the user and mail address whose profile is registered in the **[Profile Properties]** dialog box.

## Limitation

- If **[Automatically fill mail address]** is specified, the user's e-mail address is not displayed in the **[Administer Profile]** dialog box. The e-mail address is automatically obtained from the server, every time the authentication is executed.
- Only a user with the authentication method selected when log on to Authentication Manager is allowed to add his profile.
- If Basic Authentication or Windows Authentication (NT compatible) is used, **[Automatically fill mail address]** cannot be specified.

## Deleting Profile

You can delete a registered profile.

In the **[Administer Profile]** dialog box, select the user whose profile you want to delete, and then click **[Delete]**.

## Limitation

- Only users with the authentication method selected when log on to Authentication Manager appear in the **[Administer Profile]** dialog box.

## Changing Profile

Change the contents of registered profiles.

In the **[Administer Profile]** dialog box, select the user whose profile you want to change, and then click **[Properties...]** to change the mail address in the **[Administer Profile]** dialog box.

## Limitation

- If **[Automatically fill mail address]** is specified, the e-mail address of a user is not displayed on the **[Administer Profile]** dialog box. The information of the e-mail address is automatically obtained from each server, every time the authentication is executed.
- Only users who have the selected authentication method when logging on to SR Manager are displayed in the **[Administer Profile]** dialog box.
- If Basic Authentication or Windows Authentication (NT compatible) is used, **[Automatically fill mail address]** cannot be specified.

# Managing Basic Authentication User

When Basic Authentication is used as the authentication method, you can add or delete Basic Authentication user accounts and change their properties.

To manage Basic Authentication users, click **[Add/Delete Basic Auth. User]** in the main window to open the **[Add/Delete User]** dialog box.

 **Limitation**

- A Users Administrator is responsible for this operation.

---

## Add Users

Add a new Basic Authentication user or group.

 **Note**

- You can use a CSV file of user information to collectively add users. See p.101 “Exporting Basic Authentication User”.

❖ **Add User**

In the **[Add/Delete User]** dialog box, click **[Add User...]** to set a user name and password.

❖ **Add Group**

In the **[Add/Delete User]** dialog box, click **[Add group...]** to set the name and members of a new group.

 **Limitation**

- As a member of the group, you can select only Basic Authentication users already registered.

---

## Delete Users

Delete a Basic Authentication user or group.

In the **[Add/Delete User]** dialog box, select the user or group to delete, and then click **[Delete]**.

---

## Change User Property

Change the settings of registered users or groups.

In the **[Add/Delete User]** dialog box, select the user or group whose settings you want to change, and then click **[Properties...]**.

---

## Preferences

You can set the minimum number of characters required to identify a user password.

In the **[Add/Delete User]** dialog box, click **[Set Preferences]**.

 **Limitation**

- If changes are made to preferences, the minimum number of characters for the user password is not reflected in the password set before the change, and the password status is unchanged.

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## Exporting Basic Authentication User

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You can export information of currently registered Basic Authentication users to a CSV file.

To export Basic Authentication users, click **[Basic Auth. User Export]** in the main window, and then specify the name and format of CSV file you want to export.

CSV files exported in Authentication Manager format can be corrected and reimported, or imported to Authentication Management Service of another server. A CSV file exported in a format allowing operation with SmartDeviceMonitor for Admin can be used as user information for connected devices.

### Reference

For details about CSV file format, see Authentication Manager Help.

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## Importing Basic Authentication User

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You can import Basic Authentication users from CSV files. You can also import CSV files of Basic Authentication users, which is exported from Authentication Manager or from network devices.

To import Basic Authentication users, click **[Basic Auth. User Import]** in the main window, and then specify the name and format of CSV file you want to import.

### Reference

For details about CSV file format, see Authentication Manager Help.

# Backup and Restore

You can back up Authentication Management Service information in a specified directory on a server that is using Authentication Management Service. For safe operation of the system, make backups regularly.

When Authentication Management Service crashes or the Authentication Management Service information is corrupted, use backup data to recover Authentication Management Service.

### Important

- When performing a backup or restore operation, make sure to see no user is connected to Authentication Manager.

The following shows the procedures to back up and restore the Authentication Management Service information. By using the Schedule function, you can schedule automatic backup. A scheduled backup overwrites current backup data.

### Reference

p.104 "Backup Schedule Management"

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## Back Up

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You can back up data managed in Authentication Management Service. You can set a password for backup data.

To perform backup, in the main window, click **[Backup]**, select data to back up in the **[Select Backup Object]** dialog box, and then specify a folder to save the backup data in.

### Important

- The folder for saving backup data must be empty.

Data that can be backed up depends on the administrator type.

### ❖ Authentication Service Administrator

- Administrator information
- Profile information
- System information  
Includes authentication settings, schedules, and passwords of the built-in user.

### ❖ Users Administrator

- Basic Authentication information

### Important

- You cannot use Authentication Manager to back up the following system information (use other tools):
  - Domain user information used in Windows Authentication (NT compatible), Windows Authentication (native), or Notes Authentication (ScanRouter EX Enterprise).
  - Server user information used in NDS or LDAP Authentication.
  - Installation folders or files of Authentication Manager
  - Installation folders and files of Web servers (IIS or Apache)
  - Registry information

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## Restore

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You can use backup data to restore Authentication Management Service information to the status it was when backed up.

To restore the system, click **[Restore]** in the main window, and then select a backup folder in the **[Restore]** window. If a password is assigned to the backup data, enter it.

### Important

- Use the Restore function in emergency only.
- Restore returns the system to the condition at last backup by overwriting system data with backup data. Data changed or settings made after last backup cannot be recovered.

# Backup Schedule Management

You can add or delete backup schedules, and change schedule contents.

## Limitation

- Only users who have the Authentication Service Administrator right can operate this function.

To manage backup schedules, click **[Backup Schedule]** in the main window to open **[Backup Schedules]** list.

Available operations for schedule are:

- Adding a new schedule
- Deleting a scheduled task
- Suspending and resuming a scheduled task
- Editing a scheduled task

## Important

- Scheduled backup overwrites current backup data.
- Prepare a backup folder to save backup data in.

## Note

- The schedule settings display the following information:
  - Backup job name
  - Next backup date and time
  - Status
  - Last result

You can set backup schedule for the following data items:

- Administrator type information
- Profile information
- System information  
Includes authentication settings, schedules, and passwords of the built-in user.
- Basic Authentication information

## Note

- To set schedule for Basic Authentication information backup, the authentication rights of both Authentication Service Administrator and Users Administrator are required.

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## Adding a New Schedule

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You can set a schedule for a new task. Click **[Add...]**, and then enter required items in the **[Set Backup Schedule]** dialog box.

## Important

- Before backing up, make sure there is enough free disk space for backup.
- When you set more than one schedule, make sure to avoid overlaps in schedule time periods for each task. If schedule times overlap, the tasks will be attempted for the specified number of times. If a task cannot be started within the specified number of retry attempts, it cannot be performed.
- If the server where Authentication Management Service is installed is off at the scheduled time, the task cannot be performed.

## Note

- You can also specify the number of attempts to complete a task when Authentication Manager is being used.

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## Deleting a Scheduled Task

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You can delete scheduled tasks one by one. In the **[Backup Schedules]** dialog box, select the schedule to delete, and then click **[Delete]**.

### Important

- Before deleting a scheduled task, make sure to suspend the scheduled task to be deleted.

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## Suspending and Resuming a Scheduled Task

---

You can suspend or resume a scheduled task.

### ❖ Suspend

In the **[Backup Schedules]** dialog box, select the schedule to suspend, and then click **[Suspend/Resume]**.

### ❖ Resume

In the **[Backup Schedules]** list, select the schedule to resume, and then click **[Suspend/Resume]**.

---

## Editing a Scheduled Task

---

You can edit scheduled task settings. In the **[Backup Schedules]** dialog box, select a schedule to edit, and then click **[Edit]**. Edit required items in the **[Set Backup Schedule]** dialog box.

### Limitation

- Before editing a scheduled task, make sure to suspend the schedule task to be edited.



## Shared Folder Settings as a Delivery Destination

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

### ❖ **Creating Shared Folders**

Operations for creating shared folders are as follows:

- Windows folders on network computers can be specified as delivery destinations:
- If Windows operates on NTFS, security settings are required to create a shared folder.

### ❖ **Setting Shared Folders Using SR Manager**

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

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

# File Formats Used with ScanRouter EX

ScanRouter EX can save documents that were delivered from client computers with DeskTopBinder Professional or ScanRouter Web Navigator installed in in-trays, in addition to the documents scanned and received by fax.

In addition, files with the following extensions, among the documents delivered from a client computer with DeskTopBinder Professional or ScanRouter Web Navigator and saved in the in-tray, can be printed from the server.

## 📌 Limitation

- ❑ In-Tray documents can be printed from DeskTopBinder Professional and other applications. However, password-protected files cannot be printed using PDF Direct Print. If ScanRouter EX and ScanRouter DocumentServer reside concurrently, documents can be printed by setting the printer using SRDS Manager.

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## ❖ .txt

Microsoft® Word 2000, Microsoft® Word 2002, or Microsoft 2003 must be installed.

## ❖ .doc (a file created using Microsoft® Word 97/ Microsoft® Word 98/ Microsoft® Word 2000/ Microsoft® Word 2002/ Microsoft® Word 2003)

Microsoft® Word 97, Microsoft® Word 98, Microsoft® Word 2000, Microsoft® Word 2002, Microsoft® Word 2003 must be installed.

## ❖ .rtf (a file created using Microsoft® Word 97/ Microsoft® Word 98/ Microsoft® Word 2000/ Microsoft® Word 2002/ Microsoft® Word 2003)

Microsoft® Word 97, Microsoft® Word 98, Microsoft® Word 2000, Microsoft® Word 2002, Microsoft® Word 2003 must be installed.

## ❖ .ppt (a file created using Microsoft® PowerPoint® 97/ Microsoft® PowerPoint® 2000/ Microsoft® PowerPoint® 2002/ Microsoft® PowerPoint® 2003)

Microsoft® PowerPoint® 97, Microsoft® PowerPoint® 2000, Microsoft® PowerPoint® 2002, Microsoft® PowerPoint® 2003 must be installed.

## ❖ .xls (a file created using Microsoft® Excel 97/ Microsoft® Excel 2000/ Microsoft® Excel 2002/ Microsoft® Excel 2003)

Microsoft® Excel 97, Microsoft® Excel 2000, Microsoft® Excel 2002, Microsoft® Excel 2003 must be installed.

## ❖ .pdf (a file created using Acrobat 4.0/5.0/6.0/7.0)

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

# Security in ScanRouter EX

To control or limit users who are granted access permission, ScanRouter EX allows to set up an access control list (ACL) for each destination or destination list. An ACL is used to define the types of rights that are granted to a user or a group for a specific destination or a list of destinations.

- Users or groups managed by the Authentication Management Service can be added to the ACL of a specific destination or a destination list.
- Each destination and destination list will be assigned an owner. By default, the owner is allowed to perform all operations including editing a destination, browsing for a destination, and In-Tray / document operations. Only a user with the right to edit destinations is allowed to change the ACL of the owner.
- An ACL is not allowed to be set in **[Standard Destination List]** and **[Standard Sender List]**. Only an administrator is allowed to edit these destination lists.
- If you specify an ACL for a user and for a group that contains the user, the upper-level ACL is enabled. For example, if you do not grant the right to browse for a destination to User A and do grant the right to browse for a destination to Group B that contains User A, User A is granted the right to browse for a destination. The above description also applies to ACL settings the user and for all other users.
- If the connected network device is not managed by Individual Authentication of the user account, access rights for “All users” are used instead. When this happens, destinations appear on the control panel of a network device only after the browse destination right is added to “All users”.
- When access rights for destinations change, the changes are applied to all corresponding documents in the In-Tray.
- ScanRouter EX Administrators can delete documents in the In-Tray even without the access rights.
- If documents in the In-Tray are delivered to a different In-Tray, access rights for those documents are determined by the settings of the destination In-Tray.
- The In-Tray can be displayed and documents in the In-Tray deleted when logged in to DeskTopBinder Professional or ScanRouter Web Navigator only if the following combinations of settings are configured for **[Allowed operations]**:
  - Edit destination: Allow + In-Tray/document(s): Read-only
  - Edit destination: Allow + In-Tray/document(s): Deny access
- Access rights for a user or group who has the right to edit destinations and accesses through DeskTopBinder Professional or ScanRouter Web Navigator are as follows:
 

Available operation: Deleting documents

Unavailable operations: Changing document properties, displaying documents

Allowing only document deletion enables the destination delivery type **[In-Tray save]** to be unselected from DeskTopBinder Professional or ScanRouter Web Navigator. If the destination delivery type **[In-Tray save]** is unselected from DeskTopBinder Professional or ScanRouter Web Navigator, deleting documents from the In-Tray and confirming the In-Tray from DeskTopBinder Professional or ScanRouter Web Navigator are not possible but document deletion rights are still required.

## Access Level of Destination

- Types of Access Level

Type		Descriptions / Contents
Browse destination	Allow	Allowed to be set as a delivery destination when being delivered from devices that are managed through personal authentications of DeskTopBinder Professional, ScanRouter Web Navigator, or a user account.
	Disallow	Not allowed to be set as a delivery destination when being delivered from devices that are managed through personal authentications of DeskTopBinder Professional, ScanRouter Web Navigator, or a user account.
In-Tray/documents	Read-only	The following operations are allowed for documents in an In-Tray: <ul style="list-style-type: none"> <li>delivering documents again</li> <li>browsing documents</li> <li>copying documents</li> </ul>
	Full access	All access rights are granted.
	Deny access	No access right is granted
Edit destination	Allow	Allowed to edit and delete destinations.
	Disallow	Not allowed to edit or delete destinations.

## Access Level of Destination List

- Types of Access Level

Type		Descriptions / Contents
Edit destination list	Allow	Allowed to edit and delete destination lists.
	Disallow	Not allowed to edit or delete destination lists.

# Convertible Image Formats

Documents delivered using ScanRouter EX can be converted at the destination to an image format specified in delivery type properties.

However, note that some image formats of delivered documents cannot be converted. The table below shows the conditions required for image conversion.

When arriving at the destination		Delivery destination	
Delivery method	Type of image data	ScanRouter System *1	Other than ScanRouter System
Image data delivery from connected device	Single page TIFF JPEG	possible	possible
Delivery of mail with attached image from mail delivery (input feature)	All image data	impossible*2	impossible *2
Image data resent from DeskTopBinder Professional or ScanRouter Web Navigator	Single page TIFF BMP JPEG PNG	impossible*3	possible
	Other image data	impossible	impossible

\*1:

Includes delivery to In-Tray, ScanRouter DocumentServer cabinets, and ScanRouter Web Navigator personal cabinets.

\*2:

If image data is attached to a mail sent by mail delivery (input feature), the image data and mail header text are received by the destination. As ScanRouter EX does not support image conversion of application data (including text), images are not converted.

\*3:

Images are not converted if delivered to ScanRouter DocumentServer cabinets or ScanRouter Web Navigator personal cabinets.

## Important

- You can configure the password-protected PDF function only when data delivered to the destination is Single page image data. If data delivered to the destination is of a type other than Single page image data (including PDF data), the document is sent without improved PDF security settings.

## Specifying the Range for the Login User Names (NDS and LDAP Authentication)

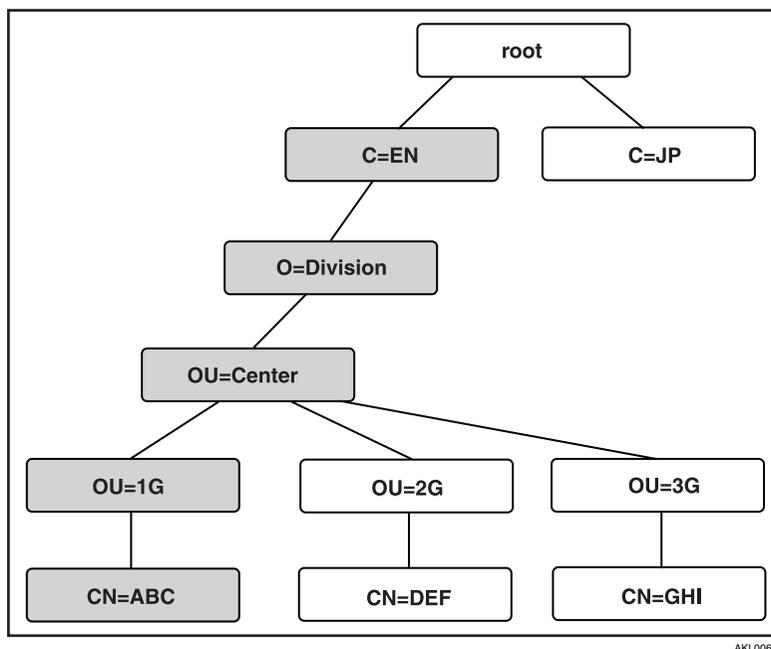
If you are running NDS or LDAP Authentication, you can specify the range for ScanRouter EX server or Authentication Management Service login names in advance.

When installing ScanRouter EX, select NDS Authentication or LDAP Authentication in the authentication method setting screen, and click **[General Settings]** to display the general settings screen. Then, on the general settings screen, make settings for **[Prefix:]** and **[Suffix:]** in the **[Specify the range for the login user name]** area for specifying the format of login user names.

To enter **[Prefix:]** or **[Suffix:]**, use Directory Information Tree information of the NetWare or LDAP server.

## Specifying the Range for Login User Names:Example

Case sensitivity depends on the NetWare or LDAP server you are using.



Example **[Prefix:]** and **[Suffix:]** entries for user ABC set in the hierarchy above:

### ❖ Example 1

If "CN=" is specified in **[Prefix:]** and "OU=1G,OU=Center,O=Division,C=EN" in **[Suffix:]**, enter "ABC" as a login user name.

### ❖ Example 2

If "CN=" is specified in **[Prefix:]** and "OU=Center,O=Division,C=EN" in **[Suffix:]**, enter "ABC,OU=1G" as a login user name.

### ❖ Example 3

If "Not set" is specified in **[Prefix:]** or **[Suffix:]**, enter "CN=ABC,OU=1G,OU=Center,O=Division,C=EN" as a login user name.

### ❖ Example 4

To omit attributes and enter the user name entry by dividing with periods: Specify "CN=\*,OU=\*" in **[Prefix:]** and "OU=Center,O=Division,C=EN" in **[Suffix:]**, and then enter "ABC.1G" as a login user name.

### 💡 Limitation

- ❑ If an item contains a period (example: user name "AB.C"), enter "/" before the period (example: user name "AB/C").

# Troubleshooting

Problem	Possible causes and solutions
The control panel of a network device displays "Cannot communicate with server."	<ul style="list-style-type: none"> <li>• Make sure that the server is operating properly.</li> <li>• Make sure that the network device has the correct IP addresses for itself and for the server or other network settings.</li> </ul>
The control panel of a network device displays "Address update failed. Try again?"	Delivery service may not have started. Restart delivery service from the <b>[Server]</b> menu of SR Manager.
The control panel of a network device displays "Destination and sender list update has been failed. Try again?"	Make sure that the network device settings are <b>[I/O Device List]</b> on SR Manager.
When selecting a server, the following message appears: "The specified name or IP address is not valid. Please specify another name or address."	<ul style="list-style-type: none"> <li>• Make sure that the server setting is correct and the IP address and name are correct in network settings.</li> <li>• 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.</li> </ul>
There is no response when <b>[Browse]</b> is selected in I/O device setting.	<ul style="list-style-type: none"> <li>• Make sure that network devices are plugged in and switched on.</li> <li>• Make sure that connection can be made by selecting a device by host name and/or IP address.</li> <li>• Some I/O devices do not require any configuration. If the devices are of this type, clicking <b>[Browse]</b> may not display anything. If this is the case, make sure that the device has the correct IP address for the delivery server.</li> </ul>
After entering an IP address in I/O device setting, the following message appears: "The selected I/O device is not switched on, or is not available on this network."	<ul style="list-style-type: none"> <li>• Make sure that the device is plugged in and switched on.</li> <li>• 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.</li> </ul>
When adding or deleting a destination and updating the title, those on the network device are not updated.	Some I/O devices do not automatically update destination lists. Make the necessary settings 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 in the <b>[Authorization for Server Access]</b> dialog box, the following message is displayed "Your password may be invalid. If you are sure about password you entered, press <b>[Cancel]</b> and close the <b>[Set Authorization for Server Access]</b> 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.

Problem	Possible causes and solutions
When a shared folder is specified as the save location, a message appears saying you do not have write or delete access rights. Unnecessary files remain in the folder.	Add write or delete access rights for the specified saving destination folder, and then make the settings for saving in the shared folder again.
When ScanRouter EX is reinstalled, the message that prompts specifying another folder appears.	<p>When ScanRouter EX is uninstalled, whether to leave the setting information can be specified. When the un-installation is performed without deleting the setting information, if an attempt is made to reinstall ScanRouter EX, a message is displayed. Because the DR, DRDB, and DRTmp folders in the RDCab folder are not deleted during the uninstallation, delete them manually before the reinstallation.</p> <p> <b>Note</b></p> <ul style="list-style-type: none"> <li><input type="checkbox"/> If you are not sure whether you can delete the DR and DRDB folders, move them to another folder.</li> </ul>
When ScanRouter EX is uninstalled, the message that the I/O device settings are registered appears.	Start SR Manager, delete the devices in the I/O device setting, and reexecute the uninstallation.
When the delivery service is started, the following message appears: "Unable to start the delivery server since the delivery scheduler has not been started."	If the properties of the shortcut icon of the delivery server are opened, the argument "- retry 30" is attached to the link destination. Set the attached number (unit: second) to a value larger than 30 and restart the delivery server.
If an attempt is made to connect from the client computer ( DeskTopBinder Professional, Auto Document Link ) to ScanRouter EX, the following message appears: "Connection to the server has failed." or "Connection to delivery server has failed."	<p>It is possible that the name of the delivery server and that of the client computer may be determined incorrectly.</p> <ul style="list-style-type: none"> <li>• If the DNS setting and registration to the Hosts file are made, check whether the setting and registration contents are correct.</li> <li>• If the name determination is not set, store the names in the Hosts file.</li> </ul>
When an attempt is made to open a document link sent by mail, the message that the connection to the document at the link destination fails appears.	It is possible that the server at the connection destination may not be set during DeskTopBinder Professional function expansion. Start and set DeskTopBinder Professional.
When setting the destination list to the network device, the destination list is not displayed correctly.	Make sure that the destination list format specified during preparation is the Expanded format or Backward Compatible format. Available destination list formats may vary depending on the network device.
When an attempt is made to add SharePoint Portal Server Plug-in to the delivery type, a message that the specified address is not found appears.	Make sure that the document folder of SharePoint Portal Server specified as the destination of delivery has more accessing rights than the producer.

Problem	Possible causes and solutions
A color image delivered from Desk-TopBinder Professional or a network device is not converted into the preset file format.	<p>Make sure that the delivered color image is a JPEG file of the EXIF format. When the image is a JPEG file of the EXIF format, the image is not converted into another format, and is delivered in the original file format.</p> <p> <b>Note</b></p> <ul style="list-style-type: none"> <li><input type="checkbox"/> JPEG file of the EXIF format is used mainly as a file format for digital camera images.</li> </ul>
Addition of destinations and synchronization from the directory server do not work.	Make sure that anonymous access is regulated at the directory server side. When you need to log on for accessing, enter your account and password in the <b>[Directory Server Settings]</b> .
<b>[Standard Destination List]</b> and <b>[Standard Sender List]</b> do not appear in the destination list.	ScanRouter EX may not have installed properly. If this is the case, suspend the delivery service. On the <b>[Maintenance]</b> menu of SR Manager, click <b>[Return to Installation Defaults]</b> to initialize the delivery server.
Settings cannot be made because the items in the <b>[Directory Server Settings]</b> dialog box are unavailable.	The installed version of Internet Explorer may be an earlier version than 5.5 Service Pack 1. Upgrade Internet Explorer to 5.5 Service Pack 1 or a later.
Processing takes more time when network devices handle large images, such as A3 full color at 600 dpi resolution.	Processing large size images requires a high-specification CPU and large memory capacity. Processing images with additional handling when you have insufficient memory and hard disk capacity is particularly time consuming. To reduce processing time, we recommend you lower image resolution, or increase memory and hard disk capacity.
Delivery does not work.	<ul style="list-style-type: none"> <li>• If the start mode (setup type) is set to Program Folders or Startup, check your computer is logged on to Windows correctly.</li> <li>• Check the service of the delivery server starts using SR Manager.</li> <li>• When destinations etc. are being updated, delivery does not work normally. Perform delivery again when the update is completed.</li> </ul>
Documents take a long time to be delivered.	Delivery takes longer with many documents. Use the SR Manager's <b>[Waiting delivery]</b> function to check that documents awaiting delivery are not piling up.
During reception of fax documents via network device, the delivery server did not start or was in the process of restarting.	If the computer does not start or is in the process of restarting, the received fax documents are stored in the network device. When the delivery server computer has started and the delivery service has started, the delivery begins.

Problem	Possible causes and solutions
I want to change computer name, domain settings, logon account, or IP address for the delivery server.	<p>Change the relevant settings using the environment change tool.</p> <p>To start this tool, click <b>[Start]</b> on the server, point to <b>[All Programs]</b>, point to <b>[ScanRouter System]</b>, and then click <b>[Environment Setting Tool]</b>.</p> <p>For Windows Authentication (NT compatible) or Windows Authentication (native), when the domain environment in the delivery server is changed, make the authentication settings again using SR Manager after executing Environment Setting Tool.</p> <p> <b>Reference</b> For details about the tool, see the Readme file.</p>
A network drive cannot be assigned as a shared network folder or backup destination using SR Manager.	When Windows XP or Windows Server 2003 is installed on the delivery server, the delivery server cannot be assigned to a network drive.
I want to organize the multiple documents delivered by fax into one TIFF file (multi-page TIFF).	In the destination settings specified for scanning operations, specify the desired image format. In the <b>[Edit Destination]</b> dialog box for SR Manager, select multi-page TIFF as the image format in <b>[File format]</b> on the delivery type properties.
I want to set a limit size for delivery mail.	You cannot set a limit size for delivery mail using ScanRouter EX. Limit size settings must be configured using the mail server.
Delivery documents are stored as single-page TIFF files, even though "multi-page TIFF" is already selected in <b>[Set Preferences]</b> as the file format.	Since the settings configured in <b>[Set Preferences]</b> are for default destination creation only, these are not used as the present destination settings. Select the settings for delivery type again in the <b>[Edit Destination]</b> dialog box.
Monochrome/color is not detected normally when printing.	Depending on applications or data types, automatic detection of monochrome/color may not operate normally. If this happens, specify monochrome/color directly before printing.
Unable to click <b>[OK]</b> when MAPI mail or SMTP settings are made under Destination.	When <b>[Attach document link(s) and deliver]</b> is selected in <b>[Document(s) to attach]</b> , the delivery type must be set as <b>[In-Tray save]</b> or <b>[Add as document]</b> . When <b>[Notify without attaching]</b> is selected, the delivery type must be set as <b>[Save as Windows file]</b> , <b>[In-Tray save]</b> or <b>[Add as document]</b> .
When the delivery service is started, the message that prompts quitting all applications provided with the messaging function and retry appears.	It is possible that the Notes service may have been added at the end of the profile during the profile setting. Delete non-Notes services (for example, ScanRouter FAX) from the profile and add them again.
When an attempt is made to add the "Lotus Notes Mail" service to "ScanRouter EX Profile," the following message appears: "- Notes MAPI Service Provider - Can't Read ID File."	Notes may not have been set up. In this case, set it up.

## Error Log

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

Entry	Possible causes and solutions
Drive is not ready.	<ul style="list-style-type: none"> <li>• Windows is not started on the destination computer.</li> <li>• The specified drive does not exist.</li> <li>• 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.</li> </ul> <p> <b>Note</b></p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Use the setting for re-connection at login if you want document delivery to the destination folders in the computers on the network.</li> </ul>
No access rights to the specified folder.	The sender does not have export access privileges to the specified folder. Make sure the user is logged in under the correct name. If the user name is correct, change the access privileges of the folder.
No destination user has been registered.	The destination group does not have the specified destination as a member and therefore the document could not be delivered. The document is saved in the undelivered data in-tray.
Destination file versions do not match.	The delivery to the specified destination has failed because the delivery server and network device have different versions of address book. This error occurs when the network device does not automatically update its address book. If the delivery server has updated its address book, restart the network device so that it updates its address book.
Disk space insufficient.	Free disk space has fallen below the <b>[Issue alert at:]</b> value set in <b>[Server disk space]</b> on the <b>[Set Preferences]</b> tab. Create more disk space.
Delivery processing interrupted due to insufficient disk space.	Free disk space has fallen below the <b>[Suspend at:]</b> value set in <b>[Server disk space]</b> on the <b>[Set Preferences]</b> 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.

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.
The specified cabinet does not exist.	It is possible that the cabinet specified on the document management server may be deleted. Check the settings of the document management server.
The specified folder does not exist.	It is possible that the folder specified on the document management server may be deleted. Check the settings of the document management server.
The cabinet has been suspended.	The specified cabinet of the document management server is suspended. When the cabinet is resumed, perform retransmission.
SMTP server did not allow mail delivery.	A delivery failed due to a large amount of data attached to e-mail or any other reasons. Contact your mail server administrator for appropriate mail settings.
The scanner driver has paused due to a driver-initiated request.	This message is displayed when Windows is shut down with the delivery service left "In operation". Stop the delivery service before shutting down Windows.
The secondary delivery server is processing the delivery.	Check the cause of suspension by referring to the primary delivery server's log entries. When the problem is solved, restart the primary delivery server.

## XML/CSV File for Importing Destinations

Destination information created in XML/CSV files of the formats described below can be imported and destinations (users) can be added.

After creating destination information, click **[Main Destination List]** in the delivery table, and then specify **[Import Destinations]** in the **[Operations]** menu.

If you are editing a destination using a text editor, XML files allow you to make more detailed changes to destinations than CSV files.

### Note

- To use destination information saved in a CSV file, import the CSV file to the delivery sever using SR Manager, export it as an XML file, and then edit it.

### Reference

For details about adding multiple destinations using CSV files, see *ScanRouter EX Introduction Guide*.

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## XML Format Files

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

If you create multiple destination information using an XML file, use SR Manager to add the destinations. Make the necessary settings, and then export the XML file. You can edit only the content of the following items.

- id (Destination ID)  
Enter a destination number between 1 and 99999.  
If the same destination ID already exists, a new number is automatically assigned.
- name (Destination Name)  
Enter a destination using up to 16 characters.

### Limitation

- You cannot specify a name that is already set.
- first1 to 3 (First name of Name 1 to 3)  
Enter the characters you want to set for “First name” of “Name 1” to “Name 3” in the name settings.
- middle1 to 3 (Middle name of Name 1 to 3)  
Enter the characters you want to set for “Middle name” of “Name 1” to “Name 3” in the name settings.
- last1 (Last name of Name 1 to 3)  
Enter the characters you want to set for “Last name” of “Name 1” to “Name 3” in the name settings.
- comment (Comment)  
Enter a comment using up to 64 characters. This is set as the comment for the destination.

- **addition** (Additional handling type)  
Enter the type of additional handling. Use “|” to separate the following items:
  - **autodirect**: Auto-adjust image orientation
  - **title**: Extract text as document name
  - **password pdf**: Apply password to PDF
- **additionParam** (additional handling expansion information)  
Enter expansion information for additional handling.
  - **passwordPdf** (add a password to a PDF)  
Enter the password to add to the PDF.

Attributes	Setting
PASSWORD	Enter the password to add to the PDF. When exporting to an XML file, this attribute data is deleted.

- **tag1 to tag10** (Title index 1 to 10)  
Enter index titles in “Title 1” to “Title 10”.  
Attributes can be entered in “Title 1” to “Title 10”.

Attributes	Setting
comm1 to comm 10 (Freq. Title 1 to 10)	Specify whether or not to display in Freq. Enter "1" to display; "0" not to display.

- **tray** (Deliver to In-tray)  
To make settings for in-tray delivery, enter the following attributes:

Attributes	Setting
use (Deliver to In-tray)	Specify whether or not to deliver to the in-tray. Enter "1" to display; "0" not to display.
retention (Maximum days for saving of the in-tray save settings)	Enter the term (days) to save data in the in-tray.
compact (Auto-delete of the in-tray save settings)	Specify whether or not to delete documents delivered to the in-tray when the period set in “retention” expires. Enter "1" to display; "0" not to display.

- **mono** (image file format (Black & White))  
Enter the file format of image files (black and white) you want to use for “Save as Windows file” for the delivery type.  
For details about input methods, see p.124 “Image input format”.
- **color** (image file format (Grayscale/Color))  
Enter the file format of image files (grayscale or color) you want to use for “Save as Windows file” for the delivery type.  
For details about input methods, see p.124 “Image input format”.

- mail (Default E-mail Settings)  
Enter the following attributes for default e-mail settings:

Attributes	Setting
checksum mail (check sum)	Do not change it because SR Manager sets automatically.
use (Delivery by default mails)	Specify whether or not to deliver documents using the default e-mail settings. Enter "1" to display; "0" not to display.

- type (e-mail type for Default E-mail Settings)  
Enter the e-mail type for Default E-mail Settings.  
The following e-mail types can be specified:

Input value	Delivery type
EX	Send by Exchange Mail
NOTES5	Send by Notes R5 mail
SMTP	Send by SMTP mail
!PROFILE	Select from profile

- address (e-mail address of Default E-mail Settings)  
Enter the e-mail address of Default E-mail Settings.  
If "type (mail type for Default E-mail Settings)" is set to "PROFILE (Select from profile)", enter the e-mail address of Default E-mail Settings in the format of User Name / Domain.  
If the specified User Name / Domain does not exist, set the following:

❖ **When over-writing the destination**

[Mail type:] and [Mail address:] in Default E-mail Settings are not updated.

❖ **When adding a destination**

[Mail type:] in Default Mail Settings is set to [None]

- mono (File format/Black & White for Default E-mail Settings)  
Enter the image file format (black and white) in the [Delivery Properties] dialog box of Default e-mail Settings.  
If "use (Deliver by default mail)" is set to "0", export is not possible. For details about input methods, see p.124 "Image input format".
- color (image file format (Grayscale/Color))  
Enter the image file format (grayscale or color) in the [Delivery Properties] dialog box of Default e-mail Settings.  
If "use (Deliver by default mail)" is set to "0", export is not possible. For details about input methods, see p.124 "Image input format".
- addedType (Attaching method for Default e-mail Settings)  
Enter the document attachment method in the [Delivery Properties] dialog box of Default e-mail Settings.  
If "use (Deliver by default mail)" is set to "0", export is not possible. Enter "0" to notify without attaching, "1" to attach document link(s) and deliver, or "2" to attach document(s) and deliver.

- extension (Advanced Settings for Default e-mail Settings)  
Enter advanced settings in the **[Delivery Properties]** dialog box of Default e-mail Settings.  
If “use (Deliver by default mail)” is set to “0”, export is not possible.  
For details about input methods, see p.125 “Advanced settings input format”.
- delivery (Delivery type settings)  
Enter the delivery type information you want to specify for a destination.  
To add multiple delivery types, enter “delivery” as many times as necessary.

Attributes	Setting
checksum mail (check sum)	Do not change this. SR Manager sets this automatically.

- guid (delivery type specified GUID)  
Do not change this. SR Manager sets this automatically.

### Important

- To use copied destination information for a new destination, delete “guid (delivery type specified GUID)” in the copied destination. Creating a new destination is possible only if the setting of guid (delivery type specified GUID) is blank or there is no destination that has the same setting.
- type (Delivery Type)  
Enter the delivery type.  
The following delivery types can be specified:

Input value	Delivery type
EX	Send by Exchange Mail
NOTES5	Send by Notes R5 mail
SMTP	Send by SMTP mail
FILE	Save as Windows file

- address (Delivery destination)  
Enter the target folder path if the “type (Delivery Type)” setting is “FILE (Save as Windows file)”.  
Enter an e-mail address if the “type (Delivery Type)” setting is “EX (Send by Exchange Mail)”, “NOTES5 (Send by Notes R5 mail)”, or “SMTP (Send by SMTP mail)”.
- mono (Image file format/Black & White for the delivery type settings)  
Enter the image file format (black and white) in the **[Delivery Properties]** dialog box of the delivery type settings.  
For details about input methods, see p.124 “Image input format”.
- color (image file format (Grayscale/Color) for the delivery type settings)  
Enter the image file format (grayscale or color) in the **[Delivery Properties]** dialog box of the delivery type settings.  
For details about input methods, see p.124 “Image input format”.

- **addedType** (Attaching method for the delivery type settings)  
 Enter the document attachment method in the **[Delivery Properties]** dialog box of the delivery type settings.  
 Enter “0” to notify without attaching, “1” to attach document link(s) and deliver, or “2” to attach document(s) and deliver.

Input format	File format
*RECV	destination_MMDDHHmmss
*SEND	sender_MMDDHHmmss
*DOC	Document name
String that is not started with “*”	Custom name file format

- **extension** (Advanced settings for the delivery type settings)  
 Enter advanced settings in the **[Save as Windows file]** dialog box of the delivery type settings.  
 For details about input methods, see p.125 “Advanced settings input format”.

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❖ **Image input format**

The table below shows the image file formats (Black & White, Grayscale/Color) you can specify.

- **Black & White**

Input format	Image file format
NOCONV	Do not convert
S-TIFF(MH)	Single-page TIFF (MH)
S-TIFF(MR)	Single-page TIFF (MR)
S-TIFF(MMR)	Single-page TIFF (MMR)
S-TIFF(NOCOMP)	Single-page TIFF (uncompressed)
M-TIFF(MH)	Multi-page TIFF (MH)
M-TIFF(MR)	Multi-page TIFF (MR)
M-TIFF(MMR)	Multi-page TIFF (MMR)
TIFF-F	TIFF-F
S-PDF	PDF (single-page)
M-PDF	PDF (multi-page)
S-PDF(TEXT)	Text PDF (single-page)
M-PDF(TEXT)	Text PDF (multi-page)
PNG	PNG

- Grayscale/Color

Input format	Image file format
NOCONV	Do not convert
S-TIFF(NOCOMP)	Single-page TIFF (uncompressed)
S-PDF	PDF (single-page)
M-PDF	PDF (multi-page)
S-PDF(HICOMP)	High compression PDF (single-page)
M-PDF(HICOMP)	High compression PDF (multi-page)
S-PDF(TEXT)	Text PDF (single-page)
M-PDF(TEXT)	Text PDF (multi-page)
JPEG	JPEG
PNG	PNG
S-PDF(TEXTHICOMP)	High compression text PDF (single page)
M-PDF(TEXTHICOMP)	High compression text PDF (multi-page)

#### ❖ Advanced settings input format

The table below shows the advanced settings you can make.

Delivery type (Delivery type to be set)	Tag format	Setting value
EX (Send by Exchange Mail)	None	None
NOTES5 (Send by Notes R5 mail)	THUMBSET (Thumbnail)	Make the setting whether or not to create a document thumbnail, and when creating, set the size. When you create a large size thumbnail, enter "0". When you create a small size thumbnail, enter "1", and when you do not create a thumbnail, enter "2".
SMTP (Send by SMTP mail)	PARTIAL (Divide Large Size Mail)	Make the settings for dividing documents when sending a large-data size document. Enter "NONE" not to divide an e-mail attachment, enter "FILE" to divide it, or enter "SIZE" to divide a file attached to e-mail by data size.
	PARTIALSIZE (Size for Divide Large Size Mail)	When "SIZE" is specified in "PARTIAL (Divide Large Size Mail)", enter the e-mail size you want to divide.

Delivery type (Delivery type to be set)	Tag format	Setting value
FILE (Save as Windows file)	RULE (file name format)	<p>Set the file name format when saving as a Windows file. For the file format to be specified, when specifying as "destination_MMDDHHmmss", enter "*RECV". When specifying as "sender_MMDDHHmmss", enter "*SEND". As "Document name", enter "DOC", and as "File format of the customized name", enter a string that is not started with "*".</p> <p> <b>Reference</b></p> <p>For details about the file format of the customized name, see SR Manager Help.</p>
!PROFILE (Select from Profile)	PARTIAL (Divide Large Size Mail)  PARTIALSIZE (Size for Divide Large Size Mail)	<p>Make the settings for dividing documents when sending a large-data size document. Enter "NONE" not to divide an e-mail attachment, enter "FILE" to divide it, or enter "SIZE" to divide a file attached to e-mail by data size.</p> <p>When "SIZE" is specified in "PARTIAL (Divide Large Size Mail)", enter the e-mail size you want to divide.</p>

## CSV File Format

The following items are specified in CSV files:

- **Destination Name**  
Enter a destination using up to 16 characters.  
If another destination of the same name already exists, it is overwritten with the information after the comment.
- **Destination ID**  
Enter a destination number between 1 and 99999.  
If the same destination ID already exists, a new number is automatically assigned.
- **Comment**  
Enter a comment using up to 64 characters.  
This is set as the comment for the destination.
- **Mail type (when using mail delivery)**  
Enter the e-mail type used as the delivery type. For details about entering mail types, see the following table.  
The delivery type is set automatically according to the e-mail type specified here.
- **Mail address (when using mail delivery)**  
Enter the e-mail address as the destination.  
The table below shows the types of mail address you can enter.
  - Mail type and Mail address table

Mail type	Delivery types	Mail address
NOTES5	Send by Notes mail	Mail address for Lotus Domino R5/R6/R6.5
SMTP	Send by SMTP mail	Mail address for SMTP Server
EX	Send by Exchange Mail	Mail address for SMTP Server

- **E-Mail image file format (Black & White)**  
Enter the image file format (black & white) you want to save for mail delivery.  
For details about input methods, see p.124 "Image input format".
- **E-Mail image file format (Grayscale/Color)**  
Enter the image file format (grayscale or color) you want to save for mail delivery.  
For details about input methods, see p.124 "Image input format".
- **Deliver to In-tray**  
Make settings whether or not to deliver to the in-tray. If you want to, enter "1". If not, enter "0".

- **Image file format for Deliver to In-tray (Black & White)**  
 Enter the image file format (black and white) you want to save for Deliver to In-tray.  
 For details about input methods, see p.124 “Image input format”.
- **Image file format for Deliver to In-tray (Grayscale/Color)**  
 Enter the image file format (grayscale or color) you want to save for Deliver to In-tray.  
 For details about input methods, see p.124 “Image input format”.
- **First name of Name 1**  
 Enter the characters you want to set for “First name” of “Name 1” in the name settings.
- **Middle name of Name 1**  
 Enter the characters you want to set for “Middle name” of “Name 1” in the name settings.
- **Last name of Name 1**  
 Enter the characters you want to set for “Last name” of “Name 1” in the name settings.
- **Title index 1**  
 Enter the index title of “Title 1”.
- **Displaying Freq. Title 1**  
 Set whether or not to display in Freq for “Title 1” in the title settings. Enter “1” to display; “0” not to display.
- **Title index 2**  
 Enter the index title of “Title 2”.
- **Displaying Freq. Title 2**  
 Set whether or not to display in Freq for “Title 2” in the title settings. Enter “1” to display; “0” not to display.
- **Delivery Type**  
 Enter the delivery type. To add multiple delivery types, enter “Delivery Type” to “File Name Format for saving files” as many times as necessary.  
 The table below shows available delivery types.

Input value	Delivery type
EX	Send by Exchange Mail
NOTES5	Send by Notes R5 mail
SMTP	Send by SMTP mail
FILE	Save as Windows file

- **Delivery destination**  
 Enter a delivery destination.  
 Enter the path of the Windows folder on the delivery server if the delivery type is set to “FILE (Save as Windows file)”.  
 Enter an e-mail address if the delivery type is set to “EX (Send by Exchange Mail)”, “NOTES5 (Send by Notes R5 mail)”, or “SMTP (Send by SMTP mail)”.

- Image file format for Save as Windows file (Black & White)  
Enter the image file format (black and white) you want to save for "Save as Windows file" for the delivery type.  
For details about input methods, see p.124 "Image input format".
- Image file format for Save as Windows file (Grayscale/Color)  
Enter the image file format (grayscale or color) you want to save for "Save as Windows file" for the delivery type.  
For details about input methods, see p.124 "Image input format".
- File name format for Save as Windows file  
Enter the file name format you want use for "Save as Windows file". Available file format that can be specified is shown in the table below.

Input format	File format to be set
*RECV	destination_MMDDHHmmss
*SEND	sender_MMDDHHmmss
*DOC	Document name
String that is not started with "*"	<p>Combine the optional strings with the symbols to add properties to the documents. The following properties are available:</p> <ul style="list-style-type: none"> <li>• \$N:Document Name</li> <li>• \$DY:Document Registration Year</li> <li>• \$DM:Document Registration Month</li> <li>• \$DD:Document Registration Date</li> <li>• \$TT:Document Registration Hour</li> <li>• \$TM:Document Registration Minute</li> <li>• \$TS:Document Registration Second</li> <li>• \$R:Destination</li> <li>• \$S:Sender</li> <li>• \$K1:Keyword 1</li> <li>• \$K2:Keyword 2</li> <li>• \$P:Number of Page</li> <li>• \$M:Device Name</li> <li>• \$Y: The following symbols are added depending on the document type used. SCN: Scanner, FXR: Fax Reception, FXS: Fax Sending, CPY: Copy, PRN: Print, DOC: Document Delivery</li> <li>• \$B: During scanned data delivery, the subject entered from the network device screen is added to the scanned data.</li> <li>• \$\$: The string "\$" is added.</li> </ul>

❖ **Image input format**

The following table shows available formats (black and white, grayscale or color) for image files.

Input format	Image file format to be set
NOCONV	Do not convert
S-TIFF(MH)	Single-page TIFF (MH)
S-TIFF(MR)	Single-page TIFF (MR)
S-TIFF(MMR)	Single-page TIFF (MMR)
S-TIFF(MH)	Multi-page TIFF (MH)
S-TIFF(MR)	Multi-page TIFF (MR)
S-TIFF(MMR)	Multi-page TIFF (MMR)
TIFF-F	TIFF-F
S-PDF	PDF (single-page)
M-PDF	PDF (multi-page)
S-PDF(HICOMP)	High compression PDF (single-page)
M-PDF(HICOMP)	High compression PDF (multi-page)
S-PDF(TEXT)	Text PDF (single-page)
M-PDF(TEXT)	Text PDF (multi-page)
JPEG	JPEG
PNG	PNG
S-PDF(TEXTHICOMP)	High compression text PDF (single-page)
M-PDF(TEXTHICOMP)	High compression text PDF (multi-page)

## Making Entries in a CSV File

Delimit each item with a comma “,”.

Enter one destination per line.

### ❖ Entry sample

Entry methods in a CSV file for destination information are shown as follows:

- Destination information
  - Destination name: test
  - Destination ID: 1
  - Comment: comment
  - Default mail settings
    - Mail type: Save as SMTP mail
    - Mail address: aaa@bbb.ccc
    - Mail image format (Black & White): Multi-page TIFF (MMR) (M-TIFF (MMR))
    - Mail image format (Grayscale/Color): JPEG
  - Deliver to In-tray settings
    - Deliver to In-tray: deliver (1)
    - Image format for Deliver to In-tray (Black & White): Multi-page TIFF (MMR) (M-TIFF (MMR))
    - Image format for Deliver to In-tray (Grayscale/Color): JPEG
  - Name 1 settings
    - Name 1 last name: aaa
    - Name 1 middle name: c
    - Name 1 first name: bbb
  - Title 1, 2 settings
    - Title 1 index: 1
    - Displaying title 1 Freq.: Freq. (1)
    - Title 2 index: 2
    - Displaying title 2 Freq.: Freq. (1)
  - Delivery settings for Save as Windows file
    - Delivery type: Save as Windows file (FILE)
    - Destination: c:/test
    - Image format for saving file (Black & White): M-TIFF (MMR)
    - Image format for saving file (Grayscale/Color): JPEG
    - File name format for saving file: sender\_MMDDHHmmss (\*SEND)
- Entry sample using “destination information”
 

```
#RouterUserCSV,
#Format Version:3.0.0.0,
test,1,comment,SMTP,aaa@bbb.ccc,M-TIFF(MMR),JPEG,1,M-
TIFF(MMR),JPEG,aaa,c,bbb,1,1,2,1,FILE,c:\test,M-
TIFF(MMR),JPEG,*SEND
```

# Revise Function for Subject and Message Body When Sending E-mails

You can revise e-mail subject lines and body text when sending e-mail using the delivery server or notifying an administrator by e-mail of completion of delivery server maintenance.

To revise e-mail subject lines and body text, use the setting files stored in the language folder of the mail folder in the ScanRouter EX directory. These files can be edited with a text editor, and the contents are sent as the subject line and body text of e-mails.

The name of each setting file and its use are as follows:

❖ **subjectscan.txt**

Edit to change the subject lines of e-mails containing scanned documents from connected devices.

❖ **subjectfax.txt**

Edit to change the subject lines of e-mails containing fax-received documents.

❖ **subjectdoc.txt**

Edit to change the subject of e-mails containing re-sent documents from Desk-TopBinder Professional or ScanRouter Web Navigator.

❖ **subject.txt**

Edit to change the subject lines of e-mails sent if nothing is stored in “subjectscan.txt”, “subjectfax.txt” or “subjectdoc.txt”, or the relevant file does not exist.

❖ **header.txt**

Edit to change the beginning of the message body used for sent e-mails.

❖ **footer.txt**

Edit to change the end of the message body used for sent e-mails.

❖ **daily.txt**

Edit to change the message body used when notifying an administrator by e-mail of completion of delivery server maintenance.

Text fields can be used in the setting files. Using text fields allows the setting files to automatically obtain content, such as information unique to specific documents and server conditions.

 **Note**

❑ Example) Use of the text fields %DataDrive% (shows the drive containing the data directory) and %DataDriveRemain% (shows the free space on the data directory drive)

- Content of the setting file: The free space of data directory %DataDrive% is %DataDriveRemain%.
- Content of sent e-mail: The free space of data directory D is 6.4 GB.

The text fields that can be used and their meanings are as follows:

- Text fields can be used in “subjectscan.txt”, “subjectfax.txt”, “subjectdoc.txt” and “subject.txt”

Text field	Description
%%	To display the “%” symbol, enter % twice in succession.
%DOCNAME%	Replaced by the document name.
%PAGECOUNT%	Replaced by the number of pages of the document.
%SENDERNAME%	Replaced by the name of the sender.
%USERNAME%	Replaced by the name of the destination.
%MFPSUBJECT%	To scan documents: Replaced by the document subject. To redeliver documents: Replaced by the document name.
%SENDDATE%	Replaced by the date and time the document was sent.
%FAXTSI%	Replaced by the TSI of the fax.

- Text fields that can be used in “header.txt” and “footer.txt”

Text field	Description
%%	To display the “%” symbol, enter % twice in succession.
%ProductName%	Replaced by the text “ScanRouter EX Professional/Enterprise”.
%AdminMail%	Replaced by the mail address of the administrator that is set in the <b>[Error Notification]</b> tab of the dialog box displayed by <b>[Set Preferences]</b> under the <b>[Server]</b> menu of the delivery management tool.

- Substituted texts can be used in “daily.txt”

Text field	Description
%%	To display the “%” symbol, enter % twice in succession.
%MaintainResult%	Replaced by the maintenance result.
%StartupTime%	Replaced by the start date of the delivery service.
%WorkDrive%	Replaced by the drive letter of the drive containing the operating directory (DRTmp).
%DataDrive%	Replaced by the drive letter of the drive containing the data directory (DR).
%WorkDriveRemain%	Replaced by the free space of the drive containing the operating directory.
%DataDriveRemain%	Replaced by the free space of the drive containing the data directory.
%ProductName%	Replaced by the text “ScanRouter EX Professional/Enterprise”.

## Cooperation with Existing Products

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

---

### Use from DeskTopBinder Professional

---

Use the following versions to connect from DeskTopBinder to ScanRouter EX:

- DeskTopBinder Professional (Ver4.xxx or later)

🚫 **Limitation**

- ❑ If DeskTopBinder Professional and ScanRouter EX Enterprise Ver.2.2.x or ScanRouter EX Professional Ver.3.2.x are installed on a separate computer, **[Apply password to PDF]** is not displayed when editing additional destinations in the In-Tray when connecting from DeskTopBinder Professional (versions earlier than Ver 5.2.0.0).

5

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### Use from ScanRouter Web Navigator

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Use the following version to connect from ScanRouter Web Navigator to ScanRouter EX:

- ScanRouter Web Navigator (Ver1.xxx or later)

🚫 **Limitation**

- ❑ When connecting from ScanRouter Web Navigator, **[Apply password to PDF]** is not displayed when editing additional destinations in the In-Tray. The setting for **[Apply password to PDF]** is set according to the edit destination conditions on SR Manager.

# Dial-up Connection

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

---

## Using Dial-up Router with ScanRouter EX

---

Set the delivery server to the correct settings with connected SR Manager, Auto Document Link, or DeskTop-Binder Professional. Set network devices to appropriate settings from I/O device setting in SR Manager.

If the network environment changes, make the necessary changes on clients and/or network devices to correct server information with connected SR Manager, Auto Document Link, or DeskTopBinder Professional, and set correct information of connecting devices on I/O device setting from SR Manager.

### 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 SR Manager, DeskTop-Binder Professional, and/or Auto Document 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 to automatically connect to the Internet by dial-up, a connection charge is incurred without notification being displayed. 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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