

HP Digital Sender 9100C Documentation Update

An Addendum for the HP Digital Sender 9100C has been added to the end of this PDF. The Addendum contains information regarding digital sender features that have changed since the User Guide and Administrator Guide were produced. For product information, setup, and use, please read all of the documentation.

HP 9100C Digital Sender

Administrator Guide



HP 9100C Digital Sender

Administrator Guide_____

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Note: Any changes or modifications to this equipment that are not expressly approved by Hewlett-Packard may cause harmful interference and void the user's authority to operate the equipment.

Safety information

WARNING! Electrical shock hazard

To avoid electrical shock, use only supplied power cords and connect only to properly grounded (3-hole) wall outlets.

Contents

1 About the digital sender

Introduction	7
Environments and protocols	8
Network operating systems	8
Client operating systems	9
Dependency matrix.	9
Features	10
Performance	10
Paper handling	10
Image processing	11
Sending qualities	12
File formats and sizes.	13
Distribution services	15
Security.	18
Components	19
Hardware components	19
Software components	21
Specifications	22
Equipment specifications	22
Environmental ranges.	24
Supported capabilities	25
German noise declaration.	26
French EMC regulation.	26
Declaration of conformity	27

2 Installing and configuring

Introduction	29
Installation requirements	30
Environmental requirements	30
Network system requirements	30
Client system requirements	30
Space requirements	31
What ships in the box	31

The configuration process	32
Fast-track configuration	32
Extended and optional functionality	32
Assigning an IP address to the digital sender.	33
Preparing for configuration	33
Overview of configuration	35
Fast-track configuration steps	36
Install the unit	36
Configure fast-track parameters at the control panel	38
Extended and optional configuration steps	41
Configure extended and optional parameters at the control panel.	41
Run the setup program to install the administrative software	42
Configure extended and optional parameters using the HP JetAdmin software	45
Configure the HP Address Book Manager	52
Distribute the client software to user computers.	55
Test the installation.	57
Customizing the digital sender to support third-party programs	58
Coexisting with the HP Network ScanJet 5 scanner	61
Administrator matters	61
Client matters	61
LAN fax service matters	62
Uninstalling the software	63
Troubleshooting the installation.	63
Function key problems	63
Installation problems.	64
Installation messages	66

3 Administering

Introduction	69
Administrator activities	69
Digital sender parameters.	73
Using the configuration menu at the control panel	78
Configuration menu keys	78
Configuration menu parameters	80
Controlling notifications	85
Shutting down and restarting.	88
Resetting	90
Resetting address books	90
Resetting network parameters	91
Resetting to factory defaults	92
Backing up and restoring address books	94
Backing up	94
Restoring	96

Creating and maintaining user profiles	98
Controlling security	100
Determining who can use the digital sender	100
Changing or setting administrator password	100
Erasing administrator password	101
Controlling whether the administrator must validate new or changed user profiles.	102
Validating a new or changed user profile	103
Working with address books	104
Maintaining the Public Email address book	105
Maintaining the Public Distribution Lists address book	105
Importing e-mail addresses into address books	107
Managing printers	111
Using the activity log	113
Displaying the self-test page	116
Changing the contrast level on the control panel	119
Upgrading the digital sender firmware.	120
Maintaining the hardware	121
Cleaning the digital sender	121
Replacing the delivery guide sheet.	122
Replacing the lower rollers	123
Removing and replacing the HP JetDirect print server	124

4 Troubleshooting

Introduction	127
Sources for information about problems	128
Clearing paper jams	129
Troubleshooting the digital sender	133
General digital sender troubleshooting	133
Checking the address book database	139
Control panel messages	141
Troubleshooting network problems	157
General network troubleshooting	157
E-mail service troubleshooting	157
Fax service troubleshooting	158
HP JetAdmin software troubleshooting	160
HP JetDirect print server troubleshooting	168
Activity log messages	170
Troubleshooting the software	189
General software troubleshooting.	189
HP Address Book Manager messages.	190
HP Digital Sender Link messages	195
Restoring old firmware images	198

5 Warranty and support information

Hewlett-Packard limited warranty statement	199
Replacement parts and accessories	201
HP customer support options worldwide	202
HP customer support.	204
Worldwide sales and service offices	206

Index

1 About the digital sender

Introduction

The HP 9100C Digital Sender can be directly connected to TCP/IP networks. It converts black-and-white and color documents, drawings, and photographs into an electronic form and distributes them directly to several kinds of destinations:

- Internet e-mail addresses
- fax numbers (if one of the supported LAN fax products is installed on your network)
- personal computers (PCs)
- programs
- printers
- HP JetSend-enabled devices

The unit includes a flatbed scanner as well as an automatic document feeder (ADF) that can accept up to 50 pages.

A companion program called the HP Address Book Manager (ABM) lets users create their own address books of e-mail address and fax destinations, and combine e-mail addresses into private distribution lists. The destinations and distribution lists can then be selected at the digital sender control panel. The administrator also has the ability to create public destinations and e-mail distribution lists and make them available to all users.

Users have the ability to send documents directly from the digital sender to specified programs on their computers. They can then print the documents, send them as e-mail attachments, or use included software to annotate, organize, and distribute them.

The HP 9100C Digital Sender supports LDAP (Lightweight Directory Access Protocol), which allows you to find and use e-mail addresses located on directory servers located elsewhere on a network (such as the Internet) over a TCP/IP connection. See the HP digital sender website for a list of global e-mail address books:

<http://www.digitalsender.hp.com>

Installing the digital sender is simply a matter of connecting it to your network, configuring network and distribution parameters, and installing the software from the compact disc that comes with the digital sender. The digital sender operates as a standalone unit on the network and does not require network privileges to administer.

The HP JetDirect print server that comes installed in the digital sender handles all protocol support for TCP/IP and SMTP automatically.

The HP 9100C Digital Sender is fully compatible with the LAN fax capabilities found in the HP Network ScanJet 5 scanner. When you install the digital sender, you do not need to upgrade your LAN fax product.

Environments and protocols

Network operating systems

The HP 9100C Digital Sender can be directly connected to TCP/IP networks, and operates independently within the network operating environments listed below (some features might not be available in all environments—see the dependency matrix on page 9):

- Microsoft® Windows NT 4.0 and 5.0 workstation and server (TCP/IP only)
- LAN Server 3.1 and 4.1 and OS/2 Warp Server (TCP/IP only)
- NetWare 3.x and 4.x with IPX and TCP/IP

Ethernet and Token Ring connections are provided by the HP JetDirect print server that comes installed in the digital sender:

- Fast Ethernet 100Base-TX, Ethernet 10Base-T, or 10Base-2 (BNC).
- Token Ring 4/16 Mbps. Source routing is supported.

Note

Network servers are needed only to connect LAN fax and other programs. No network servers are needed to support the remaining features.

Client operating systems

The following client operating systems are supported:

- Windows NT 4.0 and 5.0 workstation and server (TCP/IP only)
- Windows 9x (TCP/IP only)

The HP 9100C Digital Sender works correctly with the Microsoft TCP/IP protocol provided as part of these operating systems.

Dependency matrix

The following table shows the HP 9100C Digital Sender services that are available and their dependencies.

Dependency matrix

Service	Dependencies
Send to e-mail	An e-mail SMTP-MIME server directly connected to a TCP/IP network that can be reached from the digital sender (not a dial-up connection).
Send to fax	A Windows NT 4.0/5.0 server or workstation available on the network, plus a supported LAN fax product.
Send to PC	A computer on the network connected by TCP/IP, running one of the supported client operating systems (Windows NT 4.0/5.0 or Windows 9x).
Send to printer	A printer on the network with an HP JetDirect print server.
Send to another program	A Windows NT 4.0/5.0 server or workstation available on the network.
Send to HP JetSend device	At least one HP JetSend device (computer or printer) as a receiver.

Features

Performance

The HP 9100C Digital Sender maintains the following speeds after the first document begins scanning (numbers refer to scanning speed only and not to document delivery speed). For compound documents (text and image), resolution and bits/pixel depend on page content.

Scanning speed

Pages/minute	Page size	Resolution	Bit/pixel
15	Letter	300 dpi	1
15	Letter	300 dpi	8
8.5	Letter	300 dpi	24
2.5	Letter	600 dpi	24

Paper handling

The HP 9100C Digital Sender supports multiple paper sizes:

- Letter: 215.9 by 279 mm (8.5 by 11 in)
- A4: 210 by 297 mm (8.3 by 11.7 in)
- Legal (from the ADF only): 215.9 by 355.6 mm (8.5 by 14 in)

Paper weight: 60 to 135 g/m² (16 to 36 lb).

Up to 50 sheets of letter, A4, or legal paper can be stacked in the ADF (maximum height of 6 mm, or 0.2 in).

ADF paper sizes

Item	Width	Length
Maximum paper size	215.9 mm (8.5 in)	355.6 mm (14 in)
Minimum paper size	148.5 mm (5.9 in)	210 mm (8.3 in)
Minimum paper guide spacing	135 mm (5.3 in)	Not applicable

Image processing

Image processing features include:

- one-touch operation by means of predefined settings to obtain the best output for the type of destination (e-mail, fax, computer, printer, other programs, or HP JetSend-enabled device)
- different file format depending on intended use
- optimized image processing for full-color images using color optimization and gamma correction
- smart auto-thresholding to get the best 300-dpi, 1 bit/pixel image ready for OCR (optical character recognition)
- compression method to optimize file size and transmission time (JPEG for 24-bit/pixel color images, and G4 and RLE for 1-bit/pixel, black-and-white images)
- perfect images and text in the smallest file size possible using advanced HP Smart Compression Imaging Technology for best treatment of compound (text and image) pages

Sending qualities

The digital sender offers a choice of sending qualities at the control panel. You can choose the most suitable quality for each type of job.

Sending qualities and destinations

Sending quality	Type of document	Destinations
B/W Document	The original contains text that must be clearly transmitted. -Or- The original is black and white.	E-mail Fax Computer Convenience copy HP JetSend device Third-party program
Color Document	The original has a mix of text and images. -Or- The original has a mix of color and black-and-white areas.	E-mail Fax Computer Convenience copy HP JetSend device Third-party program
Fine Text (OCR)	The original contains text that needs to be converted to text that can be edited using OCR (optical character recognition) software.	Third-party program
Color-B/W Photo	The original is a photograph. -Or- It is most important that the colors or shades of gray in an image be clear.	E-mail Fax Computer Convenience copy HP JetSend device Third-party program
Hi-Res Color-B/W Photo	The original is a high quality photograph or graphic that needs to be reproduced.	Third-party program

File formats and sizes

See the table below for information about file formats and sizes. Note that file size increases with resolution.

File formats and typical sizes

Send to	Sending quality	File format	Description	Typical file size (KB)	
E-mail	B/W Document	PDF	300 dpi, 1 bit, G4	60–90	
	Color Document		Text: 300 dpi, 1 bit, G4 Picture: 150 dpi, 24 bit, JPEG	90–150	
	Color-B/W Photo		150 dpi, 24 bit, JPEG	150–200	
Fax *	B/W Document	MTIFF	200 or 300 dpi, 1 bit, G4	50–90	
	Color Document			100–200	
	Color-B/W Photo			100–200	
	B/W Document	PCL uncompressed	200 or 300 dpi, 1 bit, G4	700–1000	
	Color Document			700–1000	
	Color-B/W Photo			700–1000	
	B/W Document	PCL RLE	200 or 300 dpi, 1 bit, RLE	100–200	
	Color Document			150–300	
	Color-B/W Photo			150–300	
	* You can configure either 200-dpi or 300-dpi resolution in the HP JetAdmin software using the Configuration/Fax page.				
PC	B/W Document	PDF	300 dpi, 1 bit, G4	60–90	
	Color Document		Text: 300 dpi, 1 bit, G4 Picture: 150 dpi, 24 bit, JPEG	90–150	
	Color-B/W Photo		150 dpi, 24 bit, JPEG	150–200	
	B/W Document	MTIFF	300 dpi, 1 bit, G4	60–90	
	Color Document			150 dpi, 24 bit, uncompressed	~ 6000
	Color-B/W Photo			150 dpi, 24 bit, uncompressed	~ 6000

File formats and typical sizes (continued)

Send to	Sending quality	File format	Description	Typical file size (KB)
Convenience copy	HP JetDirect PCL 5 printers			
	B/W Document	—	—	150–200
	Color Document	—	—	200–300
	Color-B/W Photo	—	—	200–300
	HP Color LaserJet 4500 printer			
	B/W Document	—	—	800–1800
Another program	B/W Document	PDF	300 dpi, 1 bit, G4	60–90
	Color Document		Text: 300 dpi, 1 bit, G4 Picture: 150 dpi, 24 bit, JPEG	90–150
	Color-B/W Photo		150 dpi, 24 bit, JPEG	150–200
	Fine Text (OCR)		600 dpi, 1 bit, G4	80–120
	Hi-Res Color-B/W Photo		600 dpi, 24 bit, JPEG	1500–3000
	B/W Document	PCL5	300 dpi, 1 bit, RLE	100–200
	Color Document		300 dpi, 1 bit, RLE	150–300
	Color-B/W Photo		300 dpi, 1 bit, RLE	150–300
	Fine Text (OCR)		600 dpi, 1 bit, RLE	250–350
	Hi-Res Color-B/W Photo		600 dpi, 1 bit, RLE	300–500
	B/W Document	MTIFF	300 dpi, 1 bit, G4	60–90
	Color Document		150 dpi, 24 bit, uncompressed	~ 6000
	Color-B/W Photo		150 dpi, 24 bit, uncompressed	~ 6000
	Fine Text (OCR)		600 dpi, 1 bit, G4	80–120
Hi-Res Color-B/W Photo		600 dpi, 1 bit, G4	100–200	
HP JetSend device	File format and size are the result of the negotiation between the sender and receiver.			

Distribution services

The digital sender is capable of distributing documents to the following types of destinations:

- Internet e-mail addresses
- fax phone numbers
- computers on the network
- printers on the network (for convenience copying)
- HP JetSend-enabled devices on the network
- third-party programs installed in computers on the network

E-mail destinations

The digital sender can send MIME-compliant e-mail messages to Internet addresses. It uses SMTP-MIME to deliver these messages. SMTP is independent of the network operating system on which your e-mail server is running. The e-mail service is also compatible with the DSN (Delivery Status Notification) standard.

ESMTP (Extended SMTP) is used if your server supports it. This capability is automatically detected and no specific configuration steps are necessary.

The document that you scan at the digital sender becomes an attachment to your e-mail message. Portable Document Format (.pdf) is the file format most often used for the attachments, which gives recipients the ability to both view and print them. You can obtain a free copy of the Adobe® Acrobat® Reader from the Adobe Systems Incorporated website (<http://www.adobe.com>). Or, you can install the Reader program on your network with the digital sender setup program.

Users can specify e-mail destinations at the control panel in several ways:

- select e-mail addresses from public or private address books already loaded in the digital sender
- use a special search feature to select e-mail addresses from an LDAP (Lightweight Directory Access Protocol) server, if one has been configured for use by the administrator
- type e-mail addresses manually

Fax destinations

Users can send faxes directly from the digital sender. They have the ability to select destinations from a Public Fax address book already loaded in the digital sender, or type them at the control panel. The same document can be sent to multiple fax numbers.

To support this service, the digital sender comes with software for a number of third-party LAN fax products. This software runs on Windows NT computers only.

Visit the HP digital sender website (<http://www.digitalsender.hp.com>) for a list of the LAN fax products that are currently supported.

Computer destinations

Users can send documents from the digital sender directly to a computer on the network. This process is accomplished through peer-to-peer transmission. The addresses of destination computers are predefined in registered user profiles. Users can choose the format for the documents and the program on their computer that is used to view and work with them.

Printer destinations

You can enable convenience copying by setting up one or more printers on the network for use with the digital sender. The printers you designate must be connected to the network by means of HP JetDirect print servers.

Only one destination can be selected per job. Collated copying is not supported.

Color printing is supported for the HP Color LaserJet 4500 printer.

HP JetSend destinations

HP JetSend is a communications technology built into printer and scanner firmware and computer software. HP JetSend-enabled devices can connect, "talk" to each other, and exchange information directly through the network. The capability is independent of servers and programs, and uses simple addressing such as TCP/IP addresses and host names.

The digital sender is an HP JetSend-enabled device. You can use it to send documents to the following types of devices:

- printers on your company intranet that are HP JetSend-enabled
- computers with HP JetSend for Windows software installed (you can download a free copy of the HP JetSend for Windows software for Windows NT or 95 from the HP JetSend website at <http://www.jetsend.hp.com>)

Both types of devices must have a valid TCP/IP address.

Third-party programs installed on computers on the network

You can customize the HP 9100C Digital Sender to support third-party programs being used in your office. Users then have the ability to distribute documents from the digital sender directly to these programs.

Security

The HP 9100C Digital Sender operates as a standalone unit on the network. You administer each digital sender independently of any other device on the network under a password that applies only to that digital sender.

The digital sender accepts three types of users:

- **registered users**
Individuals who have been set up to use the digital sender by means of a user profile. You must be a registered user to use the HP Address Book Manager. Only registered users have private address books that are accessible at the digital sender.
- **guest users**
Individuals who are not registered users and who do not have user profiles. Guest users can use the digital sender and all public address books. However, they cannot see or use private address books, nor can they use the ABM. The administrator can entirely disable guest user access.
- **administrator for the digital sender**
The individual (referred to as the “administrator” in this guide) who performs administrator activities for the digital sender. Because the digital sender is a standalone unit on the network, these activities can be performed independently of any other network activity. Administrator privileges for the digital sender do not require network privileges. Activities include such things as establishing the level of security for the digital sender and maintaining the public address books. The administrator has access to all private address books, as well as the activity log for each user.

The administrator controls digital sender security in several ways:

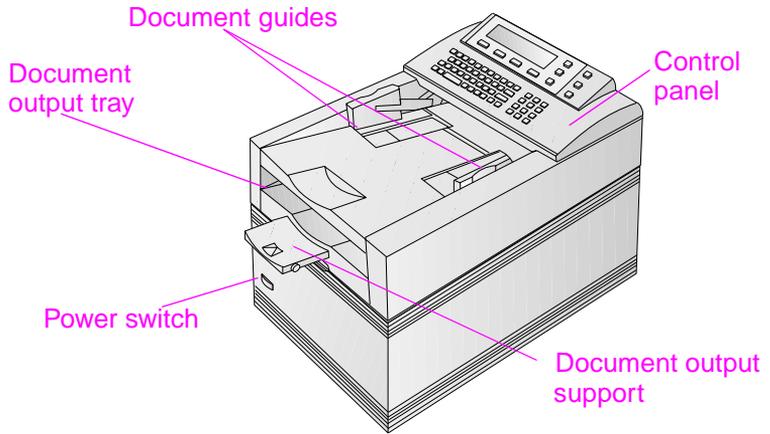
- By determining who can use the digital sender (registered users and guest users, or only registered users).
- By requiring passwords. Passwords are available at two levels: administrator and registered users. Both are optional. Passwords control what each type of user can see and do at the digital sender.
- By determining whether new or changed user profiles require administrator validation before they take effect. If validation is required, users do not have access to certain information at the digital sender until their profile has been authorized by the administrator.

Components

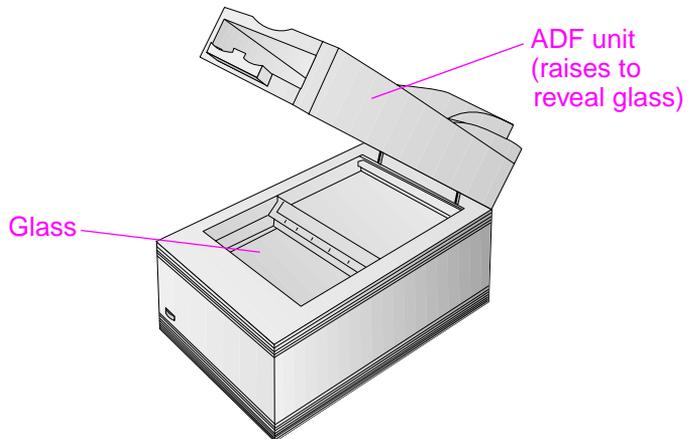
Hardware components

The following illustrations show the digital sender hardware components.

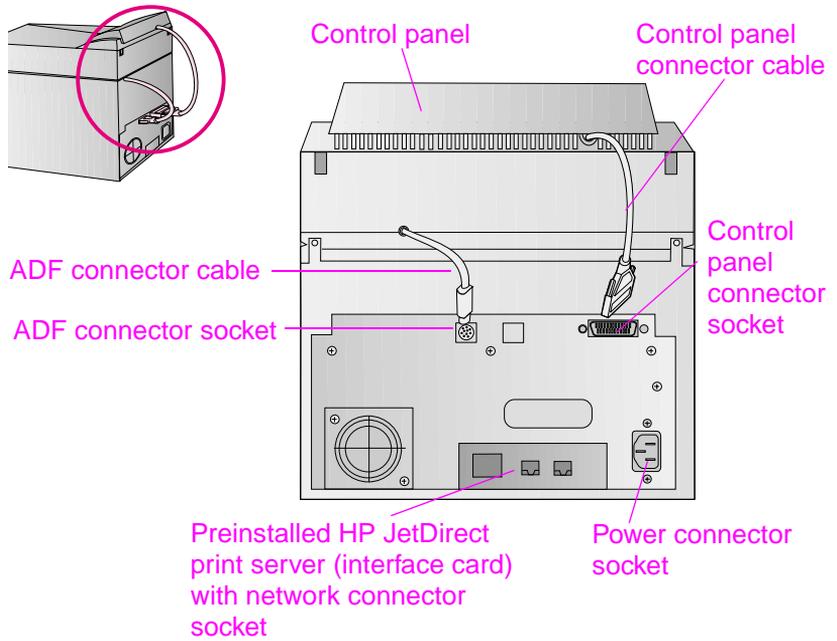
Front and top view



Front view with ADF unit raised



Rear view



Software components

The HP 9100C Digital Sender comes with the following software components:

- **HP JetAdmin software**

A Windows program that lets you remotely configure, monitor, and control HP network peripherals such as printers, plotters, and scanners. You use it for the digital sender to do the following:

- configure, disable, and enable digital sender distribution services (such as e-mail and fax)
- configure network parameters (such as DNS and WINS name resolution)
- configure security parameters
- monitor the status of the digital sender on the network
- troubleshoot problems

The HP JetAdmin software includes online help.

- **HP Address Book Manager (ABM)**

Used to set up user profiles, as well as public and private address books for sending documents to e-mail or fax destinations directly from the digital sender. Also used to configure printers for use with the digital sender and to customize the control panel. The ABM maintains a log of all digital sender activities, which is useful in monitoring and troubleshooting. The ABM includes online help.

- **HP Digital Sender Link**

Moves documents from the digital sender to designated folders on the network. Any kind of program can then use the information. The HP Digital Sender Link includes online help.

- **HP Digital Sender Service**

Supplied with the digital sender to provide support for LAN fax products and for customizing interfaces with other third-party programs. This software can be installed only on Windows NT computers.

- **Online documentation**

You can choose to install online versions of the user guide and administrator guide. The Adobe® Acrobat® Reader program can also be installed to view these online documents if it is not already installed on your network or computer.

Specifications

Equipment specifications

Feature	Description
Product type	<ul style="list-style-type: none">● Flatbed and sheetfed
Scanning element	<ul style="list-style-type: none">● Charged-coupled device
Light source	<ul style="list-style-type: none">● Xenon lamp
Interface	<ul style="list-style-type: none">● LAN: Ethernet or Token Ring
Optical resolution	<ul style="list-style-type: none">● 600 dpi (dots per inch)
Maximum scanning speed	<ul style="list-style-type: none">● 15 pages per minute (text quality)
Image processing	<ul style="list-style-type: none">● Black-and-white documents● Fine text (intended for OCR)● Color documents● Color and black-and-white photographs● High-resolution color and black-and-white photographs
Compression	<ul style="list-style-type: none">● Hardware: optimized JPEG● Software: G4 and HP Smart Compression Imaging Technology
AC line voltage	<ul style="list-style-type: none">● 100 to 240 Vac, 50 to 60 Hz
Power consumption	<ul style="list-style-type: none">● 33 W idle● 70 W operating
Noise levels	<ul style="list-style-type: none">● 35 dB idle● 50 dB when operating the flatbed● 55 dB when operating the ADF
Weight	<ul style="list-style-type: none">● 16.0 kg (35.27 lb)
Duty cycle	<ul style="list-style-type: none">● 10,000 pages per month
Control panel display	<ul style="list-style-type: none">● 240-by-64 pixel graphic LCD● Blue dots on silver-gray background● CCFL (Cold Cathode Fluorescent Lamp) backlit

Feature	Description
Keypads	<ul style="list-style-type: none"> ● 40-key alphabetic keypad ● 12-key numeric keypad ● Help key ● Simplex/duplex key for single-sided or double-sided scanning ● Green “go” button and red “stop” button ● 4 context-sensitive function keys
Scan engine	<ul style="list-style-type: none"> ● Full-color and grayscale ADF (automatic document feeder) and flatbed scans ● Image calibration ● Color and tonal adjustment ● Data scaling and enhancement ● Data conversion to different data types (text, halftone, and color draft modes)
Automatic document feeder (ADF)	<ul style="list-style-type: none"> ● 50-page capacity ● High feeding accuracy and reliability ● High-speed scans ● Variety of paper sizes and weights ● Correct order output ● Automatic start and stop at any speed

Environmental ranges

Temperature	
Operating	5 to 40° C (41 to 104° F)
Storage	-30 to 60° C (-22 to 140° F)
Humidity	
Operating	10 to 80% noncondensing (10 to 32.5° C)
	10 to 45% noncondensing (32.5 to 40° C)
Storage	10 to 85% (0 to 40° C)
	10 to 50% (40 to 60° C)

CAUTION

The operating environment should be stable, with no abrupt changes in temperature or humidity, or your digital sender might be damaged. If you move the digital sender from a cold to a warm environment, wait about two hours before using it.

Supported capabilities

Operating capabilities

Description	Maximum
Multiple selections at control panel (combination of each individual e-mail address and each distribution list)	128
Destinations for an e-mail message (combination of all individual e-mail addresses and all addresses in selected distribution lists)	1,024
Destinations for a fax transmission	64
Pending fax transmissions	128
Characters in a telephone number	80

Memory capabilities

Description	Maximum
Users	512
Public e-mail addresses	200,000
Public fax addresses	1,024
Public e-mail distribution lists	512
Public printers	256
Private e-mail addresses for each user	256
Private distribution lists for each user	100
Entries in an e-mail distribution list	512
Entries in the activity log for each user	100
Entries in the activity log for the administrator	200
Function keys that can be customized	11
Destinations that can be configured for each customized function key	512

German noise declaration

Geräuschemission

LpA <70 dB

am Arbeitsplatz

normaler Betrieb

nach EN 27779

Die Daten sind die Ergebnisse von Typprüfungen.

French EMC regulation

NOTE: Réglementation Française - Déclaration d'installation et d'utilisation d'un produit ATI de Classe A.

L'utilisateur d'un appareil de traitement de l'information (ATI) de Classe A suivant la norme de compatibilité électromagnétique NFEN 55022, doit être déclaré auprès de la préfecture du département où l'appareil est installé et utilisé ainsi qu'au Ministère des Telecommunications.

Le formulaire de déclaration à utiliser est disponible auprès des services de la Préfecture.

Declaration of conformity

EC Declaration of Conformity

According to ISO/IEC Guide 22 and EN 45014

Manufacturer's Name: Hewlett-Packard Italiana S.p.A.

Manufacturer's Address: Viale Europa, 2
24040 Stezzano (BG)
ITALY

Declares that the product

Product Name: HP 9100C Digital Sender
Model Numbers: C1313A, C1314A, C1315A, C1316A
Product Options: All

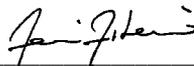
Conforms to the following specifications:

SAFETY	IEC 950:1991 +A1+A2+A3+A4 / EN 60950:1992 +A1+A2+A3+A4 IEC 825-1:1993 / EN 60825-1:1994 Class 1
EMC	CISPR 22:1993+A1 / EN 55022:1994 Class A EN 50082-1:1992 IEC 801-2:1991 / prEN 55024-2:1992 ± 4 KV CD; ± 8 KV AD IEC 801-3:1984 / prEN 55024-3:1991 3 V/m IEC 801-4:1988 / prEN 55024-4:1992 ± 0.5 KV signal lines ± 1.0 KV power lines IEC 1000-4-3:1995 / EN 61000-4-3:1996 3 V/m IEC 1000-4-5:1995 / EN 61000-4-5:1996 ± 1.0 KV differential ± 2.0 KV common IEC 1000-3-2:1995 / EN 61000-3-2:1995 IEC 1000-3-3:1994 / EN 61000-3-3:1995 AS/NZS 3548:1992 / CISPR 22:1993 + A1 Class A

Supplementary information:

The product herewith complies with the requirements of the Low Voltage Directive 73/23/EEC and the EMC Directive 89/336/EEC and carries the CE-marking accordingly.
The product was tested in a typical configuration with Hewlett-Packard test systems.

Bergamo, 30 June 1998



Tiberio Tesi - Quality Assurance Manager

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2 Installing and configuring

Introduction

Installing and configuring the HP 9100C Digital Sender for the first time consists of:

- physically installing the unit
- configuring network and security parameters
- installing the software
- configuring users
- setting up public e-mail and fax destinations
- designating the printers that can be used with the digital sender

Each HP 9100C Digital Sender exists on the network independently of any other digital sender. However, once you have configured one digital sender, you can replicate that configuration for any other digital sender on the same network.

At any time after initial configuration, you can change what you have set up. Depending on what you want to do, you use one of the following methods (explained in chapter 3 on monitoring and maintaining the digital sender).

- digital sender control panel
- HP JetAdmin software
- HP Address Book Manager
- HP Digital Sender Link

Note

If your network includes an HP Network ScanJet 5 scanner, see “Coexisting with the HP Network ScanJet 5 scanner” on page 61 for special considerations.

Installation requirements

Environmental requirements

- stable environment with no temperature or humidity changes
- room temperature of 5 to 40° C (41 to 104° F)
- relative humidity of 10 to 80% noncondensing
- sturdy, level surface
- well-ventilated room with no exposure to chemicals or direct sunlight
- location free of constant vibrations

Network system requirements

One of the following operating environments:

- Microsoft Windows 9x
- Windows NT 4.0 or 5.0 (Intel PC) workstation and server

Network:

- Microsoft TCP/IP protocol stack or compatible
- SMTP-MIME e-mail server that can be reached by the digital sender through a dedicated connection (the digital sender does not support dial-up connections)

Administrator:

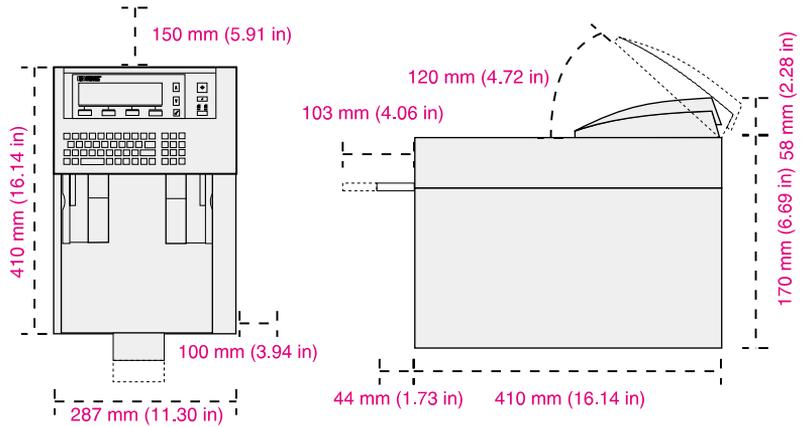
- Pentium® processor
- Windows 9x: 16 MB of RAM minimum, 32 MB recommended
Windows NT: 32 MB of RAM minimum, 64 MB recommended
- 25 MB of hard disk space
- VGA monitor

Client system requirements

- Windows 9x, or Windows NT 4.0 or 5.0 (Intel PC) workstation and server
- Pentium processor
- Windows 9x: 16 MB of RAM minimum, 32 MB recommended
Windows NT: 32 MB of RAM minimum, 64 MB recommended
- 41 MB of hard disk space
- VGA monitor

Space requirements

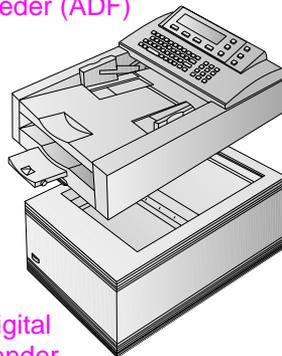
The following figure illustrates the space requirements for the HP 9100C Digital Sender.



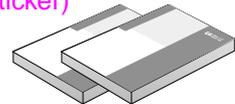
What ships in the box

The following illustration shows what ships in the box with HP 9100C Digital Sender.

Control panel and automatic document feeder (ADF)



Documentation (includes optional language sticker for keypad and HP JetSend sticker)



Compact disc



Power cable



Cable collar



The configuration process

Fast-track configuration

After you have physically installed the digital sender, you only need to configure a few parameters at the control panel to begin using the digital sender right away. After you have configured these “fast-track” parameters, you will be able to:

- discover the digital sender over the network
- send e-mail messages
- use e-mail addresses located on an LDAP server of your choosing
- send documents to HP JetSend-enabled devices on your network

Extended and optional functionality

Once you have established the digital sender on the network and enabled basic functionality, you can extend functionality for the services you wish to implement. You can also configure optional parameters for the services you have already set up.

In general, the extended and optional features consist of the following:

- security preferences
- DNS and WINS name resolution
- ability to send faxes from the digital sender
- ability to send documents from the digital sender to other computers on your network
- ability to send documents from the digital sender to printers on your network

See “Digital sender parameters” on page 73 for a list of all the parameters you can configure for the digital sender and where you configure them.

Assigning an IP address to the digital sender

The easiest and recommended method for assigning an IP address to the digital sender is by entering it directly at the control panel. Several alternate methods exist:

- **assign using the HP JetAdmin software**
You can use the HP JetAdmin software at your computer to assign or change the IP address for the digital sender.
- **assign using a DHCP or BOOTP server**
You might be more familiar with assigning IP addresses to network devices from a DHCP or BOOTP server. In this scenario, you prepare the device attached to the network, make an entry for it on the DHCP or BOOTP server, and then turn the device on. The HP JetDirect print server inside the HP 9100C Digital Sender picks up its IP information from the DHCP or BOOTP server.

Note

You can let the digital sender time out to a default IP address. In fact, this happens automatically if you do not manually assign an IP address at the control panel within the timeout period of 2 minutes.

The default IP address is not a valid address. You must change the address to one of your own assignment. You can use the control panel or the HP JetAdmin software to do this at any time.

Preparing for configuration

Before you start configuring the HP 9100C Digital Sender for the first time, take a few minutes to prepare so that you can complete the steps without interruption. Use the checklist on the following page.

Configuration Checklist

Decisions needed for installation

- Method you want to use to assign IP address to the digital sender: manually at the control panel (recommended), or from a DHCP or BOOTP server.
- Method you want to use for installing client software: from the installation compact disc, from a shared network folder, or from a website. If from a shared network folder or website, decide where you want to locate the files.

Information needed for fast-track configuration

- IP address for the digital sender _____
- IP subnet mask _____
- IP gateway _____
- E-mail server address _____
- E-mail default from (e-mail address) _____
- If you choose to enable the LDAP directory service (optional)
 - LDAP server address _____
 - LDAP search root _____
- HP JetSend device addresses (optional) _____

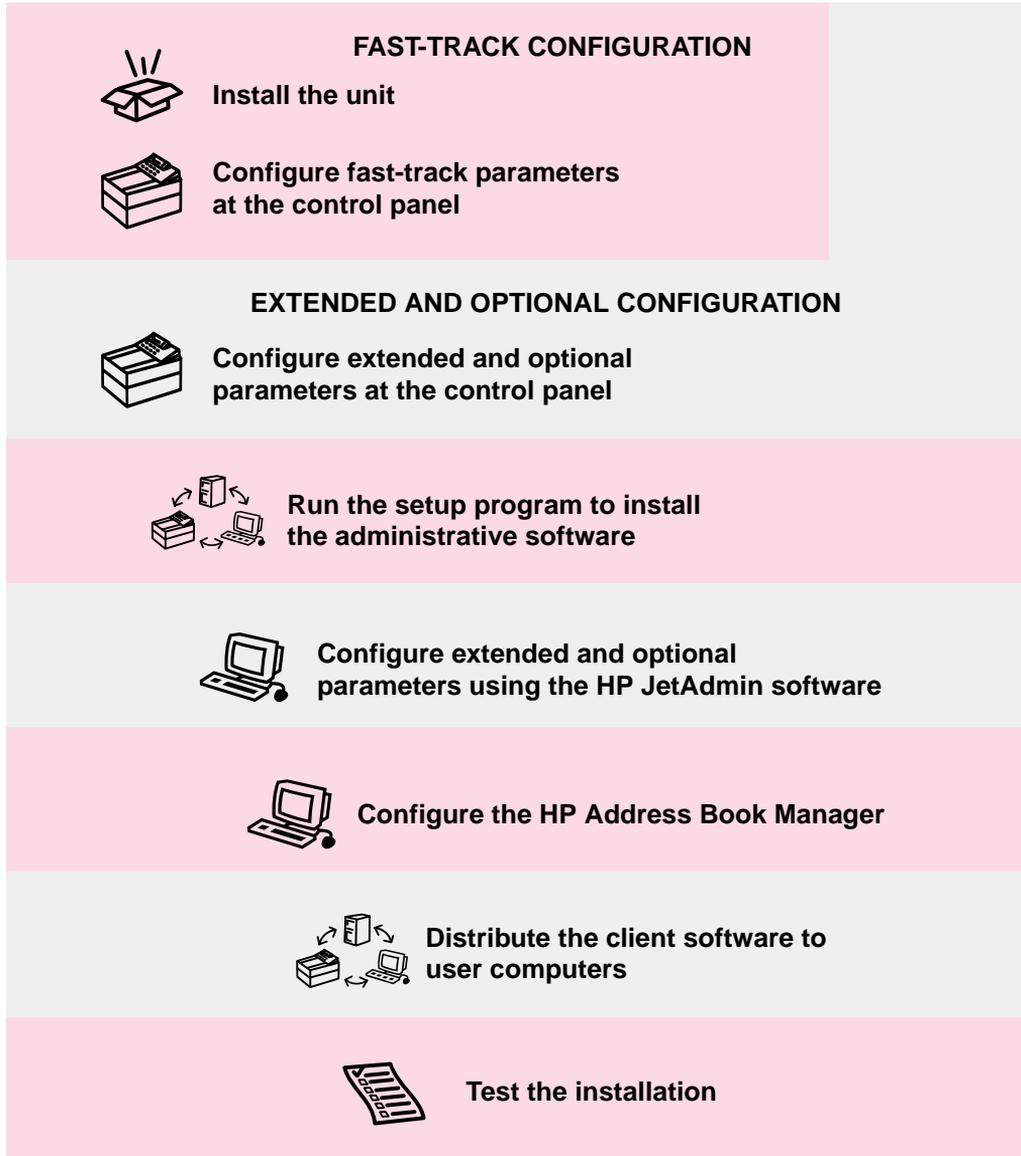
Decisions and information needed for extended functionality

- Do you want to enable the fax service?
 - Fax product name _____
 - IP address of the server where you plan to install the required HP Digital Sender Service _____
 - Path of workarea folder used by the product _____
- Do you want to enable convenience copying?
 - Type and network address of printers _____
- Do you want to enable DNS or WINS name resolution?
 - IP address of the DNS server _____
 - IP address of the DNS server domain _____
 - IP address of the WINS server _____
- Do you want to set up registered users at this time?
 - For each user, you will need: user name, user computer address, user e-mail address

Overview of configuration

Follow the steps in the order shown in the illustration below. Detailed steps follow the illustration. See “Troubleshooting the installation” on page 63 if you encounter any problem.

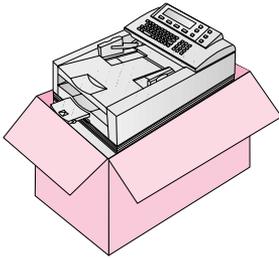
Overview of the configuration process



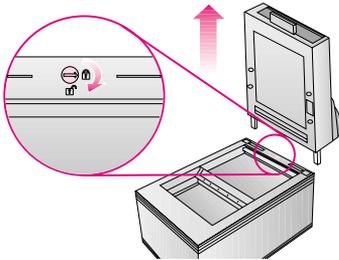
Fast-track configuration steps

Install the unit

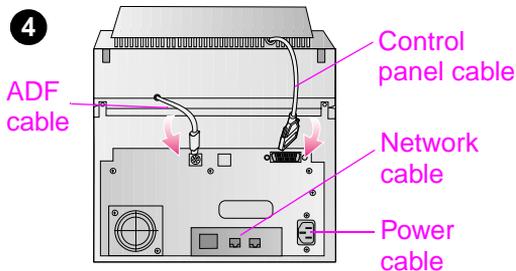
1



3



4



CAUTION

If you ever need to move the digital sender to another location, make sure that you lock it first. Moving the digital sender when it is unlocked will damage the unit.

1 Unpack the digital sender:

- Lift the digital sender out of its box and remove all shipping bags.
- Remove all tape from the ADF (automatic document feeder).
- Save the carton and all packaging material for repackaging.

2 If you have a Token Ring network with 4-Mbps operation, remove the HP JetDirect print server (J3112A interface card), set the data-rate switch to 4 Mbps, and reinstall the print server. See "Removing and replacing the HP JetDirect print server" on page 124 for details.

3 Unlock the digital sender:

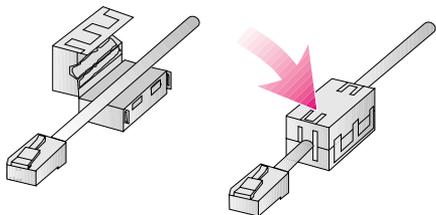
- Lift the ADF clear of the digital sender and place it on a clean, stable surface.
- Unlock the digital sender by rotating the locking screw 90 degrees clockwise.
- Reinstall the ADF.

4 Install the cables:

- ADF cable
- control panel cable
- network cable (not provided)
- power cable

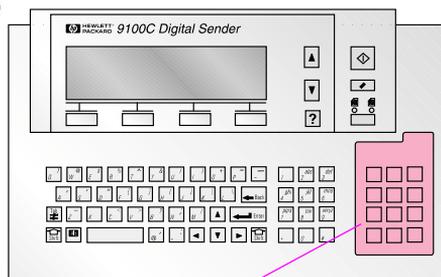
5 Plug the power cable into a grounded power outlet.

6



6 Clamp the cable collar around the network cable as close as possible to the digital sender end. This collar prevents electromagnetic interference (EMI) with the digital sender.

7

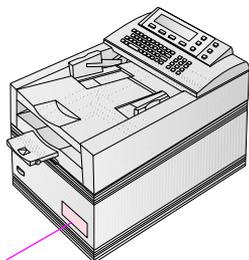


Language sticker

7 If you are using a language other than English, place the language sticker on the control panel.

8 If you choose to enable the HP JetSend service, place the HP JetSend sticker on the digital sender.

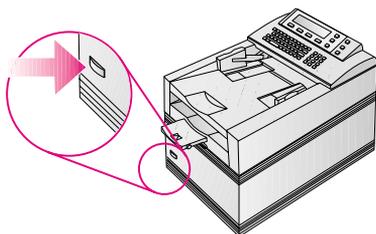
8



HP JetSend sticker

9 Turn the digital sender on. The power switch is located on the lower part of the front side.

9



Configure fast-track parameters at the control panel

After you have physically installed the digital sender, you only need to configure a few parameters at the control panel to begin using the digital sender right away. After you have configured these “fast-track” parameters, you will be able to send e-mail messages, use e-mail addresses located on an LDAP server of your choosing, and send documents to HP JetSend-enabled devices on your network. The “fast-track” parameters consist of the following (see “Configuration menu parameters” on page 80 for more detailed explanations):

- **IP configuration** (to specify how the digital sender is to receive its TCP/IP configuration—manually or from a DHCP or BOOTP server)
- **IP Address** (of the digital sender)
- **IP Subnet Mask** (if you use subnets)
- **IP Gateway** (IP address of the gateway server used to send packets off the local network)
- **E-mail Server Addr.** (IP address of the SMTP-MIME e-mail server)
- **E-mail Default From** (default e-mail address for the FROM field of e-mail messages from the digital sender)
- **Administrator Password** (recommended—not required)
- **LDAP Server Address** (IP address of the server that hosts the LDAP server—not required)
- **LDAP Search Root** (basepoint from which to start searches for names on the LDAP server—required if you configure an LDAP server address)
- **JetSend** (either enabled or disabled—not required)

Control panel keys used for the configuration menu

Use this key	To do this
Up/down arrows	Scroll through the choices in a list.
▲ and ▼	In the configuration menu Scroll through the list of parameters. In the dialog for a parameter Move between fields; increase or decrease values.
CANCEL (function key)	In the dialog for a parameter Cancel any changes made and close the dialog.
CLEAR (function key)	In the dialog for a parameter Delete the contents of a field.
EXIT (function key)	In the configuration menu Close the configuration menu and discard all changes you made.
OK (function key)	In the configuration menu Open the dialog for the parameter you have selected to make changes. In the dialog for a parameter Confirm the value and close the dialog.
SAVE (function key)	In the configuration menu Close the configuration menu and save the values you have changed.

To configure parameters at the control panel

- 1 If you have not already done so, turn the digital sender on. The first time you configure the digital sender, the configuration menu appears.

Note

You can reach the configuration menu at any time by pressing **SHIFT+ALT+ ⬠**. Make sure the digital sender is in an idle state beforehand (the green light under the ⬠ button is off).

- 2 Scroll to each parameter you want and configure it. See the table on the next page for information on how to use the keys.
- 3 When finished, press **SAVE**.
- 4 At this point you can do either of the following:
 - end installation and begin using the digital sender immediately with e-mail, LDAP, and HP JetSend functionality
 - continue installation and configure extended and optional capabilities

To configure HP JetSend-enabled devices (optional)

This section applies if you enabled the HP JetSend service. As a convenience for your users, you can configure the addresses of HP JetSend-enabled devices commonly used in your office. Then, users can select from a list of devices at the control panel instead of having to manually enter an IP address or DNS name.

To add a device to the list:

- 1 At the control panel, press **JETSEND**.
- 2 Type the IP address or DNS name for the HP JetSend-enabled device you want to add, and then press **OK**. The device is added to the list.
- 3 If you want to add another device, press **NEW** and repeat step 2. The list can contain up to 64 devices

Extended and optional configuration steps

Configure extended and optional parameters at the control panel

Listed below are the additional parameters you can configure at the control panel for extended and optional functionality (see “Configuration menu parameters” on page 80 for more detailed explanations of all parameters):

- **Date, Time** (of the digital sender)
- **Paper Size** (default size for the scanning area)
- **Language** (for the control panel, if other than English)
- **Admin Full Name** (full name of the administrator)
- **Administrator E-mail** (e-mail address of the administrator used by the digital sender to send e-mail notifications)
- **E-mail Default Subject** (default text for the **SUBJECT** field in e-mail messages sent by the digital sender)
- **LDAP Service Port, LDAP Account Name, LDAP Password** (additional parameters for configuring the LDAP directory service)
- **DNS Server Address, DNS Domain** (for DNS name resolution)
- **WINS Server Address** (for WINS name resolution)

To configure extended and optional functionality

- 1 In the configuration menu at the control panel, scroll to each parameter you want and then press **OK**.
- 2 Configure the parameters. See the table on page 39 for information on how to use the keys.
- 3 When finished, press **SAVE**.

Run the setup program to install the administrative software

The setup program installs all the software that is necessary to use the digital sender (see the table on the next page).

The software needed by client computers is distributed to users in a later step, which either you or users can do (see “Distribute the client software to user computers” on page 55).

During the setup program, you decide how you want to later distribute the client software to user computers:

- **installation compact disc**
Users can install client software using the same setup program on the installation compact disc that is used in this step.
- **shared network folder or website**
If you choose one of these options, the setup program gives you the opportunity to place the files where you want.

If the setup program finds that a particular software component has already been installed, it issues a message asking if you want to overwrite the existing file(s) and continue. When you overwrite a component, the setup program installs the new version in the same folder—you do not have the opportunity to change the location. This means that the first person who installs the software sets the target folder for all later installations.

There are special considerations if you are installing the software on a Windows NT computer and plan to share it with both an HP 9100C Digital Sender and an HP Network ScanJet 5 scanner. See “Coexisting with the HP Network ScanJet 5 scanner” on page 61.

Administrative software installed by the setup program

Software	Purpose
HP JetAdmin Utilities	The core HP JetAdmin software that is used to remotely configure, monitor, and control HP network peripherals.
HP JetAdmin Extension	Add-on HP JetAdmin software that supports the digital sender.
HP Address Book Manager	Used to set up user profiles, as well as e-mail and fax destinations for sending e-mail messages and faxes directly from the digital sender. Also used to configure printers for use with the digital sender and to customize the control panel.
HP Digital Sender Link	The software that moves scanned documents from the digital sender to the default inbox locations on the network or user computers. Used if you have not installed the HP Digital Sender Service (the HP Digital Sender Link and the HP Digital Sender Service cannot be running on the same computer).
HP Digital Sender Service	Installed only on Windows NT computers and only if you want to use the digital sender fax service with an installed LAN fax product or want to customize an interface with a third-party program. This is the software supplied with the digital sender to provide this support.
Online documentation	Online versions of documentation in .pdf format (administrator guide, user guide, quick reference, and getting started guide).
Adobe Acrobat Reader	Needed only if you install the online guides and you do not already have the Acrobat Reader or Acrobat Exchange program installed. Used to read the .pdf files for the documentation.

To run the setup program

- 1 Turn your computer on. If the computer is already on, close any programs that are running.
- 2 Insert the installation compact disc into the CD-ROM drive. The setup program starts automatically with a welcome page.
- 3 Click **Next** on the welcome page, and then follow the instructions on the screens that follow.

Notes about the choices:

- We recommend that you choose **Before Installing** before starting the install.
 - You can change the language of the setup program using the choices for **Setup Language**.
 - For this installation, choose **HP Digital Sender Administrator** and then **Administrator Software**.
 - Choose **HP Digital Sender Service** only if you are installing on a Windows NT computer and want to use the digital sender fax service with an installed LAN fax product.
 - The HP JetAdmin software has two parts: **Utilities** and **Extension**. Be sure to select both.
 - Select **Client Software Distribution** if you plan to distribute the digital sender software to client computers from the network (a later step, described under "Distribute the client software to user computers" on page 55). During the install, you are asked where on the network you want to place the client software.
- 4 Be sure to register the digital sender when the registration window appears. (However, you can register the digital sender at any time later by double-clicking the registration icon in the HP 9100C program group.)
 - 5 When the installation is complete, restart the computer.

Configure extended and optional parameters using the HP JetAdmin software

Using the configuration pages in the HP JetAdmin software that you installed in the previous step, configure any of the information listed below. Note that you might already have configured some of the parameters at the control panel. See “Configuration menu parameters” on page 80 for more detailed explanations of all parameters.

- digital sender description (**General** page)
- TCP/IP information—if you have not configured this information at the control panel (**TCP/IP** page)
- Domain Name Service (DNS) and Windows Internet Name Services (WINS) parameters (**DNS/WINS** page)
- security preferences (**Security** page)
- e-mail service parameters (**E-mail** page)
- fax service parameters (**Fax** page)
- LDAP directory service parameters (**LDAP** page)

There are two ways to navigate through the configuration pages in the HP JetAdmin software.

- **interview mode**
Takes you through the configuration pages one at a time, asking for information in a fixed order. You move to the next question by pressing **Next** and move back to previous questions by pressing **Back**. Everything takes effect at once when you click **Finish** at the end of the interview mode session.
- **expert mode**
Displays the Configuration window with tabs for all the configuration pages. You select the page you want and fill in the information. You can move between pages at will. Information takes effect whenever you click **OK** at the bottom of the window.

When the HP JetAdmin software is first installed, the interview mode is active by default. You can change the mode at any time using the steps below.

To change configuration mode

- 1 Start the HP JetAdmin software. The main window appears.
- 2 Click the **Options** menu and note the **Interview Mode** check box. Interview mode is enabled when a check mark appears in the check box.
- 3 To change to expert mode, clear the **Interview Mode** check box.

To select the digital sender you want to configure

- 1 Start the HP JetAdmin software. The main window appears. The digital sender should be listed in the device list with the IP address you assigned (or a symbolic name, if applicable).
- 2 In the device list, click the digital sender you want to configure.
- 3 On the **Device** menu, click **Modify**.

Note

If you do not see the digital sender in the device list, on the **Device** menu, click **Find**. In the **Find a device** dialog box, type the IP address you assigned and click **Find**.

Use a different method if the digital sender has been assigned a default IP address. First, at the control panel, display the self-test page by pressing **SHIFT+ALT+** . Find the MAC address in the list of parameters. Then, in the HP JetAdmin software, click **Device** and then **New** to get the list of unconfigured devices. You should be able to identify the digital sender by the MAC address. Select the device and then click **Configure**. You can then assign IP information.

To move through the configuration pages

You move differently through information, depending on mode:

Interview mode: Click **Next** to move to the next question, click **Back** to move to previous questions. Click **Finish** at the end of all questions to commit the information you have entered.

Expert mode: Click the tab for the configuration page you want. Click **OK** at the bottom of the Configuration window at any time to commit the information you have entered so far.

1 General page.

- Optional. Type a **Description** if one is missing, or change the existing description. The description might include such information as type of device and location.

2 TCP/IP page. Used to configure TCP/IP information if you have not already done so at the control panel.

- Choose the method by which the digital sender receives its TCP/IP configuration (manual, DHCP, or BOOTP).
- If you choose manual, type the required information in the **TCP/IP Address**, **Subnet Mask**, and **Default Gateway** fields.

3 DNS/WINS page. The digital sender uses DNS and WINS to resolve symbolic network names into IP addresses. This feature must be used if you identify e-mail and fax servers, printers, and computer names by network name instead of by IP address.

- Enable the name resolution you want. You can select both **Enable Domain Name System (DNS)** and **Enable Windows Internet Naming Service (WINS)** at the same time. When you enable both, the digital sender attempts to resolve network names using WINS first, and then DNS.
- For DNS. Type the **Default search domain**. In the **DNS Server Search Order** field, you can specify up to five DNS servers for use in resolving DNS names. At least one DNS server is required if you enable DNS. Enter each as an IP address. To resolve network names, the digital sender contacts DNS servers in the order you specify in the list.

The digital sender uses the **Default search domain** to build fully qualified network names. For example, if the default search domain is "hp.com" and you specify the e-mail server as "email_gw," the digital sender tries to contact the computer identified by the fully qualified network name "email_gw.hp.com." Usually the default search domain corresponds to the network domain where the digital sender is installed. If you do not specify a default, all the network names used by the digital sender must be fully qualified ones. Otherwise, they cannot be resolved.

- For WINS. Type an IP address for the **Primary WINS Server** (required when WINS is enabled) and a **Secondary WINS Server** (optional).

- Optional. The digital sender maintains a history (cache) of previous name resolutions. Using this cache improves response times, since the digital sender does not then have to repeat the query every time the same name needs to be resolved. If you wish to use the cache feature, click **Advanced** and then click the check box next to **Enable WINS/DNS Name-to-IPAddress cache**.
- 4 **Security** page. Used to configure the administrator profile and digital sender security preferences.
- If you did not enter the information at the control panel, type the administrator **E-mail Address**, **Full Name**, and **Company Name**. The e-mail address is used by the digital sender to notify the administrator when events that require attention have occurred.
 - If you did not enter an administrator password at the control panel or want to change it, click **Change password**. Type the existing password (if there is one) in the **Old** field. Type the new password in the **New** field and then again in the **Confirm new** field. Click **OK**. Note that the administrator password is case-sensitive. A password change is not committed until you choose to exit the configuration pages and save the changes by clicking **Finish** (or **OK** if in expert mode).
 - Select your preference for **Notify me through e-mail when events that require my attention occur**. This controls whether the administrator receives these notifications. (See “Controlling notifications” on page 85 for more information about notifications.)
 - Select your preference for **Administrator must always validate creation/changes of registered user profiles**. This controls whether the administrator must validate new user profiles and changes to existing user profiles before they can take effect.
 - Select your preference for **Allow guest usage**. This determines who can use the digital sender: registered users (those with a user profile), guest users, or both.

5 **E-mail** page. Used to enable and configure the ability to send Internet e-mail from the digital sender. You might have configured some of this information at the control panel already.

- Type the e-mail SMTP server address in the **IP Address or Network Name** box. If you enter a network name, make sure that you have enabled either DNS or WINS name resolution on the **DNS/WINS** page.
- Type the defaults for **Default FROM**, **Default Full Name**, and **Default Message SUBJECT**. The digital sender uses these defaults for the envelope information of e-mail messages.
- If you have configured the e-mail service at the control panel, a check mark already appears for **Enable Internet E-mail**. If there is no check mark, select the field. This makes the e-mail service available to users at the control panel. When disabled, the service becomes suspended but remains configured.
- Optional. To configure advanced features for the e-mail service, click **Advanced** and select your preferences for the following.

Break apart messages larger than SMTP servers sometimes have a maximum size for e-mail attachments. Use this field to break large documents into multiple messages that fit the size limitations of your SMTP server.

Attachment file type Select the file format you want for the e-mail attachments that are created by the digital sender.

Message text language Users can provide a subject line at the control panel, but the digital sender provides a standard text message in the language specified here.

6 Fax page. Enables and configures the fax service. To use this service, the HP Digital Sender Service must already be installed on a Windows NT computer on your network. A LAN fax product must also be installed.

- In the **IP Address or Network Name** field, type the IP address or network name of the computer where the HP Digital Sender Service is installed. If you enter a network name, make sure that you have enabled either DNS or WINS name resolution on the **DNS/WINS** page.
- Select your fax product from the **Product Name** list.
- In the **MailboxID** field (if available), type the ID corresponding to the digital sender account configured in the LAN fax server administrative software.
- Select your preferences for **Notifications**. The digital service works with some fax products to provide notifications for fax transmissions. If supported by your fax product, select your preferences for how you want notifications distributed.

You set the printer for fax transaction reports in the ABM (see “Managing printers” on page 111).

- Click the **Enable Fax** check box to enable the fax service. This makes the fax service available to users at the control panel. When disabled, the service becomes suspended but remains configured.
- Optional. To configure advanced features for the fax product you have selected, click **Advanced** and select your preferences for the following. Each product has its own default values; some can be changed and some cannot.

Exchange File Format	File format for sending data to the fax server.
Resolution	Sending resolution.
Max. Trans. Speed	Maximum fax transmission speed.
ECM	Error Correction Mode (enabled or disabled).
Retry	Maximum number of retries for each fax transmission.
Interval	Number of minutes between retries.
Default Accounting Code	Used to add an identifier to fax transmissions for billing purposes.

7 LDAP page. Used to configure the ability to query LDAP directory services for e-mail addresses and to import addresses from an LDAP directory into address books.

- In the **LDAP Server IP Address or Network Name** field, type the IP address or network name of the LDAP server. If you enter a network name, make sure that you have enabled either DNS or WINS name resolution on the **DNS/WINS** page.
- Required. The **Search root** field restricts searching to a specific area of the LDAP directory information tree. Directories are often represented in a hierarchical way using a tree. In this field, enter the basepoint (root) from which to start the search for e-mail addresses. This basepoint can be a country, an organization, or other type of group.
- Optional. Used to specify the account used by the digital sender to access the LDAP server directory when the server requests authentication. If not used, the digital sender logs in to the LDAP server using anonymous rights. Select the **Authenticate transactions with the server** check box when the digital sender must log in to the LDAP server. Type **Account name**. Type a **Password** and then type it again in the **Confirm password** field.
- Click the **Enable Directory Services** check box to enable the LDAP directory service. This selection makes the **SEARCH** key available to users at the control panel when entering the **TO** field of an e-mail message. When disabled, the service becomes suspended but remains configured.
- Optional. To configure advanced features for the LDAP directory service, click **Advanced** and select your preferences for the following.

Port number Port at which the LDAP server is listening. The default is 389.

Search time-out Number of seconds the digital sender waits for an answer to a search from the LDAP server. The default is 5 seconds; 0 means the timeout is dictated by the LDAP server.

Maximum number of hits Maximum number of entries matching the query to be returned by the LDAP server. The default is 15; 0 means the maximum number is dictated by the LDAP server.

Configure the HP Address Book Manager

Use the HP Address Book Manager (ABM) to configure any of the following at this time.

- registered users
- Public Email address book
- Public Fax address book
- a public distribution list for the Public Distribution Lists address book
- printers to be available for convenience copying
- administrator preferences for user profile validation and notifications

This section leads you through the steps for setting up users, public destinations, public distribution lists, printers, and administrator preferences for the digital sender. You can continue or change this configuration at any time. Note that users have the ability to register themselves as users once they have access to the digital sender.

To create registered users and add them as destinations to the Public Email address book

- 1 Start the ABM at your computer. To do this, click **Start**, point to **Programs**, then **HP 9100C**, and click **HP Address Book Manager**.
- 2 In the ABM main window, click **Users**.
- 3 On the **File** menu, click **New**.
- 4 Complete the information in the **New User Profile** dialog box and then click **Add**.
 - Click **Delivery Notification** if you want the user to receive e-mail notifications regarding e-mail transmissions. Note that this feature works only if your system supports DSN and if you supply an e-mail address for the user in this profile.
 - Click **Add E-mail address to Public Address Book** to add the user to the Public Email address book.
 - Make sure you select the **Account Enabled** check box.
- 5 Repeat step 4 for each registered user you want to add.
- 6 When finished, click **Close**.

To add fax destinations to the Public Fax address book

- 1 Start the ABM.
- 2 In the ABM main window, click **Public Fax**.
- 3 On the **File** menu, click **New**.
- 4 Complete the information in the **New Fax** dialog box and click **Add**.
- 5 Repeat step 4 for each fax destination you want to add.
- 6 When finished, click **Close**.

To create a public distribution list for the Public Distribution Lists address book

Creating a public distribution list at this time is optional. However, you might want to create one or more to contain the registered users in different workgroups in your office.

- 1 Start the ABM.
- 2 In the ABM main window, click **Public Distribution Lists**.
- 3 On the **File** menu, click **New**. The words “New List” appear.
- 4 Type over the words “New List” with the name for the distribution list.
- 5 Press ENTER.

To add e-mail destinations to a public distribution list

Use this procedure to add e-mail addresses to the public distribution list you just created above. Distribution lists contain only e-mail destinations. The steps assume you are adding e-mail addresses that you have already set up in the Public Email address book.

- 1 Start the ABM.
- 2 In the ABM main window, click **Public Email**.
- 3 Select the addresses you want to add.

Note

To select a continuous set of e-mail addresses, click the first one, hold down SHIFT, and click the last one you want; the entire set is highlighted. To select more than one individual address, click the first one, hold down CTRL, and click the others that you want, one at a time; the addresses you select are highlighted.

- 4 On the **Edit** menu, click **Copy**.
- 5 Click **Public Email**.
- 6 On the **Edit** menu, click **Paste**. The destinations are added to the list.

To add printers to the Public Printers address book for convenience copying

The first printer you configure becomes the default printer for fax transaction reports (if you have configured the fax service to print these reports, which is one of the options available through the **Fax** page in the HP JetAdmin software).

- 1 Start the ABM.
- 2 In the ABM main window, click **Public Printers**.
- 3 On the **File** menu, click **New**.
- 4 Complete the information in the **New Printer** dialog box and click **Add**.
- 5 Repeat step 4 for each printer you want to add.
- 6 When finished, click **Close**.

To set administrator preferences for user profile validation and notifications

You might already have set administrator preferences on the HP JetAdmin software **Security** page. If so, skip this section.

Here you decide two things:

- whether you want to control user profiles by personally validating them when users create or change them
- whether you want to be notified by e-mail when events that require your attention occur

For further information about security controls, see “Security” on page 18. For further information about notifications, see “Controlling notifications” on page 85.

- 1 Start the ABM.
- 2 On the **Digital Sender** menu, click **Security**.
- 3 Complete the information in the **Security level** dialog box.
- 4 When finished, click **OK**.

Distribute the client software to user computers

In this step, you distribute the software listed below to the user computers (clients) that will be accepting documents from the digital sender and using the HP Address Book Manager.

- HP Address Book Manager
- HP Digital Sender Link
- Online user guide

The client software must be installed at each user computer. The digital sender user guide contains the same steps found in this section—either you or your users can perform them.

If users install the client software, you need to tell them what method to use:

- installation compact disc
- shared network folder
- website

Client software installed by the setup program

Software	Purpose
HP Address Book Manager	Used to set up user profiles, as well as e-mail and fax destinations for sending e-mail messages and faxes directly from the digital sender. Also used to configure printers for use with the digital sender and to customize the control panel.
HP Digital Sender Link	This is the software that moves scanned documents from the digital sender to the default inbox locations on the network or user computers. Used if you have not installed the HP Digital Sender Service (the HP Digital Sender Link and the HP Digital Sender Service cannot be running on the same computer).
Online user guide	Online version of the user guide in .pdf format.
Adobe Acrobat Reader	Needed only if you install the online user guide and you do not already have the Acrobat Reader or Acrobat Exchange program installed. Used to read the .pdf file for the guide.

To install the client software

- 1 Turn the client computer on. If the computer is already on, close any programs that are running.
- 2 If the software is being installed from the network, log in to the network, click **Start** and then **Run**, type the path to the folder where you placed the installation files, and click **OK**.
 - Or -
If the software is being installed from the compact disc, insert it in the CD-ROM drive. The setup program begins automatically.
 - Or -
If the software is being installed from a website, open the site where you placed the installation files. Click the download button to download and launch the installation.
- 3 Follow the instructions on the screen. During the installation, you need to specify the following:
 - which programs to install (by default, all programs are installed)
 - where to store the programs (you can accept the default location or choose another location on the computer)
 - path to the default inbox where the data sent to the computer by the digital sender is stored (you can accept the default location or choose another location on the or the network)
- 4 When the installation is finished, restart the computer.

All the programs you selected are installed. If you installed the HP Digital Sender Link you can choose which program is the target program, as explained in the user guide in the chapter on the HP Digital Sender Link.

Test the installation

Use the following steps to verify that all is working as it should. See “Troubleshooting the installation” on page 63 if you experience a problem.

To test the installation

- 1 Check the control panel. There should be a function key for each functionality that you configured.
- 2 Display the self-test page to verify that the HP JetDirect print server is successfully linked to the network. The TCP/IP status parameter should read “READY.” To display the page, at the control panel press

SHIFT+ALT+ 

- 3 For Fast Ethernet (10/100Base-TX) networks only (HP J3113A print server): Check the LEDs on the interface card. Either the 10-Mbps or 100-Mbps LED (depending on your network) should be lit.
- 4 Test the e-mail service to confirm that the digital sender can communicate through Internet e-mail.
 - If you configured the IP address using the control panel, send a test e-mail message to yourself. Check your e-mail inbox to verify that it was delivered.
 - If you configured the IP address using the HP JetAdmin software, check your e-mail inbox for the message that the digital sender generates when you have configured the e-mail server correctly. (This assumes that you have configured an administrator e-mail address for the digital sender.)
- 5 Test the PC service by sending a test document to a computer you configured. Note that the HP Digital Sender Link must be running on that computer (one of the programs installed on the client computer), and the receive capability must be enabled (see the user guide for details).
- 6 Test the fax service by sending a test fax.
- 7 Test the convenience copy service by sending a test document to a printer you configured.

Customizing the digital sender to support third-party programs

You can customize the HP 9100C Digital Sender to support third-party programs being used in your office. Users then have the ability to distribute documents from the digital sender directly to these programs.

Note

Customizing for third-party support is an advanced feature of the digital sender. The interface with the third-party program is not automatic and requires special programming.

Three steps are involved:

- 1 Using the HP Address Book Manager, you assign a name for the third-party program to a function key; this is the name that appears on the control panel for users to select. The assignments appear under **Customized Function Keys** in the ABM main window. Up to 11 function keys can be customized in this way.
- 2 Then, still in the ABM, you configure at least one destination for the customized function key. You can assign up to 512 destinations to each function key. The destinations appear in the hierarchy under **Customized Function Keys** in the ABM main window. Each destination you configure is independent of the others. This means that you can have different settings for each (such as destination network address and file format).
- 3 Prepare the third-party program to accept and use the data from the digital sender. For specific information on how to do this, see the digital sender website (<http://www.digitalsender.hp.com>).

Once this work has been completed, users can select the third-party program they want by pressing the corresponding function key on the control panel at the digital sender. A list of the preconfigured destinations appears at the control panel and they choose the destination they want.

The table on page 59 explains the items in the ABM that you configure for each function key. Steps for configuring this feature begin on page 60.

Items to configure for each function key assignment

Item	Description
Name	Name of the third-party program that you want to appear on the function key at the control panel. This name can be up to 31 characters, but only the first nine display on the control panel.
Scanning Mode	Scanning mode you want for documents delivered to the program (see “Sending qualities” on page 12 for information about sending modes): <ul style="list-style-type: none">● CP (control panel) OVERWRITE● BW DOCUMENT● FINE TEXT● COLOR DOCUMENT● COLOR/BW PHOTO● HIGH RESOLUTION PHOTO If you choose CP OVERWRITE, the setting at the control panel is always used. In all other cases, the setting here overrides anything selected at the control panel.
File Format	Format in which the document is delivered to the program. All files are multipage (that is, all pages in a document are stored as a single file). <ul style="list-style-type: none">● PDF● Multipage TIFF—G4 compression for black-and-white data● PCL5—PackBits (RLE) compression
Destination's Network Address	IP address or symbolic name (DNS/WINS) of the destination on the network where the digital sender document is delivered. Either the HP Digital Sender Link or the HP Digital Sender Service must be installed at this destination.
Inbox Path	Path to the folder at the network destination where the documents are stored. This folder can be a network folder, or one that is local to the computer where the HP Digital Sender Link or HP Digital Sender Service is installed. If you choose a network folder, the HP Digital Sender Link must have write access to that folder.
Additional Information	A generic parameter string that is specific to each third-party program. The string can be up to 127 characters.

To customize a function key

- 1 Start the ABM.
- 2 In the ABM main window, click **Customized Function Keys**.
- 3 On the **File** menu, click **New**. The words “New Keyword” appear.
- 4 Type over the words “New Keyword” with the name of the third-party program as you want it to appear at the control panel for the function key.
- 5 Press ENTER.

To delete a customized function key

- 1 Start the ABM.
- 2 In the ABM main window, click **Customized Function Keys**, and then click the function key you want to delete.
- 3 On the **File** menu, click **Delete**.

To configure a function key destination

- 1 Start the ABM.
- 2 In the ABM main window, under **Customized Function Keys**, click the function key you want to configure.
- 3 On the **File** menu, click **New**. The **New Function Key Item** dialog box appears.
- 4 Complete the fields in the dialog box and then click **Add**. (See the table on page 59 for explanations of the fields.)
- 5 Repeat step 4 for each destination you want to add.
- 6 When finished, click **Close**.

Coexisting with the HP Network ScanJet 5 scanner

Administrator matters

The HP 9100C Digital Sender and the HP Network ScanJet 5 scanner coexist on the same network without conflict.

- The two devices do not use the same resources.
- You do not overwrite or erase anything by installing the digital sender software.
- The version of the HP JetAdmin software that comes with the digital sender can manage both the digital sender and the HP Network ScanJet 5 scanner. (However, previous versions of the HP JetAdmin software do not work with the digital sender.)

Client matters

The client software for the HP 9100C Digital Sender and the HP Network ScanJet 5 scanner can coexist on the same computer, and in fact can interact.

- **HP Network ScanJet 5 scanner**
Documents sent to the computer from the HP Network ScanJet 5 scanner are routed using the HP ScanJet Utility. You can continue to use the PaperPort™ software for HP to manage them. All this software can work independently of the client software for the digital sender.
- **HP 9100C Digital Sender**
Documents sent to the computer from the digital sender are routed using the HP Digital Sender Link. The HP Address Book Manager is an additional software component for the digital sender.

To use one program to manage all documents

It is possible to use just one program on the computer to manage all scanned documents. Users can do this by specifying a program as the preferred inbox for the HP Network ScanJet 5 scanner and setting the file type to .pdf (if available) or multipage .tif (see the documentation for the HP Network ScanJet 5 scanner for information on setting these options). Documents are still routed using the HP ScanJet Utility, but they appear in the target program.

The reverse is not possible. That is, you cannot use the PaperPort software with the digital sender.

When you install the client software on the user computer, the setup program detects if there is an HP Network ScanJet 5 scanner on the network. It gives you the opportunity to designate a target program as the preferred inbox for documents scanned with the HP Network ScanJet 5 scanner.

To move e-mail addresses from the HP Network ScanJet 5 scanner to the digital sender

You can export e-mail addresses in the HP ScanJet Utility to the digital sender HP Address Book Manager. In the HP ScanJet Utility, export the e-mail addresses in .csv (comma-separated value) format. Then use the ABM import procedure to import them for use with the digital sender.

Note

The e-mail feature was added to the HP Network ScanJet 5 scanner with firmware version 2.0. The ability to export e-mail addresses assumes you have upgraded to firmware version 2.0.

LAN fax service matters

This section applies only when you plan to enable the digital sender fax service on a Windows NT server and you have already installed the HP Network ScanJet 5 scanner on that server.

If you do not plan to use the HP Network ScanJet 5 scanner any longer, uninstall it before you install the digital sender. The reason for this is that the digital sender comes with two versions of the HP Digital Sender Service that supports the fax functionality—one to handle networks with just the digital sender, and a more extensive one to handle networks with both the digital sender and the HP Network ScanJet 5 scanner. If the setup program detects an HP Network ScanJet 5 scanner on the network, it installs the more extensive service. This more extensive service places a larger load on your network than the service for the digital sender alone.

If you plan to use both the HP Network ScanJet 5 scanner and the digital sender on the same network, make sure that all the software for the HP Network ScanJet 5 scanner is currently installed *before* you install the digital sender.

The HP Digital Sender Service is installed as a service associated with an existing user account. The account must have the following characteristics:

- user password never expires
- user is part of the administrator group
- user has rights set to “Logon as service”

Uninstalling the software

You can uninstall software components in two ways:

- Click the uninstall icon for the component in the program group.
- Click the Add/Remove Programs icon in the Windows Control Panel.

Troubleshooting the installation

Use the information in this section to help resolve common problems encountered while installing the digital sender.

Function key problems

You should see a function key on the control panel for each functionality that you configured. See the table below if you do not see a function key.

Function keys on the control panel

If you do not see	Do this
EMAIL	<ul style="list-style-type: none">● In the configuration menu at the control panel or the HP JetAdmin software, make sure that all the required e-mail parameters are configured (e-mail server address, e-mail default from).● On the HP JetAdmin software E-mail page, make sure that the Enable Internet E-mail check box is selected.
FAX	<ul style="list-style-type: none">● On the HP JetAdmin software Fax page, make sure that the Enable Fax check box is selected.● Make sure that the HP Digital Sender Service is installed.
PC	<ul style="list-style-type: none">● In the ABM, make sure that you have configured at least one user profile.
COPY	<ul style="list-style-type: none">● In the ABM, make sure that you have defined at least one network printer.
JETSEND	<ul style="list-style-type: none">● In the configuration menu at the control panel, make sure the JetSend parameter is set to "on."
Any function key	<ul style="list-style-type: none">● Try the actions listed above for individual keys.● Use the other information in this installation troubleshooting section.

Installation problems

Installation problems

Problem	Actions
Software will not install.	<ul style="list-style-type: none">● Verify that your network operating system and computer hardware support the HP 9100C Digital Sender (see "Installation requirements" on page 30).● All programs except Systray and Explorer should be closed. To check, press CTRL+ALT+DELETE. If there are other open programs, click one, and then click End Task. Repeat for each open program. Then reinstall the software.● If the problem persists, contact HP customer support.
HP JetAdmin software did not install.	<ul style="list-style-type: none">● If the HP JetAdmin software fails to install, the setup program stops. Check the result code in the file called JAResult.ini in your Windows\System folder to verify the problem. The result is 1 if the HP JetAdmin software installed and exited as expected, and 0 if a problem with the software exists.● Try reinstalling the software. If the problem persists, contact HP customer support.
The computer cannot read the installation compact disc.	<ul style="list-style-type: none">● The correct drive might not have been specified. Check for the proper drive letter. Often, it is D or E for the CD-ROM drive.● Check the compact disc for damage. Try using the compact disc on another computer, or copy the compact disc or disk folders to the hard drive. Then install from the hard drive.● If the problem persists, contact HP customer support.
You cannot exit the configuration menu at the control panel.	<ul style="list-style-type: none">● The HP JetDirect print server is unconfigured (does not have a valid IP address). Use the control panel to assign an IP address.
After changing the default language, the control panel shows all the messages in English regardless of the language you selected.	<ul style="list-style-type: none">● The digital sender is not using the localized messages stored on the hard drive. Contact HP customer support.

Installation problems (continued)

Problem	Actions
<p>A newly configured digital sender does not appear in the HP JetAdmin software device list.</p>	<ul style="list-style-type: none"> ● The discovery process can sometimes take a while. Wait a few minutes. ● In the HP JetAdmin software, refresh the database with F5. Or, click Device and then click Find. In the Find a device dialog box, type the IP address you assigned and then click Find. ● Force a complete new discovery by pressing F7. This might take a long time if you have a large number of devices on your network. Then repeat the Device/Find steps. ● Go to Options/Preferences on the TCP/IP Discovery page. Add the IP address to the list of devices for which to search. Click OK and then press F7 again. ● In the HP JetAdmin software, click View and then click Details. Choose to show the IP address column by clicking View and then Columns and then adding the IP address to the selected headings. Click OK to return to the main window device list and see if the digital sender is listed with its IP address.
<p>The digital sender does not have a valid IP address.</p>	<ul style="list-style-type: none"> ● If the digital sender was assigned a default IP address or you did not assign an IP address (either manually at the control panel or through DHCP or BOOTP), display the self-test page and note the MAC address (see “Displaying the self-test page” on page 116). In the HP JetAdmin software, click Device and then click New. You should see the MAC address for the digital sender listed. Click the device, click Configure, and then configure an IP address. You should be able to see the digital sender when you return to the main window device list.
<p>The digital sender is not working after you have installed a new JetDirect card.</p>	<ul style="list-style-type: none"> ● Try to display the self-test page (see “Displaying the self-test page” on page 116). If you cannot display the page, there is a problem between the digital sender and the HP JetDirect print server (interface card). If you can display the page, verify that the TCP/IP status parameter reads “READY.” ● Ensure that you have installed the interface card correctly. ● Make sure that all cabling is securely connected. ● Turn the digital sender off and then back on. ● For Fast Ethernet (10/100Base-TX) networks only (HP J3113A): Check the LEDs on the interface card. Depending on your network, either the 10-Mbps or 100-Mbps LED should be lit. If not, check that the jumper positions match your network (see “HP JetDirect print server troubleshooting” on page 168 for details). ● For Token Ring (IEEE 802.5) networks only (HP J3112A): Make sure the network data rate on the interface card is set correctly (either 4 Mbps or 16 Mbps). See “Removing and replacing the HP JetDirect print server” on page 124 for details. ● If the problem persists, contact HP customer support.

Installation messages

This table contains the error messages that might appear when you are installing the software and actions to take to resolve the problem.

Note

Messages are listed in alphabetical order.

Installation messages

Message	Description	Actions
Attention, If you remove this service, you will not be able to use HP 9100C Digital Sender and HP Network ScanJet 5 with this computer.	A service used by both the digital sender and the HP Network ScanJet 5 scanner is installed on the Windows NT computer. If you remove the service, you also remove support for the HP Network ScanJet 5 scanner.	<ul style="list-style-type: none">● Decide if you want to remove the service or not and then continue with installation.
Domain or user name specified during installation does not exist or user does not have Administrator rights. Check correctness of Domain and User Name. Do you want to retry?	The domain name or user name you entered during installation does not exist.	<ul style="list-style-type: none">● Verify the accuracy of the domain name and user name you entered, and then try again.
Error in removing/uninstalling the service.	This message occurs if the HP Digital Sender Service that you are trying to uninstall is not installed. If the service is running, it is stopped before the uninstall.	<ul style="list-style-type: none">● Try again.
Error starting the service. If on this PC there is a HP Digital Sender Link up and running there will be a conflict and the service cannot start.	A conflict exists with a running copy of the HP Digital Sender Link.	<ul style="list-style-type: none">● Make sure the HP Digital Sender Service is installed.● If the HP Digital Sender Link is running, disable it.
Error stopping the service.	There was an error in stopping the HP Digital Sender Service.	<ul style="list-style-type: none">● Make sure the HP Digital Sender Service is installed and running.

Installation messages (continued)

Message	Description	Actions
Setup has found a Digital Sender Client Link installed in your system. The Digital Sender Service and the Digital Sender Link can not run at the same time. If you continue all private PC users will lose their "Send to PC" functionality unless the service is stopped. Do you want to continue?	The HP Digital Sender Service and the HP Digital Sender Link cannot run at the same time on the same computer. If you continue to install the HP Digital Sender Service while the HP Digital Sender Link is running, users will not be able to receive documents from the digital sender at their computers. Also, although installed, the HP Digital Sender Service will not start.	<ul style="list-style-type: none"> ● Close the HP Digital Sender Link if you want to install the HP Digital Sender Service.
Setup has found a HP Network Scanner Service installed in your system. Do you want to install a new service that will replace it and that will be able to manage both HP Network ScanJet 5 and HP 9100C?	If you install the HP Digital Sender Service that comes with the digital sender, it replaces the service that was installed for the HP Network ScanJet 5 scanner. The digital sender service can manage both the digital sender and the HP Network ScanJet 5 scanner. If you do not install the HP Digital Sender Service, the digital sender will not work on the Windows NT computer.	<ul style="list-style-type: none"> ● Decide if you want to install the HP Digital Sender Service or not and continue with the installation. <p>See "Coexisting with the HP Network ScanJet 5 scanner" on page 61 for further information.</p>
On this PC the Digital Sender Service has been installed by the Administrator. The Digital Sender Link cannot work if the service is running. To be able to receive documents directly on this PC, the administrator must disable the service. Do you want to continue?	The HP Digital Sender Service is running on the computer. The HP Digital Sender Link cannot run unless you stop the service. Without the HP Digital Sender Link, the client cannot receive documents arriving from the digital sender.	<ul style="list-style-type: none"> ● Disable the HP Digital Sender Service on the computer if you want to install the HP Digital Sender Link.
Setup was not able to install it. Check if the service is already installed.	Error installing the HP Digital Sender Service.	<ul style="list-style-type: none"> ● Make sure the HP Digital Sender Service has not already been installed. ● If the HP Digital Sender Service is installed, uninstall and then install it again.

Installation messages (continued)

Message	Description	Actions
The service cannot be installed with the specified parameters. Its installation will be stopped.	The installation command is issuing an invalid parameter as part of the command string.	● Contact HP customer support.
The specified Domain Name is too long. Do you want to retry?	The domain name you entered is too long.	● Check the accuracy of the domain name and type it again.
The specified Password is too long. Do you want to retry?	The password you entered is too long.	● Check the accuracy of the password and type it again.
The Specified User associated to the service has not a valid Name. Type user name again. Do you want to retry?	The user name you entered is invalid.	● Check the accuracy of the user name and type it again.
The specified User Name is too long. Do you want to retry?	The user name you entered is too long.	● Check the accuracy of the user name and type it again.
You don't have Administrator rights or user Information is not available. Check if the current user is part of the local administrator group. Do you want to retry?	You do not have administrator rights, or user information is not available.	● Make sure you are part of the local administrator group.

3 Administering

Introduction

Administrator activities

The table beginning on page 70 lists typical administrator activities. Procedures in this chapter explain how to perform these activities. As the table shows, you perform most of the activities in three places. Sometimes you can do the same thing in more than one place.

- **control panel**
Used to change configuration parameters and to perform certain administrator activities. Only the administrator has access to the configuration menu for performing these activities.
- **HP Address Book Manager (ABM)**
Used to maintain user profiles, public address books, printers for use with the digital sender, and security, and to back up and restore address books.
- **HP JetAdmin software**
Used to configure, monitor, and control network devices such as the digital sender, and to troubleshoot network problems.

The activity log is an important tool for monitoring all digital sender activities—those initiated by users as well as the administrator. You view this log using the HP Address Book Manager (see “Using the activity log” on page 113).

Administrator activities and where performed

Activity	Where performed		
	Control panel	ABM	HP JetAdmin
Shutdown and restart activities			
Shut the digital sender down remotely without restarting			Configuration/ Tools page
Shut the digital sender down and restart remotely (reboot)			Configuration/ Tools page
Shut the digital sender down at the control panel	Configuration menu/ TOOLS		
Reset activities			
Reset address books			Configuration/ Tools page
Reset network parameters			Configuration/ Tools page
Reset the digital sender to factory defaults	Configuration menu/ TOOLS		Configuration/ Tools page
Backup and restore activities			
Back up address books		Tools menu	
Restore address books		Tools menu	
Restore old firmware images	SHIFT+ALT+F0 (F0 = left function key)		
Security and user profile activities			
Change administrator password	Configuration menu	Digital Sender menu/Security	Configuration/ Security page
Erase administrator password	SHIFT+ALT+r		
Determine who can use the digital sender (registered and guest users or only registered users)			Configuration/ Security page
Create and maintain registered user profiles		Main menu/Users	
Change the need for registered user profile validation		Digital Sender menu/Security	Configuration/ Security page
Validate registered user profiles		Main menu/Users	

Administrator activities and where performed (continued)

Activity	Where performed		
	Control panel	ABM	HP JetAdmin
Address book activities			
Maintain the Public Email address book		Main menu/ Public Email	
Maintain the Public Distribution Lists address book		Main menu/ Public Distribution Lists	
Maintain the Public Fax address book		Main menu/ Public Fax	
Import e-mail addresses from another e-mail program		Tools menu/ Address Book Import	
Configure an LDAP directory server for e-mail address searches	Configuration menu	Tools menu/ Directory	Configuration/ LDAP page
Import e-mail address from an LDAP directory server		Tools menu/ Address Book Import	
Check address books	Configuration menu/ TOOLS	Tools menu/ Check Address Books	
Clear address books		Edit menu/ Clear Address Books	
Notification activities			
Control e-mail notifications when important events occur		Digital Sender menu/ Security	Configuration/ Security page
Control fax notifications			Configuration/ Fax page
Miscellaneous activities			
Use the activity log		Tools menu/ View Log	
Designate the network printers that can be used with the ABM		Main menu/ Public Printers	
Designate the printer for fax transaction reports		Main menu/ Public Printers	
Display the self-test page	SHIFT+ALT+ 		

Administrator activities and where performed (continued)

Activity	Where performed		
	Control panel	ABM	HP JetAdmin
Change the contrast level on the control panel	SHIFT+ALT+ ▲ SHIFT+ALT+ ▼		
Change default paper size for scanning	Configuration menu		Configuration/ Page Setup page
Change control panel language	Configuration menu		Properties/ Advanced page
Assign an asset number to the digital sender			Properties/ Advanced page

Digital sender parameters

The following table lists parameters that determine how the digital sender works and where you can find them.

Administrator parameters and where found

Parameter	Where found			
	Control panel	ABM	HP JetAdmin	Other
Network parameters				
Method for obtaining TCP/IP configuration	Configuration menu		Configuration/TCP/IP page	
IP address of digital sender	Configuration menu		Configuration/TCP/IP page	
IP subnet mask	Configuration menu		Configuration/TCP/IP page	
Default IP gateway	Configuration menu		Configuration/TCP/IP page	
DNS (Domain Name System) enabled/disabled	Configuration menu (server address)		Configuration/DNS/WINS page	
DNS server	Configuration menu		Configuration/DNS/WINS page	
Additional DNS servers and default search domain			Configuration/DNS/WINS page	
WINS (Windows Internet Naming Service) enabled/disabled	Configuration menu (server address)		Configuration/DNS/WINS page	
WINS primary server	Configuration menu		Configuration/DNS/WINS page	
WINS secondary server			Configuration/DNS/WINS page	
WINS/DNS name-to-address cache enabled/disabled			Configuration/DNS/WINS page	

Administrator parameters and where found (continued)

Parameter	Where found			
	Control panel	ABM	HP JetAdmin	Other
Administrator and security parameters				
Administrator name and e-mail address	Configuration menu		Configuration/ Security page	
Administrator password	Configuration menu	Digital Sender/ Security	Configuration/ Security page	
Administrator company			Configuration/ Security page	
Preference for requirement to validate new and changed user profiles		Digital Sender/ Security	Configuration/ Security page	
Preference for e-mail notification when events that require attention occur		Digital Sender/ Security	Configuration/ Security page	
Access rights at the control panel			Configuration/ Security page	
User parameters				
User profiles (includes user password, e-mail address, and IP address of computer)		Main menu/ Users		
Product parameters				
Digital sender description			Configuration/ General page	
Current date and time	Configuration menu			
Control panel contrast level	SHIFT+ALT+ ▲ SHIFT+ALT+ ▼			
Control panel language	Configuration menu		Properties/ Advanced page	
Default paper size for scanning	Configuration menu		Properties/ Page Setup page	
Digital sender asset number			Properties/ Advanced page	

Administrator parameters and where found (continued)

Parameter	Where found			
	Control panel	ABM	HP JetAdmin	Other
Customized function keys and their destinations (ABM)		Main menu/ Customized Function Keys		
E-mail service parameters				
Enabled/disabled	Configuration menu (IP address)		Configuration/ E-mail page	
E-mail SMTP server IP address	Configuration menu		Configuration/ E-mail page	
Network name of e-mail SMTP server (instead of IP address)			Configuration/ E-mail page	
Default contents of SUBJECT and FROM fields for transmissions	Configuration menu		Configuration/ E-mail page	
Default Full Name associated with the default FROM field			Configuration/ E-mail page	
Language for the body of e-mail messages			Configuration/ E-mail page	
Whether to break apart messages to fit SMTP server size limitations			Configuration/ E-mail page	
Attachment file type			Configuration/ E-mail page	
Destinations in the Public Email address book		Main menu/ Public Email		
LDAP directory service enabled/disabled	Configuration menu (server address)		Configuration/ LDAP page	
LDAP server IP address	Configuration menu		Configuration/ LDAP page	
LDAP server network name (instead of IP address)			Configuration/ LDAP page	
LDAP service port number	Configuration menu		Configuration/ LDAP page	

Administrator parameters and where found (continued)

Parameter	Where found			
	Control panel	ABM	HP JetAdmin	Other
LDAP search root, service port, account name, password	Configuration menu		Configuration/ LDAP page	
LDAP authentication requirement for transactions with server enabled/disabled			Configuration/ LDAP page	
LDAP search timeout and maximum number of hits			Configuration/ LDAP page	
Fax service parameters				
Enabled/disabled			Configuration/ Fax page	
IP address or network name of the computer where the HP Digital Sender Service is installed			Configuration/ Fax page	
LAN fax product name			Configuration/ Fax page	
Preferences for fax notifications			Configuration/ Fax page	
Default printer for fax transaction reports		Main menu/ Public Printers		
LAN fax workarea				Setup program or Windows Control Panel Services
File format for data sent to the fax server			Configuration/ Fax page	
Fax resolution			Configuration/ Fax page	
Maximum fax transmission speed			Configuration/ Fax page	
Maximum number of retries for each fax transmission			Configuration/ Fax page	
Time interval between retries			Configuration/ Fax page	

Administrator parameters and where found (continued)

Parameter	Where found			
	Control panel	ABM	HP JetAdmin	Other
ECM (Error Correction Mode) transmission enabled/disabled			Configuration/ Fax page	
Default accounting code			Configuration/ Fax page	
Destinations in the Public Fax address book		Main menu/ Public Fax		
Send to computer parameters				
Enabled or disabled				HP Digital Sender Link
IP addresses of receiving computers		User profiles		
Default receive inbox				HP Digital Sender Link
Path to the working folder				HP Digital Sender Link
Target program used to view and work with sent documents				HP Digital Sender Link
Preference for whether the send also launches the target program				HP Digital Sender Link
File format for sending to the computer		User profiles		
Convenience copy parameters				
Network printers available for convenience copying		Main menu/ Public Printers		

Using the configuration menu at the control panel

The table on page 80 lists the parameters you can configure using the configuration menu at the control panel.

Note

The configuration menu is available only to the administrator if an administrator password has been configured. See “Changing or setting administrator password” on page 100 for information on how to set or change this password.

Configuration menu keys

While in the configuration menu, you use both keypad keys and labeled function keys to move through, select, and save values. The following two tables explain these keys.

Keypad keys

Use this key	To do this
SHIFT+ALT+ 	At the control panel Open the configuration menu. The digital sender must be idle before using (green light under  is off).
 and 	In the configuration menu Scroll through the list of parameters. In the dialog for a parameter Move between fields. Increase or decrease values.
TAB and 	In the dialog for a parameter Accept the value in the current field and move to the next field.
SHIFT+TAB and 	In the dialog for a parameter Accept the value in the current field and move to the previous field.
SHIFT+BACK	In the dialog for a parameter Delete the contents of the active field.
	In the dialog for a parameter Confirm the value and close the dialog (same as using the OK function key).
Up and down arrow keys	Scroll through the choices in a list.

Function keys

Use this key	To do this
CANCEL	In the dialog for a parameter Cancel any changes made and close the dialog.
CLEAR	In the dialog for a parameter Delete the contents of a field. For some parameters, set the default value.
EXIT	In the configuration menu Close the configuration menu and discard all changes you made.
OK	In the configuration menu Open the dialog for the parameter you selected so that you can make changes. In the dialog for a parameter Confirm the value and close the dialog.
SAVE	In the configuration menu Close the configuration menu and save the values you entered.
TOOLS	In the configuration menu Display a list with the following choices: Shutdown, Factory defaults, and Check Address Books.

Configuration menu parameters

See the following table for an explanation of the parameters in the configuration menu.

Parameters that use an IP address can show only the numeric address, even when a symbolic name has been assigned to a device.

Configuration parameters on the control panel

Parameter	Description
Date	Current date. CLEAR sets the date to Jan 1, 1980.
Time	Current time (24-hour clock). CLEAR sets the time to midnight (0:0).
Paper Size	Default size for the scanning area. Users can override this setting at the control panel. Choices: Letter, A4, or Legal.
Language	Language in which keys and messages appear at the control panel. Choices: English, French, German, Italian, or Spanish. The language changes as soon as you select a different language.
IP Configuration	<p>To specify how the digital sender HP JetDirect print server obtains its TCP/IP configuration. Choices:</p> <ul style="list-style-type: none">● MANUAL. From the control panel or using management software such as the HP JetAdmin software (you then use the IP Address, IP Subnet Mask, and IP Gateway parameters).● BOOTP (Boot Protocol) or DHCP (Dynamic Host Configuration Protocol). Automatically from the network (the IP Address, IP Subnet Mask, and IP Gateway parameters are ignored). A corresponding server must be running and properly configured. The next time you open the configuration menu, you see the values that the HP JetDirect print server automatically discovered. See "Assigning an IP address to the digital sender" on page 33 for details. <p>Two things happen if you configured the IP address using BOOTP or DHCP and later change the IP address at the control panel or in the HP JetAdmin software: (1) the IP address that was assigned is released and (2) the setting for this parameter changes to MANUAL. Changing this value causes the digital sender to shut down and restart.</p>

Configuration parameters on the control panel (continued)

Parameter	Description
IP Address	Unique TCP/IP network address of the HP JetDirect print server in the digital sender. Required for the digital sender to work. CLEAR sets the address to 00.00.00.00. Changing this value causes the digital sender to shut down and restart.
IP Subnet Mask	If subnets are used, the filter used to identify the subnet of the HP JetDirect print server in the digital sender. CLEAR sets the address to 00.00.00.00. Changing this value causes the digital sender to shut down and restart.
IP Gateway	IP address of the gateway server used to send packets off the local network. CLEAR sets the address to 00.00.00.00. Changing this value causes the digital sender to shut down and restart.
Administrator Full Name	Full name of the administrator. Up to 32 characters are allowed.
Administrator Password	Password for this digital sender. You can have a different password for each digital sender. Up to 15 characters are allowed. The password is case-sensitive.
Administrator E-mail	Administrator e-mail address. This address is used by the digital sender to send e-mail notifications. Up to 255 characters are allowed.
E-mail Server Addr.	IP address of the e-mail SMTP-MIME server. CLEAR sets the address to 00.00.00.00. If left blank or cleared, the e-mail service is disabled. Both the E-mail Server Addr. and Email Default From parameters must be enabled for the e-mail service to work.

Configuration parameters on the control panel (continued)

Parameter	Description
Email Default From	<p>Default e-mail address for the FROM field in e-mail messages from the digital sender. This default address is used <i>only</i> when:</p> <ul style="list-style-type: none"> ● users have not registered at the control panel and send an e-mail message without entering anything in the FROM field ● registered users do not have an e-mail address in their profile and send an e-mail message <p>Up to 255 characters are allowed. If left blank or cleared, the e-mail service is disabled. Both the E-mail Server Addr. and Email Default From parameters must be enabled for the e-mail service to work.</p> <p>Note:</p> <ul style="list-style-type: none"> ● You must provide a default e-mail address to prevent users from sending anonymous e-mail messages.
Email Default Subject	<p>Default text for the SUBJECT field in e-mail messages sent by the digital sender. This default text is used <i>only</i> when users do not provide a subject of their own directly from the control panel keypad. Up to 128 characters are allowed.</p>
E-mail Quality	<p>Default image quality used for documents sent by e-mail. Choices: B/W Document, Color Document, Color-B/W Photo.</p>
LDAP Server Address	<p>IP address of the server that hosts the LDAP (Lightweight Directory Access Protocol) directory for e-mail address searches. CLEAR sets the address to 00.00.00.00. If left blank or cleared, the function is disabled.</p>
LDAP Search Root	<p>Basepoint (root) from which to start searches for names on the LDAP directory server. Directories are often represented in a hierarchical way using a tree. The basepoint might be a country, an organization, or other type of group. Not all servers require this information. Up to 512 characters are allowed. See the digital sender website for examples (http://www.digitalsender.hp.com).</p>
LDAP Service Port	<p>TCP/IP port number on which the LDAP directory server is listening. The default port is 389.</p>

Configuration parameters on the control panel (continued)

Parameter	Description
LDAP Account Name	Account name used when the LDAP server requires an authenticated login. Up to 512 characters are allowed.
LDAP Password	Password associated with the LDAP Account Name.
PC Quality	Default image quality used for documents sent to computers. Choices: B/W Document, Color Document, Color-B/W Photo.
JetSend	Used to enable the JetSend service. The setting is either on or off.
DNS Server Address	IP address of the DNS server. Used for DNS (Domain Name System) symbolic name resolution if you identify servers and devices on your network by network name instead of by IP address. CLEAR sets the address to 00.00.00.00. If left blank or set to 00.00.00.00, the function is disabled. Notes: <ul style="list-style-type: none"> You can use the HP JetAdmin software to specify up to four more DNS servers for use in resolving DNS names. Configure this on the DNS/WINS page. On the DNS/WINS page, you can enable both DNS and WINS at the same time. When both are enabled, the digital sender attempts to resolve network names using WINS first, and then DNS.
DNS Domain	If DNS name resolution is used, the IP address of the domain for the DNS server. Up to 256 characters are allowed. If left blank, the function is disabled.
WINS Server Address	IP address of the WINS server. Used for WINS (Windows Internet Naming Service) symbolic name resolution if you identify servers and devices on your network by network name instead of by IP address. CLEAR sets the address to 00.00.00.00. If left blank or set to 00.00.00.00, the function is disabled. Note: <ul style="list-style-type: none"> You can use the HP JetAdmin software to specify a secondary WINS server. Configure this on the DNS/WINS page.

To configure parameters at the control panel

- 1 Make sure the digital sender is idle (the green light under the button is off). 
- 2 At the control panel, press **SHIFT+ALT+** .
- 3 If an administrator password is required, the **HP 9100C Login** dialog box appears. Type the password and press **OK**.
- 4 When the configuration menu appears, select the parameter you want.
- 5 Make your changes. (See “Configuration menu keys” on page 78 for information on how to enter and change values for the different parameters.)
- 6 When finished, return to the configuration menu and press **SAVE**.

Controlling notifications

The digital sender notifies administrators and users of events in several ways:

- **control panel messages**
These messages report status and error conditions. See “Control panel messages” on page 141 for a list and description of messages.
- **activity log entries**
The activity log is a record of digital sender use and system activities. See “Activity log messages” on page 170 for a list and description of entries. See “Using the activity log” on page 113 for information on how to access the activity log.
- **e-mail welcome message for new user profile**
Every time you or a user creates a user profile, the digital sender sends a “welcome” message to the owner of the profile. The message serves the following purposes:
 - notifies to which digital sender the profile has been added
 - notifies that the profile is active and available at the control panel
 - validates correctness of the “from” information in the profile
 - provides a printed copy of the user profile contents
- **e-mail message when important events occur**
The administrator can choose to receive e-mail messages for important events that occur—for example, if there is a change to a user profile. See “To control whether you receive e-mail messages when important events occur using the ABM” on page 86 or “To control whether you receive e-mail messages when important events occur using the HP JetAdmin software” on page 86.
- **fax transmission notifications**
Printed reports and e-mail messages with information about fax transmissions are provided if your LAN fax product supports notifications and if you have configured the digital sender for them. See the description of notifications on the HP JetAdmin software **Fax** page under “To move through the configuration pages” on page 46.
- **notification of e-mail delivery (DSN)**
Users can enable or disable the Delivery Status Notification (DSN) feature in their user profiles if DSN is supported by your system. If the feature is enabled, the user receives a notification of e-mail delivery, but not a return copy of the message.

Notes about notifications:

- E-mail notifications require that the recipients have an e-mail address configured in their user profile.
- Your system might support DSN, but not all systems do. The route to an e-mail destination might include a node that does not support DSN. If DSN is not supported through the entire path, a return notification might not occur.
- All pending notifications are lost when you reset network parameters and when fatal errors occur in operation. If anyone turns the digital sender off, the notification for the job that was last submitted might also get lost (however, you can check the activity log to see if that particular transmission was successful).

To control whether you receive e-mail messages when important events occur using the ABM

- 1 Start the ABM.
- 2 On the **Digital Sender** menu, click **Security**.
- 3 Select your preference for **Notify me through e-mail when events that require my attention occur**.
- 4 Click **OK**.

To control whether you receive e-mail messages when important events occur using the HP JetAdmin software

- 1 Start the HP JetAdmin software.
- 2 On the device list, select the digital sender you want.
- 3 Click **Device** and then click **Modify**.
- 4 In the Configuration window, click **Security**.
- 5 Select your preference for **Notify me through e-mail when events that require my attention occur**.
- 6 Click **OK**.

To control printed transaction reports and e-mail messages for fax transmission

- 1 Start the HP JetAdmin software.
- 2 On the device list, click the digital sender you want.
- 3 Click **Device** and then click **Modify**.
- 4 In the Configuration window, click **Fax**.
- 5 Select your preferences for notifications.
- 6 Click **OK**.

Shutting down and restarting

Use the shutdown procedure for the following reason:

- to prepare the digital sender to be physically turned off (for example, when you need to replace a part)

Notes about the procedure:

- Shutdown locks the digital sender from use until you restart it. The procedure does not turn the power off. Jobs in process might be interrupted.
- You can shut the digital sender down at the control panel, or do it remotely using the HP JetAdmin software.
- You cannot discover the digital sender on the network using the HP JetAdmin software until you restart it.

To shut down using the control panel

- 1 Make sure the digital sender is idle (the green light under the button is off). 
- 2 At the control panel, press **SHIFT+ALT+** .
- 3 If an administrator password is required, the **HP 9100C Login** dialog box appears. Type the password and press **OK**.
- 4 When the configuration menu appears, press **TOOLS**.
- 5 Select **Shutdown** and press **OK**.
- 6 Press **OK** to confirm that you want to shut down.

To shut down and (optionally) restart using the HP JetAdmin software

- 1 Make sure that no one is using the digital sender. The shutdown interrupts any job in process.
- 2 Start the HP JetAdmin software.
- 3 In the device list, click the digital sender you want to shut down.
- 4 Click **Device** and then click **Modify**.
- 5 In the Configuration window, click **Tools**.
- 6 Click one of the following:

Shutdown	Shut down without restarting
Re-boot	Shut down and then restart
- 7 Click **OK**.
- 8 Click **OK** to confirm that you want to shut down.

Resetting

Resetting address books

Use this procedure for the following reasons:

- when you want to clear the e-mail addresses of all address books and reenter the addresses (for example, if significant changes to e-mail addresses in your company have occurred)
- as a general practice before you restore address books, so that the database is clean (described under “Restoring” on page 96)
- when instructed to do so by troubleshooting steps or HP customer support

Resetting address books does the following:

- erases the administrator password
- locks the digital sender from use until the reset is complete
- erases the contents of all public and private address books
- erases all activity logs

CAUTION

This action cannot be undone.

To reset address books

- 1 Make sure that no one is using the digital sender. The shutdown interrupts any job in process.
- 2 Start the HP JetAdmin software.
- 3 In the device list, click the digital sender you want to reset.
- 4 Click **Device** and then click **Modify**.
- 5 In the Configuration window, click **Tools**.
- 6 Click **Reset address book**, and then click **OK**.
- 7 Click **OK** to confirm that you want to reset.

Resetting network parameters

Use this procedure for the following reasons:

- when you move the digital sender from one network to another network
- when instructed to do so by troubleshooting steps or HP customer support

Resetting network parameters does the following:

- locks the digital sender from use until the reset is complete
- erases the configuration for TCP/IP, DNS/WINS, security (except the administrator password), e-mail, fax, and LDAP settings
- erases all pending fax notifications
- removes the digital sender from the list of devices in the HP JetAdmin software (since the digital sender is no longer a configured device), which means that it can no longer be discovered over the network

Notes about the procedure:

- The procedure does not touch address books in the ABM.
- After you reset the network parameters, neither you nor any users can use the digital sender again until you have reconfigured it, starting with the steps under “Configure fast-track parameters at the control panel” on page 38.

CAUTION

This action cannot be undone.

To reset network parameters

- 1 Make sure that no one is using the digital sender. The shutdown interrupts any job in process.
- 2 Start the HP JetAdmin software.
- 3 In the device list, click the digital sender you want to reset.
- 4 Click **Device** and then click **Modify**.
- 5 In the Configuration window, click **Tools**.
- 6 Click **Reset network parameters**, and then click **OK**.
- 7 Click **OK** to confirm that you want to reset.

Resetting to factory defaults

Use this procedure for the following reasons:

- when you want to completely reconfigure the digital sender and all address books
- when instructed to do so by troubleshooting steps or HP customer support

Resetting the digital sender to factory defaults is a combination of resetting address books and resetting network parameters. It does the following:

- erases the administrator password
- locks the digital sender from use until the reset is complete
- erases the configuration for TCP/IP, DNS/WINS, security, e-mail, fax, and LDAP settings
- erases all pending fax notifications
- erases the contents of all public and private address books
- removes the digital sender from the list of devices in the HP JetAdmin software (since the digital sender is no longer a configured device), which means that it can no longer be discovered over the network

Notes about the procedure:

- After you reset the digital sender to the factory defaults, neither you nor any users can use the digital sender again until you have reconfigured it, starting with the steps under “Configure fast-track parameters at the control panel” on page 38.
- You can use either the control panel or the HP JetAdmin software to reset the digital sender to the factory defaults.

CAUTION

This action cannot be undone.

To reset to factory defaults using the control panel

- 1 Make sure the digital sender is idle (the green light under the button is off).
- 2 At the control panel, press **SHIFT+ALT+**.
- 3 If an administrator password is required, the **HP 9100C Login** dialog box appears. Type the password and press **OK**.
- 4 When the configuration menu appears, press **TOOLS**.
- 5 Select **Factory defaults** and press **OK**.
- 6 Press **OK** to confirm that you want to shut down.

To reset to factory defaults using the HP JetAdmin software

- 1 Make sure that no one is using the digital sender. The shutdown interrupts any job in process.
- 2 Start the HP JetAdmin software.
- 3 In the device list, click the digital sender you want to reset.
- 4 Click **Device** and then click **Modify**.
- 5 In the Configuration window, click **Tools**.
- 6 Click **Reset to factory defaults**, and then click **OK**.
- 7 Click **OK** to confirm that you want to reset.

Backing up and restoring address books

Backing up

Use this procedure for the following reasons:

- as a part of your regular routine for backing up important information
- before you make a large number of changes in the HP Address Book Manager
- to make a copy of information so that you can replicate it on another digital sender
- when instructed to do so by troubleshooting steps or HP customer support

Notes about the procedure:

- The administrator and users can both back up address books, but they have different capabilities:
 - **administrator**
Can save a copy of all public and private address books, user profiles, printer assignments, and function key assignments.
 - **users**
Can save a copy of only their private address books.
- The procedure does not back up any configuration performed at the control panel or through the HP JetAdmin software.
- The complete activity log is included in the backup.
- You can save the backup file only on a computer where the HP Digital Sender Link has write access.
- Backup requires from 10 to 20 minutes (depending on the amount of information being backed up).
- The backup creates 19 files. We recommend that you store these backup files in an otherwise empty folder.
- Backup requires an average of 50 to 100 MB of free hard disk space.
- Do not delete, rename, or make any changes to the backup files. If you do, the complete set becomes unusable.
- Backing up locks the digital sender and the ABM from use until the backup is complete.

The backup creates a Notify.dat file that contains one of the codes shown in the following table. You can find this file in the folder you choose to place the backup.

Status information in the Notify.dat file

Code	Action
OK	The backup completed successfully. No action required.
FAIL01	Retry. If the problem persists, note the code and contact HP customer support.
FAIL02	Retry. If the problem persists, note the code and contact HP customer support.
FAIL04	Note the code and contact HP customer support.
FAIL05	Retry. If the problem persists, note the code and contact HP customer support.
FAIL06	Retry. If the problem persists, note the code and contact HP customer support.

To back up

- 1 Make sure that no one is using the digital sender. The backup interrupts any job in process.
- 2 Make sure the HP Digital Sender Link is running on the computer on which you will be storing the backup.
- 3 Start the ABM.
- 4 On the **Tools** menu, click **Backup**.
- 5 For the **Backup Directory** field, click **Browse** to select the folder in which you want to store the backup.
- 6 Click **Start**.

You cannot stop the backup once you have started it. Clicking **Cancel** only closes the window that monitors the operation.
- 7 A dialog box appears if the folder you chose already contains files. You can either delete the files and continue the backup, or return to step 5.
- 8 Check the status of the backup in the following places when it has finished:
 - Activity log (see “Using the activity log” on page 113)
 - Notify.dat file (see the description in this section)

Restoring

Use this procedure for the following reasons:

- to replace the address book information in a digital sender
- to copy the address books from one digital sender to another digital sender (these digital senders do not have to be on the same network)
- when instructed to do so by troubleshooting steps or HP customer support

Notes about the procedure:

- Restoring destroys the previous version of address books on the computer that is receiving the restore.
- The digital sender you restore the information to does not have to be the same one that was backed up.
- A restore requires from 10 to 20 minutes (depending on the amount of information being restored.)
- Restoring locks the digital sender and the ABM from use until the restore is complete.
- Restoring also includes the activity log.

The restore creates a Notify.dat file that contains one of the codes shown in the following table. You can find this file in the restore folder.

Status information in the Notify.dat file

Code	Action
OK	The restore completed successfully. No action required.
FAIL01	Retry. If the problem persists, note the code and contact HP customer support.
FAIL02	Retry. If the problem persists, note the code and contact HP customer support.
FAIL04	Note the code and contact HP customer support.
FAIL05	Retry. If the problem persists, note the code and contact HP customer support.
FAIL06	Retry. If the problem persists, note the code and contact HP customer support.

To restore

- 1 Make sure that no one is using the digital sender. The restore interrupts any job in process.
- 2 Make sure the HP Digital Sender Link is running on the computer that is to receive the restored files.
- 3 Start the ABM.
- 4 On the **Tools** menu, click **Restore**.
- 5 For the **Restore Directory** field, click **Browse** to locate the folder that contains backup files.
- 6 Click **Start**.

You cannot stop the restore once you have started it. Clicking **Cancel** only closes the window that monitors the operation.
- 7 Click **OK** to confirm that you want to continue the restore.
- 8 Check the status of the restore in the following places when it has finished:
 - Activity log (see “Using the activity log” on page 113)
 - Notify.dat file (see the description in this section)

Creating and maintaining user profiles

This section contains information about user profiles that pertains to the administrator. See the user guide or the ABM online help for details on other use.

Both users and the administrator have the ability to create a user profile. However, there are important differences in their capabilities:

- Users can see and change only their own profile. The administrator can see and change any user profile.
- Users cannot validate their own profile. If the administrator has set up security to require validation, only the administrator can do the validation (see “Controlling whether the administrator must validate new or changed user profiles” on page 102 and “Validating a new or changed user profile” on page 103).

To create a user profile

- 1 Start the ABM.
- 2 In the ABM main window, click **Users**.
- 3 On the **File** menu, click **New**.
- 4 Complete the information in the **New User Profile** dialog box
 - Click **Delivery Notification** if you want the user to receive e-mail notifications regarding e-mail transmissions. Note that this feature works only if your system supports DSN (Delivery Status Notification) and if you supply an e-mail address for the user in this profile.
 - Click **Add E-mail address to Public Address Book** to add the user to the Public Email address book.
 - Make sure you select the **Account Enabled** check box.
- 5 When finished, click **Add**.
- 6 If you want to add another user profile, repeat steps 4 and 5.
- 7 When finished, click **Close**.

To change a user profile

- 1 Start the ABM.
- 2 In the ABM main window, click **Users**.
- 3 Click the user whose profile you want to change.
- 4 On the **File** menu, click **Properties**.
- 5 Make your changes in the **User Profile Properties** dialog box.
- 6 Click **Change** to confirm the changes and return to the main window.

To delete a user profile

- 1 Start the ABM.
- 2 In the ABM main window, click **Users**.
- 3 Click the user whose profile you want to delete.
- 4 On the **File** menu, click **Delete**.

Controlling security

Determining who can use the digital sender

The administrator determines who can use the digital sender: only registered users (those with a user profile) or both registered users and guest users.

To determine who can use the digital sender

- 1 Start the HP JetAdmin software.
- 2 In the device list, click the digital sender.
- 3 Click **Device** and then click **Modify**.
- 4 In the Configuration window, click **Security**.
- 5 Use the **Allow guest users** field to indicate your preference (anyone or only registered users).
- 6 Click **OK**.

Changing or setting administrator password

You can change the administrator password using the control panel, the ABM, or the HP JetAdmin software.

Note

The administrator password is case-sensitive.

To change or set administrator password using the control panel

- 1 Make sure the digital sender is idle (the green light under the  button is off).
- 2 At the control panel, press **SHIFT+ALT+** .
- 3 If an administrator password is already required, the **HP 9100C Login** dialog box appears. Type the password and press **OK**.
- 4 When the configuration menu appears, select **Administrator Password** and then press **OK**.
- 5 Type the old administrator password and press **↵**.
- 6 Type the new password and press **↵**.
- 7 Type the new password again and press **CONFIRM**.
- 8 Press **SAVE** to save the password and exit the menu.

To change or set administrator password using the ABM

- 1 Start the ABM.
- 2 On the **Digital Sender** menu, click **Security**. The **Security Level** dialog box appears.
- 3 Type the new password in the **New** box.
- 4 Type the new password again in the **Confirm New** box.
- 5 Click **OK**.

To change or set administrator password using the HP JetAdmin software

- 1 Start the HP JetAdmin software.
- 2 In the device list, click the digital sender.
- 3 Click **Device** and then click **Modify**.
- 4 In the Configuration window, click **Security**.
- 5 Click **Change password**. The **Change administrator password** dialog box appears.
- 6 Type the current password in the **Old** field. Type the new password in the **New** field and then type it again in the **Confirm new** field.
- 7 Click **OK**.

Erasing administrator password

If you erase the administrator password, any user can connect to the digital sender as the administrator and perform sensitive administrator activities (such as erasing user address books and resetting the digital sender to factory defaults).

After you have erased the administrator password, you can reassign a password at any time. See “Changing or setting administrator password” on page 100.

To erase administrator password

At the control panel, press **SHIFT+ALT+r**.

Controlling whether the administrator must validate new or changed user profiles

Any ABM user can create or change a user profile. However, the administrator controls what happens then:

- **New user profile or change is accepted at once**
Users can immediately access public address books and their private address books at the control panel.
- **New user profile or change must be validated by the administrator**
Users receive a notification that their user profile has been submitted, but needs validation. Work on any private address books is not lost, but private address books are not available on the digital sender until the administrator has validated the user profile. The administrator also receives notification (if the option for notification when important events have occurred is enabled, as described under “Controlling notifications” on page 85).

Note

The following user profile changes do not require validation, even if the validation requirement has been set: password, file format, and e-mail delivery notification (DSN).

To change the validation requirement using the ABM

- 1 Start the ABM.
- 2 On the **Digital Sender** menu, click **Security**.
- 3 Select your preference for **Administrator must always validate creation/changes of user profiles**.
- 4 Click **Change**.

To change the validation requirement using the HP JetAdmin software

- 1 Open the HP JetAdmin software.
- 2 In the device list, click the digital sender.
- 3 Click **Device** and then click **Modify**.
- 4 In the Configuration window, click **Security**.
- 5 Select your preference for **Administrator must always validate creation/changes of registered user profiles**.
- 6 Click **OK**.

Validating a new or changed user profile

Use this procedure when new or changed user profiles require validation (see “Controlling whether the administrator must validate new or changed user profiles” on page 102 for details on how the requirement is set). Users cannot access their private address books at the control panel until their profiles have been validated.

To validate a new or changed user profile

- 1 Start the ABM.
- 2 In the ABM main window, click **Users**.
- 3 Click the user profile that needs validation.
- 4 On the **File** menu, click **Properties**.
- 5 In the **User Properties** dialog box, select the **Account Enabled** check box.
- 6 Click **Change**.

Working with address books

This section contains information about address books that pertains to the administrator.

When you log in to the HP Address Book Manager as administrator, the main window lists the following:

- **Public Email**
Contains e-mail addresses available to any user. Only the administrator can change information in this address book (see “Maintaining the Public Email address book” on page 105).
- **Public Fax**
Contains fax destinations available to any user. Registered users and the administrator can change information in this address book (see the user guide or the ABM online help for steps).
- **Public Distribution Lists**
Contains predefined groups of e-mail addresses available to any user. Only the administrator can change information in this address book (see “Maintaining the Public Distribution Lists address book” on page 105).
- **Users**
Contains a list of all registered users (the main window that users see contains only their own name). You can select any user and see and change information in their private address books (see the user guide or the ABM online help for steps).
- **Public Printers**
Contains the network printers that users can access from the digital sender to make copies of a document. Only the administrator can change information in this address book (see “Managing printers” on page 111).
- **Customized Function Keys**
Contains the function keys that have been customized to support third-party programs. Only the administrator can configure this advanced feature of the digital sender (see “Customizing the digital sender to support third-party programs” on page 58).

Maintaining the Public Email address book

Only the administrator can change information in the Public Email address book.

To add an address to the Public Email address book

- 1 Start the ABM.
- 2 In the ABM main window, click **Public Email**.
- 3 On the **File** menu, click **New**. The **New E-mail** dialog box appears.
- 4 Complete the information in the dialog box and then click **Add**.
- 5 Repeat step 4 for each address you want to add.
- 6 When finished, click **Close**.

To delete an address from the Public Email address book

- 1 Start the ABM.
- 2 In the ABM main window, click **Public Email**.
- 3 When the list of addresses appears, click the one you want to delete.
- 4 On the **File** menu, click **Delete**.
- 5 Click **Yes** to confirm.

Maintaining the Public Distribution Lists address book

Only the administrator can change information in the Public Distribution Lists address book.

To add a list to the Public Distribution Lists address book

- 1 Start the ABM.
- 2 In the ABM main window, click **Public Distribution Lists**.
- 3 On the **File** Menu, click **New**. The words "New List" appear.
- 4 Type over the words "New List" with the name for the distribution list.
- 5 Press ENTER.

To delete a list from the Public Distribution Lists address book

- 1 Start the ABM.
- 2 In the ABM main window, click **Public Distribution Lists**.
- 3 Click the distribution list you want to delete.
- 4 On the **File** menu, click **Delete**.
- 5 Click **Yes** to confirm.

To add addresses to a distribution list

- 1 Start the ABM.
- 2 In the ABM main window, open the e-mail address book or distribution list that contains the addresses you want to add to a list.
- 3 Select the addresses you want to add.

Note

To select a continuous set of e-mail addresses, click the first one, hold down SHIFT, and click the last one you want; the entire set is highlighted. To select more than one individual address, click the first one, hold down CTRL, and click the others that you want, one at a time; the addresses you select are highlighted.

- 4 On the **Edit** menu, click **Copy**.
- 5 Click **Public Distribution Lists**.
- 6 Click the distribution list you want to change.
- 7 On the **Edit** menu, click **Paste**. The new destinations are added to the list.

To delete addresses from a distribution list

- 1 Start the ABM.
- 2 In the ABM main window, click the distribution list that contains the addresses you want to delete.
- 3 Select the addresses. (See the note above for tips on selecting them.)
- 4 On the **File** menu, Click **Delete**.
- 5 Click **OK** to confirm the deletion.

Importing e-mail addresses into address books

This section contains information about importing e-mail addresses that pertains to the administrator.

Both users and the administrator can import e-mail addresses into the digital sender, but they have different capabilities:

- Users can import e-mail addresses only into their private e-mail address books. The administrator can import e-mail addresses into the Public Email address book.
- Users can import CSV (comma-separated value) files and LDIF (LDAP Data Interchange Format) files. The administrator can import these types of files, as well as HPBC (Hewlett-Packard Batch Configuration) files. See the explanations and examples of these three file formats below.
- The administrator can choose to erase the contents of the address book into which the e-mail addresses are being imported, thus replacing the entire list. Users do not have this option.

The procedures are the same for users and the administrator. See the user guide or the ABM online help for steps.

A record of problems encountered during import is kept in a log file called ImportAB.log. You can find this log in the Windows\Temp folder of the computer on which the ABM is running. If errors occur during the import, a message box asks if you want to view the log file then. You can view the file at a later time as well, using any program (such as Notepad) that reads .txt files.

LDAP Data Interchange File (LDIF)

Characteristics of the file:

- ASCII format
- File extension of .ldif

For detailed and current information on this file format, see the LDIF technical specifications maintained by the Internet Engineering Task Force (IETF) at the following location:

<http://search.ietf.org/internet-drafts/draft-good-ldap-ldif-00.txt>

Example:

```
dn: cn=Mark White,mail=mw@acme.com
cn: Mark White
sn: White
givenname: Mark
objectclass: top
objectclass: person
locality: Bergamo, Italy
mail: mw@acme.com
telephonenumber: 123 123 [(+39 35) 123-123]
o: acme.com
```

```
dn: cn=bob red,mail=bob@red.com
cn: bob red
sn: red
givenname: bob
objectclass: top
objectclass: person
locality: Boise, Idaho USA
mail: bob@red.com
telephonenumber: 333 333 333
o: red.com
```

Comma-Separated Value (CSV)

Characteristics of the file:

- ASCII format
- one entry per line
- file extension of .csv
- fields on the command line are separated by a comma (,)
- quotes around the name are needed if you want to include a comma in the name

Example:

```
"Mark, White",mw@acme.com  
Bob Red,bob@red.com
```

Hewlett-Packard Batch Configuration (HPBC)

Characteristics of the file:

- ASCII format
- one command per line
- file extension of .hpb
- fields on the command line are separated by a space
- quotes around the name are needed if you want to include a space in the name

Commands that can be included in the file:

CA emailab	Clear all entries in the Public Email address book. If used, this must be the first line in the file.
SE emailab	Add the entry to the Public Email address book. A user name and e-mail address are required. This command can be mixed in the file with DE commands.
DE emailab	Delete the entry from the Public Email address book. A user name is required. This command can be mixed in the file with SE commands.

Example:

```
CA emailab
SE emailab "Mark White" "mw@acme.com"
SE emailab "Bob Red" "bob@red.com"
DE emailab "Alice Jones"
SE emailab "Dennis Johnson" "johnon@ime.com"
```

Managing printers

To enable convenience copying or printing of fax transaction reports, you need to set up at least one printer for use with the ABM. The list of printers that you make available appears in the ABM main window under **Public Printers**.

The printers you choose must already be configured on the network. You can set up any number of printers for convenience copying. At the digital sender, users then select the one they want to use. Only one printer can be used for fax transaction reports (users do not have a choice).

To add a printer to the Public Printers list

- 1 Start the ABM.
- 2 In the ABM main window, click **Public Printers**.
- 3 On the **File** menu, click **New**. The **New Printer** dialog box appears.
- 4 Enter **Name**, **Network Address**, and **Type**.
- 5 If you want this printer to be the one that prints fax transaction reports, select the **Set as Default Printer for Reports** check box.
If another printer has already been set as the default printer, a dialog box asks you to confirm that you want to change.
- 6 Click **Add**.

Note

Fax transaction reports are possible only if your LAN fax product supports notifications and if you have enabled them (see the description of notifications on the HP JetAdmin software **Fax** page under “To move through the configuration pages” on page 46).

To delete a printer from the Public Printers list

- 1 Start the ABM.
- 2 Click **Public Printers**.
- 3 Click the printer you want to delete.
- 4 On the **File** menu, click **Delete**.
- 5 Click **Yes** to confirm.

To designate the printer for fax transaction reports

If the printer you want to use for fax transaction reports has not been set up for use with the ABM, follow the steps under “To add a printer to the Public Printers list” on page 111). Select the **Set as Default Printer for Reports** check box.

If the printer has already been set up for use with the ABM, follow the steps below.

Note

Fax transaction reports are possible only if your LAN fax product supports notifications and if you have enabled them (see the description of notifications on the HP JetAdmin software **Fax** page under “To move through the configuration pages” on page 46).

- 1 Start the ABM.
- 2 In the ABM main window, click **Public Printers**.
- 3 Click the printer you want to use for fax transaction reports.
- 4 On the **File** menu, click **Properties**.
- 5 Select the **Set as Default Printer for Reports** check box.
- 6 Click **Change**.

If another printer has already been set as the default printer, a dialog box asks you to confirm that you want to change.

Using the activity log

The digital sender keeps a record of events in an activity log (see the box below). Every event has an “owner”—the individual who initiated the action. System events (such as configuration changes made at the control panel) name the administrator as their owner.

Both users and the administrator can view the log, but they have different capabilities:

- Users can view only the events they own as registered users and the events initiated by guests users. The administrator can view the log for the administrator, or the log for any user (registered or guest).
- The activity log for a user can hold up to 100 events. The log for the administrator can hold up to 200 events.

When the maximum number of entries in the activity log is reached, new events begin overwriting the oldest events.

You can view the log, copy and paste it into another program, save it to a separate file, print it, or clear it.

See “Activity log messages” on page 170 for a list and explanation of the messages.

Events recorded in the activity log

- | | |
|-------------------------------------|--|
| ● shutdown and restart | ● system errors |
| ● success or failure of an activity | ● changes in configuration made with the configuration menu at the control panel |
| ● user profile activity | ● change to e-mail configuration |
| ● erase of address book contents | ● change to fax configuration |
| ● backup | ● convenience copy enabled or disabled |
| ● restore | ● change to security configuration |
| ● firmware upgrade | |

Information recorded about each event

- | | |
|---------|---|
| ● date | ● description of event |
| ● time | ● severity of event (normal, warning, error, fatal) |
| ● owner | |

To view the activity log for guest user or administrator

- 1 Start the ABM.
- 2 On the **Tools** menu, click **View Log**.
- 3 Click either **Administrator** or **Guest**.
- 4 You can keep the activity viewer open while you work on your computer. To close it, on the **File** menu, click **Exit**.

To view the activity log for a registered user

- 1 Start the ABM.
- 2 Click **Users**.
- 3 Click the user whose log you want to see.
- 4 On the **Tools** menu, click **View Log**.
- 5 Click the user name.
- 6 You can keep the activity viewer open while you work on your computer. To close it, on the **File** menu, click **Exit**.

To use the activity log

The activity viewer shows different information about the messages arranged in columns. You can sort the messages by the type of information (for example, by severity in order to list all fatal messages first). To do this, click the top of the column containing that information. The status bar at the bottom of the viewer shows how many messages are in the log for each type of message.

Using the activity log

To do this	Action
Print the log	On the File menu, click Print .
Copy the log	<p>You can copy all or parts of the log to the Windows Clipboard and then paste it into another program (such as Microsoft Excel). The program you paste the log into must accept tab-delimited files.</p> <p>Select the portion of the log you want to copy. On the Edit menu, click Copy to place the information in the Clipboard.</p>
Save the log	On the File menu, click Save As . Name the file using your preferred format, choose a folder, and click OK .
Clear the log	<p>Clearing the log is useful if you are troubleshooting problems. Once you clear the log, entries reflect only current conditions. Clearing the log is also useful when you have moved the digital sender, or made major configuration changes.</p> <p>On the Edit menu, click Clear.</p>
Refresh the log	<p>If you have left the log open while you have been working, you might need to refresh the log to see the most current information.</p> <p>On the Edit menu, click Refresh.</p>

Displaying the self-test page

The self-test page displays useful information about the digital sender (see the table on the next page). Use it for the following reasons:

- verify configuration settings
- verify the operating status of the HP JetDirect print server
- learn the MAC address of the digital sender
- learn firmware version numbers

The self-test page is in English only (even if you configure the control panel for a different language).

To display the self-test page

- 1 Make sure the digital sender is idle (the green light under the  button is off).
- 2 At the control panel, press the following while at the main menu or during login:

SHIFT+ALT+ 

- 3 To leave the self-test page, press **EXIT**.

Self-test page parameters

Parameter	Descriptions
FW Ver.	Version of firmware installed in the digital sender.
FW Date	Release date of the firmware installed in the digital sender.
JetDirect Prd. #	Product number of the HP JetDirect print server: <ul style="list-style-type: none"> ● HP J3110A Ethernet (10Base-T) networks ● HP J3111A Ethernet (10Base-T, 10Base-2) and LocalTalk networks ● HP J3112A Token Ring (IEEE 802.5) networks ● HP J3113A Fast Ethernet (10/100Base-TX) networks
JetDirect FW Rev.	Version of firmware installed on the HP JetDirect print server (G.xx.xx).
MAC Address	Unique LAN hardware address assigned to the HP JetDirect print server at the time of manufacture (for example, 0060B072525E).
IP Address	Unique TCP/IP address of the HP JetDirect print server. This is assigned by the administrator.
Subnet Mask	If subnets are used, the filter used to identify the subnet of the HP JetDirect print server. This is assigned by the administrator.
TCP/IP status	Status of the connection to the network: <ul style="list-style-type: none"> ● INITIALIZING The HP JetDirect print server is searching for a valid IP address. After 2 minutes, a default IP address is automatically assigned. ● READY The HP JetDirect print server has been assigned an IP address and is actively connected to the network. ● ERROR A network or HP JetDirect print server error has been detected.
Gateway Addr.	IP address of the default gateway server used to communicate with nodes on other subnets or networks.
Received pkts	Total number of packets received without error.
Bad packets	Total number of packets received with errors.
Framing err.	Total number of packets received that contained a CRC (cyclic redundancy check) or framing (alignment) error.
Transm. pkts	Total number of packets transmitted without error on the network.
Collisions	Total number of packets that were not transmitted due to successive collisions.

Self-test page parameters (continued)

Parameter	Descriptions
Late collisions	Total number of packets that were not transmitted due to late collisions (collisions after the 64th byte of a packet).
Log Server Addr.	IP address of the host computer that receives syslog messages from the HP JetDirect print server.
JetDirect Cfg.	Indicates how the digital sender has received its TCP/IP configuration: <ul style="list-style-type: none">● BOOTP Automatically from a BOOTP server.● DHCP Automatically from a DHCP server.● MANUAL Manually from entries made at the control panel, from the HP JetAdmin software, or from other means.
JetDirect ID	HP manufacturing identification code assigned to the HP JetDirect print server.
JetDirect Timeout	Timeout value in seconds that an idle data connection is allowed to remain open. Valid values are 0 to 3600. A value of 0 disables the timeout mechanism. The default is 90 seconds.
Boot Block Ver.	Version of the digital sender startup (boot) program. This information is used only by HP manufacturing and HP customer support.
Multi-Boot Ver.	Version of the digital sender multi-boot program. This information is used only by HP manufacturing and HP customer support.
Engine FW Ver.	Version of firmware used by the digital sender scanner engine. This information is used only by HP manufacturing and HP customer support.

Changing the contrast level on the control panel

Use this procedure to change the contrast on the control panel. You might want to do this, for example, to adjust for lighting conditions in your office.

To change contrast level

You can change the contrast level at any time. The digital sender does not need to be idle.

At the control panel, press the following while at the main menu or during login:

SHIFT+ALT+ ▲ (decreases)

SHIFT+ALT+ ▼ (increases)

Upgrading the digital sender firmware

Use this procedure for the following reason:

- when Hewlett-Packard notifies you that a firmware upgrade is available for the digital sender

Notes about the procedure:

- When you upgrade the digital sender firmware, you replace the existing firmware image with one or more new files.
- The old firmware image is saved until the first 50 jobs have been processed with the new firmware. You can manually revert to the old firmware image up until the time that 50 jobs have completed (see “Restoring old firmware images” on page 198).
- The digital sender is locked from use until the upgrade has finished.
- If the digital sender detects a problem with the new firmware version, it automatically reverts to the old version.
- The upgrade takes from 1 to 5 minutes.

To upgrade the digital sender firmware

- 1 Obtain the firmware upgrade files from HP and place them in a folder on your network. Make sure this folder has read/write access.
- 2 Make sure that no one is using the digital sender. The upgrade interrupts any job in process.
- 3 Start the HP JetAdmin software.
- 4 On the device list, click the digital sender.
- 5 Click **Device** and then click **Modify**.
- 6 In the Configuration window, click **Tools**.
- 7 Click **Upgrade** and then click **Firmware Upgrade**.
- 8 Use the **Browse** window to select the folder where the upgrade files are located and then click **OK**.

At the end of the procedure, the HP JetAdmin software notifies you of success or failure. See “HP JetAdmin software messages” on page 160 for an explanation of the messages and suggested actions.

Maintaining the hardware

Cleaning the digital sender

You occasionally need to clean your digital sender, as described in the following steps.

To clean the digital sender and delivery guide

- 1 Shut down the digital sender (see “Shutting down and restarting” on page 88).
- 2 Turn the power off.
- 3 With a clean, soft cloth and a mild detergent, wipe off the outside of the digital sender. Then dry it with a clean, soft cloth.
- 4 Raise the ADF.
- 5 Open the delivery guide by grasping the small plastic handles on either side of the delivery guide and pulling down.
- 6 Remove the delivery guide.
- 7 Use a clean, soft, dry cloth to wipe the inside surface of the delivery guide sheet. This is where most of the paper particles rest that need to be removed.

CAUTION

Do not use water, liquid detergents, or solvents; liquids might drop down into the mechanical parts and damage them.

- 8 Reinstall the delivery guide sheet by aligning its holes with the small plastic spindles on the delivery guide and pressing the delivery guide sheet down.

Note

Make sure that the free end of the clear guide is tucked behind the white padded sheet.

- 9 Close the delivery guide and wipe its outside surface with the cloth.

To clean the scanning glass

Clean the glass surface gently using a soft cloth.

Do not:

- use water, liquid cleaners, or solvents (liquids might drop down into the optics and damage them)
- press hard on the glass surface (you could break the glass)

Replacing the delivery guide sheet

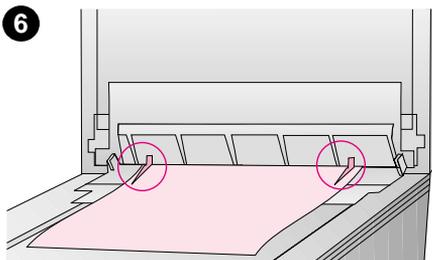
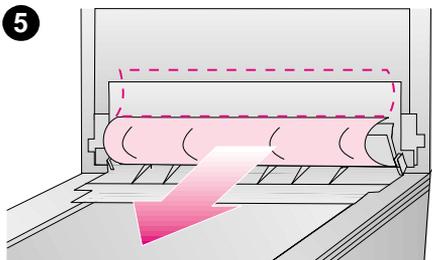
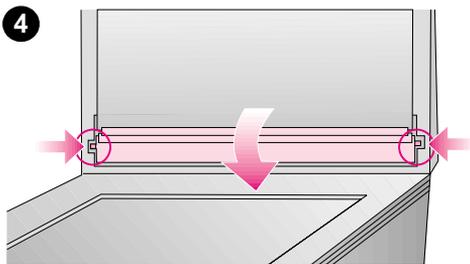
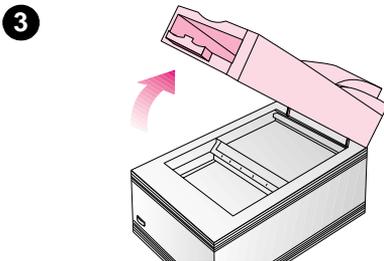
Replace the delivery guide sheet if the scanning quality is still poor after cleaning (if, for example, vertical black or white lines appear on images).

To replace the delivery guide sheet

- 1 Shut down the digital sender (see “Shutting down and restarting” on page 88).
- 2 Turn the power off.
- 3 Raise the ADF unit.
- 4 Open the delivery guide by grasping the small plastic handles on either side of the delivery guide and pulling down.
- 5 Remove the used delivery guide sheet.
- 6 Install the new delivery guide sheet by aligning its holes with the small plastic spindles on the delivery guide and pressing the delivery guide sheet down.

Note

Make sure that the free end of the clear guide is tucked behind the white padded sheet.

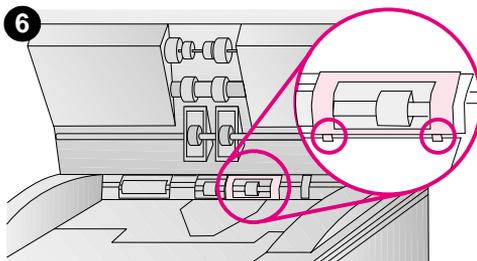
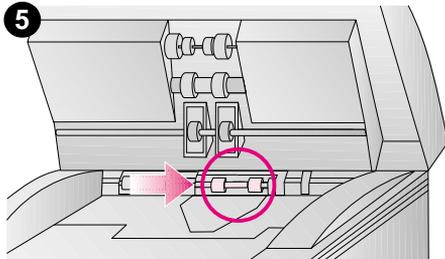
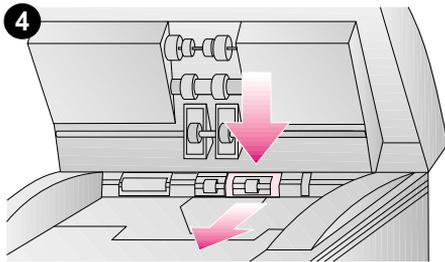
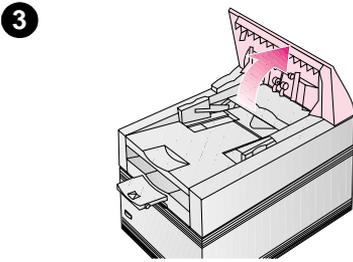


Replacing the lower rollers

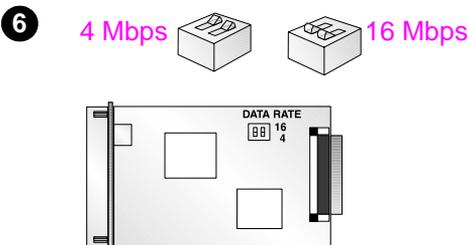
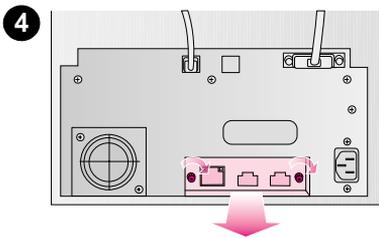
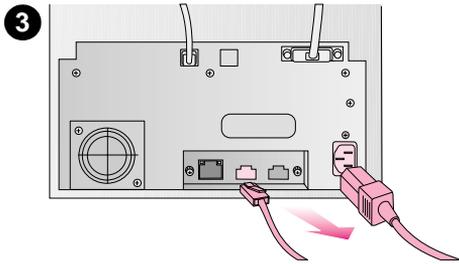
Replace the lower rollers if they are worn (if, for example, the digital sender is picking up multiple sheets of paper).

To replace the lower rollers

- 1 Shut down the digital sender (see “Shutting down and restarting” on page 88).
- 2 Turn the power off.
- 3 Raise the control panel.
- 4 Press down on the plastic cover located behind the right-hand roller, and pull the cover towards you.
- 5 Move the rollers to the right and remove the rollers and roller bar.
- 6 Install new lower rollers by inserting the left side into the matching bar in the digital sender.
- 7 Replace the plastic cover, putting the bottom feet in place first.



Removing and replacing the HP JetDirect print server

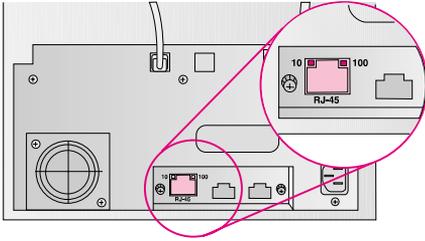


CAUTION

HP JetDirect print servers (interface cards) contain electronic components that can be damaged by static electricity through electrostatic discharge (ESD). To prevent ESD damage, maintain frequent contact with any bare sheet metal surface on the digital sender. A grounding wrist strap (or similar device) is useful for this purpose. Handle the interface card carefully at all times. Avoid touching electronic components or circuit paths.

- 1 Shut down the digital sender (see "Shutting down and restarting" on page 88).
- 2 Turn the power off.
- 3 Unplug the power cable from the digital sender and disconnect the network cable from the interface card.
- 4 Loosen the two retaining screws and remove the interface card.
- 5 Remove the new interface card from its packaging and verify that you have the correct one (see "Replacement parts and accessories" on page 201).
- 6 For the Token Ring (IEEE 802.5) print server only (HP J3112A): If your network data rate is 4 Mbps, set the data-rate switch on the interface card to match. (The default switch position is 16 Mbps.)

10



LEDs on HP JetDirect J3113A print server

- 7 Press the new interface card into the digital sender until the interface card is firmly seated, and tighten each retaining screw a little at a time until both screws are secure.
- 8 Connect the network cable to the interface card.
- 9 Connect the power cable and turn the digital sender on.
- 10 Verify that the interface card was installed correctly and successfully linked to the network.
 - For the Fast Ethernet (10/100Base-TX) print server only (HP J3113A): Check the green LEDs near the network connector. Either the 10 Mbps or 100 Mbps LED should be lit to confirm that installation was successful.
 - For all printer servers: Display the self-test page and check the TCP/IP status parameter. "READY" indicates that the print server has been properly installed. See "Displaying the self-test page" on page 116

4 Troubleshooting

Introduction

This chapter is your guide for resolving problems that might occur while you are using the HP 9100C Digital Sender. The chapter is divided into the following sections:

- sources for information about problems (page 128)
- clearing paper jams (page 129)
- troubleshooting the digital sender (includes a list and explanation of control panel messages) (page 133)
- troubleshooting network problems (includes a list and explanation of HP JetAdmin software messages) (page 157)
- activity log messages (page 170)
- troubleshooting the software (includes lists and explanations of messages from each program) (page 189)
- restoring old firmware images (page 198)

Typically, messages appear on the control panel, in the activity log, or in the program you are using when there are problems. These problem messages usually require some action before sending can continue. All messages are listed in this chapter, along with recommended actions.

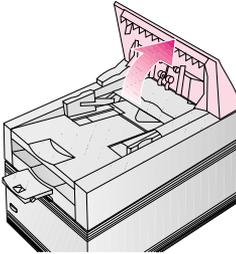
Sources for information about problems

Sources for information about problems

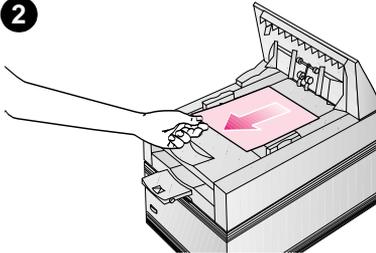
Source	Description
Control panel light	<p>A three-color light under the  key on the control panel provides information about operation. See “Control panel messages” on page 141 for a list of messages associated with each condition, and recommended actions.</p> <ul style="list-style-type: none">● Off. The digital sender is in an idle state.● Flashing green and orange. The digital sender is in the process of starting.● Steady green. The digital sender is ready to send.● Flashing green. The digital sender is processing a job.● Steady red. The digital sender cannot complete a job for some reason, usually because more information is needed.● Flashing red. A problem has occurred.
Control panel messages	<p>Messages on the control panel display when there are problems. See “Control panel messages” on page 141 for a list of messages and recommended actions.</p>
Self-test page	<p>The self-test page that you can display at the control panel is an important troubleshooting tool. Ability to display the page indicates that the digital sender is operating correctly. Information on the page reveals the status of your network and the HP JetDirect print server. The page is also your reference for information about firmware versions and product numbers (sometimes needed when you contact HP customer support). See “Displaying the self-test page” on page 116 for details.</p>
Activity log	<p>The activity log is a record of digital sender use, and is probably your best tool for troubleshooting. It contains messages (warning, error, or fatal) that can help you resolve problems. See “Activity log messages” on page 170 for a list of messages and recommended actions.</p>
E-mail service test	<p>This test checks that the link from the digital sender to your e-mail server is working properly. See “E-mail service troubleshooting” on page 157 for details.</p>
Fax service test	<p>This test detects if the digital sender is still waiting for notification from the LAN fax server about faxes that have been sent. See “Fax service troubleshooting” on page 158 for details.</p>
HP JetAdmin software	<p>This tool can be used to monitor and troubleshoot the digital sender. See the diagnostics and troubleshooting topics in the HP JetAdmin software online help for details.</p>
Messages for programs	<p>Messages appear in the program you are using when there are problems. See “Troubleshooting the software” on page 189 for lists of these messages and recommended actions.</p>

Clearing paper jams

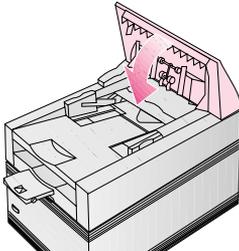
1



2



3

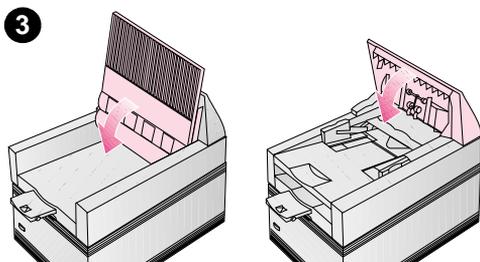
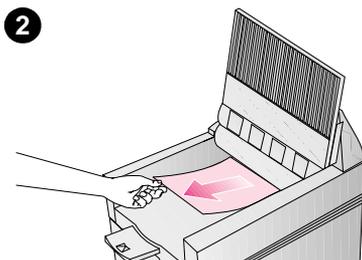
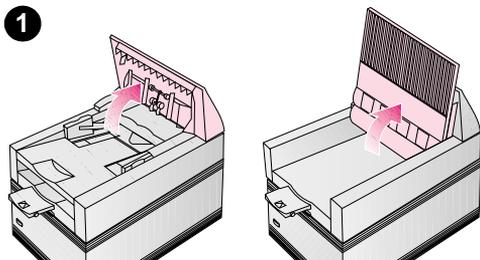


When you have a paper jam, the control panel displays this message: Paper jam. Open the cover and remove the paper. Use the appropriate procedure below to clear the jam:

- clear jams at the start of a page
- clear jams at the end of a page
- clear jams inside the ADF

To clear jams at the start of a page

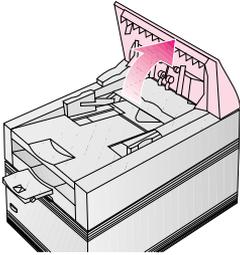
- 1 Raise the control panel.
- 2 Remove the jammed paper.
- 3 Push the control panel down securely.
- 4 The control panel prompts you to do one of the following:
 - Reinsert the paper and press  to continue sending.
 - Stop processing and send the data to its destination by pressing **SEND**.
 - Stop sending without saving your data by pressing .



To clear jams at the end of a page

- 1 Raise the control panel and then the document tray.
- 2 Remove the jammed paper.
- 3 Close the document tray and push the control panel down securely.
- 4 The control panel prompts you to do one of the following:
 - Reinsert the paper and press  to continue sending.
 - Stop processing and send the data to its destination by pressing **SEND**.
 - Stop sending without saving your data by pressing .

1



To clear jams inside the ADF

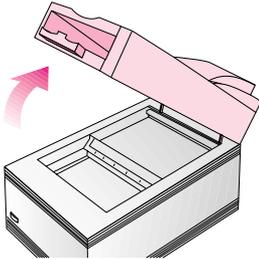
1 Raise the control panel.

2 Raise the ADF unit.

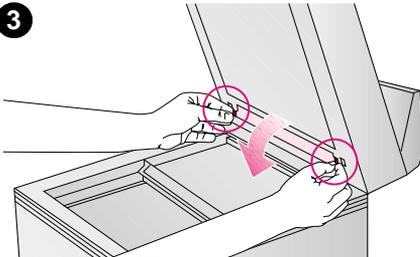
3 Open the delivery guide by grasping the small plastic handles on either side of the delivery guide and pulling down.

4 Remove the jammed paper.

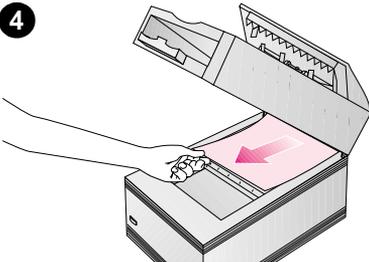
2

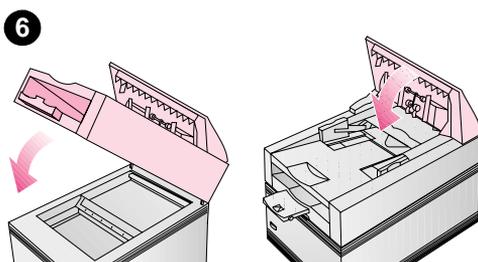
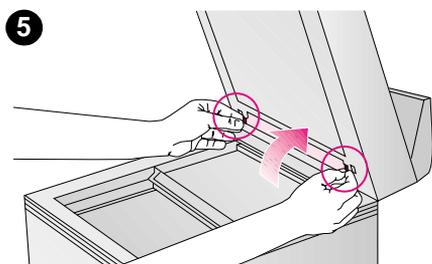


3



4





- 5 Close the delivery guide sheet by aligning its holes with the small plastic spindles on the delivery guide and pressing down.
- 6 Close the ADF unit and push the control panel down securely.
- 7 The control panel prompts you to do one of the following:
 - Reinsert the paper and press  to continue sending.
 - Stop processing and send the data to its destination by pressing **SEND**.
 - Stop sending without saving your data by pressing .

Troubleshooting the digital sender

General digital sender troubleshooting

Use the table below to solve common problems encountered while using the digital sender. Contact HP customer support if the actions suggested below do not resolve the problem.

Note

As a general rule for all problems, check both the control panel and activity log for relevant messages. You can find an explanation of these messages under “Control panel messages” on page 141 and “Activity log messages” on page 170.

General digital sender troubleshooting

Problem	Actions
Digital sender is not working.	<ul style="list-style-type: none">● Make sure the power cable is securely connected to the digital sender and is plugged into the power outlet.● Make sure the digital sender is turned on.● Make sure the digital sender is unlocked. If you try to send a document when the digital sender is locked, it will emit a harsh, grinding sound.● See if the digital sender has overheated. The digital sender automatically turns off if environmental conditions cause it to overheat. If this happens, turn the power off, wait for it to cool down, and then turn it back on.● Check that the digital sender is connected to and communicating on the network. To do this, use a network command such as ping. You can also use the HP JetAdmin software by trying to find the device on the network.
Digital sender is not working after you have installed a new JetDirect print server.	<ul style="list-style-type: none">● Try to display the self-test page (see “Displaying the self-test page” on page 116). If you cannot display the page, there is a problem between the digital sender and the HP JetDirect print server.● On the self-test page, make sure the TCP/IP status parameter reads “READY.”● Ensure that you have installed the HP JetDirect print server correctly.● Check that all cabling is securely connected.● Turn the digital sender off and then back on.

General digital sender troubleshooting (continued)

Problem	Actions
Control panel is not working.	<ul style="list-style-type: none"> ● Make sure the power cable is plugged into the power outlet. ● Make sure the control panel cable is securely connected. ● Check the control panel contrast. You can change the contrast if needed using SHIFT+ALT+ ▲ and SHIFT+ALT+ ▼ (see “Changing the contrast level on the control panel” on page 119).
Digital sender does not accept your password.	<ul style="list-style-type: none"> ● Verify that you are using the correct password. ● Passwords are case-sensitive. Make sure you enter your password with the correct combination of uppercase and lowercase letters.
Image quality is poor.	<ul style="list-style-type: none"> ● If sent pages are blank, white, or have repeated patterns, make sure that a page is not already on the digital sender glass. ● Make sure that the document you are trying to send is placed face up in the ADF or face down on the scanning glass. ● Make sure the scanning glass is clean. If the glass is dirty, clean it with a dry, soft cloth. ● The delivery guide sheet might need cleaning (see “Cleaning the digital sender” on page 121). ● If the problem is with the image quality of jobs sent to a printer, check the settings at the printer. ● If the problem is with the image quality of jobs sent to a printer, the printer might have been configured incorrectly in the ABM. Make sure the entry in the Type field matches the printer model you are sending the jobs to (see “Managing printers” on page 111).
When using the ADF, the digital sender is feeding multiple sheets, skewing pages, or jamming frequently.	<ul style="list-style-type: none"> ● Adjust the guides so that they are snug against the stack but not too tight. ● The maximum number of pages the ADF can hold is 50 or fewer, depending on the type of media being loaded. ● The maximum number of pages the output tray can hold is 50 or fewer. Make sure more pages are not stacking up in the output tray. ● The type of media being loaded might not meet the required specifications. See the user guide for media specifications. ● If users have been feeding unsupported items through the ADF (for example, carbon copy forms), the rollers might have accumulated a residue or been damaged. Replace the rollers (see “Replacing the lower rollers” on page 123).
Private address books are not accessible at the control panel.	<ul style="list-style-type: none"> ● When sending an e-mail message, you must type your user name in the FROM field exactly as it appears in your user profile. You cannot type your e-mail address and access your private address books. ● Your password must be typed exactly as it appears in your user profile. Passwords are case-sensitive, so make sure you enter the correct combination of uppercase and lowercase letters.

General digital sender troubleshooting (continued)

Problem	Actions
An item loaded in the ADF keeps jamming.	<ul style="list-style-type: none">● If you are sending a document that is too large, it might jam in the ADF. The largest document you can place in the ADF is 215.9 by 355.6 mm (8.5 by 14 in). Use the glass on the digital sender to send the document.● If you are sending a document that is too small, it might jam in the ADF. The smallest document you can place in the ADF is 148.5 by 210 mm (5.9 by 8.3 in). Use the glass on the digital sender to send the document.
Digital sender is sending items very slowly.	<ul style="list-style-type: none">● You might have selected a Quality setting that is making the document into a large file that is sending slowly (for example, Color-B/W Photo). To speed up the sending process, try choosing a different setting (for example, B/W Document).
A document sent to a computer did not arrive in the default inbox.	<ul style="list-style-type: none">● Make sure the destination computer is turned on.● Make sure the HP Digital Sender Link is running. If it is not, start it by clicking Start, pointing to Programs, then HP 9100C, and then clicking HP Digital Sender Link.● Make sure the Enable Receive setting in the HP Digital Sender Link is enabled. To check this, click the Receive inbox tab in the control panel applet and verify that the Enable receive check box is selected.● Using the control panel applet of the HP Digital Sender Link, make sure a path to the receive inbox has been specified, that the path is correct, and that the HP Digital Sender Link has write access to that path● Make sure the network access rights are correct.● The job might have been lost because of a serious internal problem. All pending jobs are sometimes lost when this happens. Resend the document. <p>If the destination is a Windows NT computer (the computer on which the HP Digital Sender Service is installed):</p> <ul style="list-style-type: none">● Check that the HP Digital Sender Service is running and you have read/write access to the folder being used.● Check the Windows NT event log for possible error messages.

General digital sender troubleshooting (continued)

Problem	Actions
<p>An e-mail transmission you sent did not arrive at the destination e-mail address.</p>	<ul style="list-style-type: none">● If you typed the e-mail address at the control panel, make sure you typed it correctly.● The job might have been lost because of a serious internal problem. All pending jobs are sometimes lost when this happens. Resend the e-mail message.● Make sure the e-mail server is running.● Check the “returned mail” message (if one was received) for the reason the e-mail message was not delivered. If the message was too big to transmit, consider changing your configuration. For example, you can use the HP JetAdmin software (E-mail page Advanced option) to adjust the size of messages transmitted (thereby splitting up large messages into multiple smaller messages). Or, raise the maximum e-mail message size that your e-mail server accepts (see the documentation for that server).● Make sure the HP JetDirect print server is communicating with the network. To do this, verify that the TCP/IP status parameter on the self-test page reads “READY,” and then try to reach the digital sender using a network command such as ping.● Verify that digital sender e-mail configuration is correct by sending a test e-mail message to yourself (see “E-mail service troubleshooting” on page 157). You can check parameters in the configuration menu at the control panel or on the E-mail page of the HP JetAdmin software.
<p>A document sent to a printer did not print.</p>	<ul style="list-style-type: none">● Make sure the printer is online and working properly.● Make sure that all cabling is securely connected.● The job might have been lost because of a serious internal problem. All pending jobs are sometimes lost when this happens. Resend the document.● Make sure the HP JetDirect print server is communicating with the network. To do this, verify that the TCP/IP status parameter on the self-test page reads “READY,” and then try to reach the digital sender using a network command such as ping.● Make sure the printer address is correctly configured (see “Managing printers” on page 111).

General digital sender troubleshooting (continued)

Problem	Actions
<p>A fax transmission you sent did not arrive at the destination fax machine.</p>	<ul style="list-style-type: none"> ● The receiving fax machine might be turned off or experiencing an error condition such as out of paper or toner. Check with the recipient. ● The LAN fax server might be busy sending other faxes or waiting to redial other faxes. The server might also have reached its maximum limit of 128 pending fax transmissions. Wait and retry. ● Using the ABM, check the activity log to see if the fax reached the LAN fax server. If a problem is reported in the log, try turning the digital sender off and then on again and then resending the fax. ● For information about the transmission, check any fax notifications that might have been returned (for example, e-mail notifications in your e-mail inbox or printed fax transaction reports, if these notifications are possible with your LAN fax product). ● The job might have been lost because of a serious internal problem. All pending jobs are sometimes lost when this happens. Resend the fax. ● Check to see if the fax transmission is still pending (see “Fax service troubleshooting” on page 158). ● Make sure the LAN fax server is running. ● Make sure the HP Digital Sender Service is running on the server. ● Check the fax workarea for the following things: (1) a workarea exists and the hard drive is not full, (2) the user has read/write access to the workarea, and (3) the workarea is local to the LAN fax server being used. ● If you are using the Biscom FaxCom product, the configuration might not be complete. Verify that you have specified a MailboxID value on the Fax page in the HP JetAdmin software. In the Biscom FaxCom administrative software, verify that a user with a name that matches the MailboxID value exists.
<p>E-mail confirmations of e-mail transmissions are not being received.</p>	<ul style="list-style-type: none"> ● Your company e-mail server might not support DSN (Delivery Status Notification), or one of the links to the receiving e-mail address does not support DSN. ● In the ABM, verify that the e-mail notification check box is selected and that the e-mail address is correct.

General digital sender troubleshooting (continued)

Problem	Actions
You are not receiving e-mail confirmation of fax transmissions.	<ul style="list-style-type: none">● The name you typed at the control panel does not match your user name, or your e-mail address is not correct in your user profile in the ABM. At the control panel, type your user name exactly as it appears in your user profile. Start the ABM. In the main window, see how your name is listed. Click the address book for your user name. On the File menu, click Properties. Check that your e-mail address is correctly entered.● Your company LAN fax program might not be configured correctly or might not support notification. Contact the system administrator.● The fax transmission might still be pending or the digital sender has simply not received notification back from the LAN fax server. Check your activity log for status information, or check on pending faxes.
Fax transaction reports are not printing at a network printer.	<ul style="list-style-type: none">● Make sure the printer is turned on and online.● Make sure that all cabling is securely connected.● Your company LAN fax product might not support transaction reports. Verify that the LAN fax product supports notifications. Note that you can still see fax transmission information in the activity log (see “Using the activity log” on page 113).● Make sure that fax transaction reports have been enabled on the Fax page of the HP JetAdmin software.● Make sure that a default printer for printing fax transaction reports has been configured in the ABM (see “Managing printers” on page 111).● Make sure the LAN fax server is running.● Make sure the HP Digital Sender Service is running on the server.
The bottom of a page that you sent is cut off.	<ul style="list-style-type: none">● If sent from the flatbed, the document page might be too long. The maximum length that the flatbed can handle is 279 mm (11 in). The ADF can handle pages up to 355.6 mm (14 in) long.● If sent to a printer, the page might be too complex (require too much memory) for the printer to process. Consider installing more memory in the printer.

Checking the address book database

At any time, you can check the database of address books to correct problems and inconsistencies in the information.

Perform the database check for the following reasons:

- when the digital sender seems to be performing slowly for no apparent reason
- when the digital sender was inadvertently turned off during a sensitive operation (such as during a backup or restore)
- when you detect inconsistencies between address books and distribution lists
- when instructed to do so by troubleshooting steps or by HP customer support

Notes about the procedure:

- The procedure causes the digital sender to shut down and then restart.
- You can use either the control panel or the ABM to perform the check.
- The procedure can take as long as 25 minutes, based on the amount of information in address books.

Note

If the check fails, turn the digital sender off and back on, and then try again. If the problem persists, the address book database is beyond recovery. Try resetting and restoring address books (see “Resetting” on page 90 and “Restoring” on page 96). If neither of these actions resolves the problem, contact HP customer support.

To check address books using the control panel

- 1 Make sure the digital sender is idle (the green light under the  button is off).
- 2 At the control panel, press **SHIFT+ALT+** .
- 3 If an administrator password is required, the **HP 9100C Login** dialog box appears. Type the password and press **OK**.
- 4 When the configuration menu appears, press **TOOLS**.
- 5 Select **Check Address Books** and press **OK**.
- 6 Confirm that you want to perform the check. The digital sender shuts down and then checks the address book database as it restarts.

To check address books using the ABM

- 1 Start the ABM.
- 2 On the **Tools** menu, click **Check Address Books**. The digital sender shuts down and then checks the address book database as it restarts.

Control panel messages

The following table lists the messages the control panel might display while you are using the digital sender, the cause of the message, and recommended actions.

Note

The messages are listed in alphabetical order. Messages that report normal status are not included.

Control panel messages

Message	Description	Actions
AB Error codes	An internal problem in accessing address books has occurred.	<ul style="list-style-type: none">● Turn the digital sender off and then back on.● Perform a database check from ABM (see “Checking the address book database” on page 139.)● Reset address books (see “Resetting” on page 90).● Restore a backup copy of the address books (see “Restoring” on page 96).● If the problem persists, note the error codes and contact HP customer support.

Control panel messages (continued)

Message	Description	Actions
Cannot connect to PC.	You selected the PC function, but the destination computer is off or the HP Digital Sender Link is not running on that computer.	<ul style="list-style-type: none"> ● Make sure the destination computer is turned on. ● Make sure the digital sender is connected to the network using a network command such as ping. ● Make sure the HP Digital Sender Link is running on the destination computer. If it is not, start it by clicking Start, pointing to Programs, then HP 9100C, and then clicking HP Digital Sender Link. ● Make sure the Enable Receive setting for the HP Digital Sender Link is enabled. To check this, click the Receive inbox tab in the control panel applet and verify that the Enable receive check box is selected. ● Using the control panel applet of the HP Digital Sender Link, make sure a path to the receive inbox has been specified and that the path is correct. ● Make sure the receive inbox folder exists and the hard drive is not full. ● Make sure the network access rights are correct. ● If the destination is a Windows NT computer, make sure the HP Digital Sender Service is running and you have read/write access to the folder being used.
Configuration changed. Please wait...	The administrator is updating the digital sender with changes. The digital sender is unavailable for use while the update takes place.	<ul style="list-style-type: none"> ● Wait until the message clears.
Device unreachable.	You selected the JetSend function, but the destination device is turned off.	<ul style="list-style-type: none"> ● Make sure the destination device is turned on. ● Make sure the digital sender is connected to the network using a network command such as ping.

Control panel messages (continued)

Message	Description	Actions
Duplicate addressee exists. Last recipient not added.	Notification message only. You selected or entered a duplicate e-mail destination. The digital sender uses only the first one you entered.	<ul style="list-style-type: none"> ● No action required.
Duplicate fax number exists. Last fax recipient not added.	Notification message only. You selected or entered a duplicate fax destination. The digital sender uses only the first one you entered.	<ul style="list-style-type: none"> ● No action required.
E-mail server not available. Contact the administrator.	You selected the e-mail function, but the e-mail server is turned off or cannot be reached.	<ul style="list-style-type: none"> ● Turn the digital sender off and then on again. ● Make sure all cabling is securely connected. ● Make sure the e-mail server is running and can be reached from the portion of the network on which the digital sender is installed. ● Make sure the DNS or WINS server (if configured) is running. ● Verify that digital sender e-mail configuration is correct by sending a test e-mail message to yourself (see "E-mail service troubleshooting" on page 157). Check configuration parameters (for e-mail and for DNS/WINS name resolution, if used) in the configuration menu at the control panel or on the E-mail or DNS/WINS page of the HP JetAdmin software. ● Make sure the HP JetDirect print server is communicating with the network. To do this, verify that the TCP/IP status parameter on the self-test page reads "READY," and then try to reach the digital sender using a network command such as ping.

Control panel messages (continued)

Message	Description	Actions
Errors were found checking the address book. Please, check the log file.	Notification message only. An internal check of the address book database found and removed at least one problem entry. Check the activity log for the number of problem entries that were removed.	<ul style="list-style-type: none"> ● No action required except if the activity log message is 032/00. In that case, reset address books (see “Resetting” on page 90) and then restore a backup copy (see “Restoring” on page 96).
Errors were found when checking the address book. Initialize address book?	An internal check of the address book database found significant problems.	<ul style="list-style-type: none"> ● Reset address books by answering “Yes” to the control panel question. Wait for the reset to complete and then restore a backup copy of the address book (see “Restoring” on page 96).
Internal error. codes Digital Sender halted.	Internal problem.	<ul style="list-style-type: none"> ● See the internal error table starting on page 153.
Invalid credentials. Check account name and password.	The account name and password that have been configured for authenticating LDAP searches are invalid.	<ul style="list-style-type: none"> ● Use the HP JetAdmin software or the configuration menu at the control panel to change the account name and password.
Invalid password. Press any key to retry.	The digital sender did not recognize the administrator password you entered.	<ul style="list-style-type: none"> ● Press any key and then retype the password. The administrator password is case-sensitive, so make sure you type the right combination of uppercase and lowercase letters. ● If the problem persists, erase the administrator password and enter a new one (see “Erasing administrator password” on page 101 for details).
Invalid PIN. Job canceled.	You sent a document to an HP JetSend device that requires a PIN (personal identification number). The digital sender does not work with devices that require PINs.	<ul style="list-style-type: none"> ● Send the document to a device that does not require a PIN.

Control panel messages (continued)

Message	Description	Actions
JetDirect not responding. Please check the card or the firmware version.	The firmware version of the HP JetDirect print server (interface card) installed in the digital sender is not compatible with the product.	<ul style="list-style-type: none"> ● For the HP JetDirect J3112A print server only: Make sure that the interface card data-rate switch is set properly for your network data rate (either 4 Mbps or 16 Mbps) (see “Removing and replacing the HP JetDirect print server” on page 124 for details). ● For the HP JetDirect J3113A print server only: Check the green LEDs on the interface card to verify that it is linked to the network. If neither LED is lit, you might need to change the position of configuration jumpers to match your network (see “HP JetDirect print server troubleshooting” on page 168 for details). ● If the problem persists, contact HP customer support.
JetSend subsystem busy.	The digital sender has another HP JetSend job pending.	<ul style="list-style-type: none"> ● The pending HP JetSend job must complete before you can submit another one. Wait and retry.
LDAP protocol error. Search error.	The LDAP search could not complete because of a problem with a network connection or LDAP server.	<ul style="list-style-type: none"> ● Turn the digital sender off and then back on. ● Check that the other functions of the digital sender are working. ● If the problem persists, contact HP customer support.
Low resources.	There is not enough space on the hard drive to process the job (for example, because too many other jobs are pending).	<ul style="list-style-type: none"> ● Try again later.
Missing page in second pass. Job canceled.	You selected the duplex mode, but there are fewer pages in the second pass than in the first.	<ul style="list-style-type: none"> ● Press any key to clear the message. Check your pages and retry the job.

Control panel messages (continued)

Message	Description	Actions
Network error codes.	There is a problem with the HP JetDirect print server.	<ul style="list-style-type: none"> ● Turn the digital sender off and then back on. ● Check the TCP/IP status parameter on the self-test page. If it displays "READY," try reaching the digital sender using a network command such as ping. If it displays "ERROR," try removing and reinstalling the HP JetDirect print server (see "Removing and replacing the HP JetDirect print server" on page 124). ● If the problem persists, note the codes and contact HP customer support.
No destination available.	No destination has been configured for the customized function key that you selected.	<ul style="list-style-type: none"> ● Configure at least one destination for the customized function key (see "Customizing the digital sender to support third-party programs" on page 58).
No matches found.	There is no entry in the LDAP directory that matches your search string and search criteria.	<ul style="list-style-type: none"> ● Check the accuracy of your search string and search criteria.
No pages scanned. Job canceled.	After a paper-jam error, you did not reinsert a document in the ADF.	<ul style="list-style-type: none"> ● Press any key to clear the message. Place the document in the ADF and try again.
Object not found. Check your configuration.	Either the search root or the name/password combination for authenticating searches in the LDAP server is incorrect.	<ul style="list-style-type: none"> ● Use the HP JetAdmin software or the configuration menu at the control panel to correct the search root or name/password combination.
Paper feeder not connected. Check the paper feeder cable.	The ADF unit is not securely connected to the digital sender.	<ul style="list-style-type: none"> ● Make sure the cable that attaches the ADF unit to the digital sender is securely connected.
Partial results. Check your configuration.	The search root for searches in the LDAP server is incorrect.	<ul style="list-style-type: none"> ● Use the HP JetAdmin software or the configuration menu at the control panel to correct the search root.

Control panel messages (continued)

Message	Description	Actions
<p>Passwords mismatch. Press any key to retry.</p>	<p>During the procedure to change administrator password, the confirming password that was entered did not match the first password.</p>	<ul style="list-style-type: none"> ● Try again.
<p>Search error.</p>	<p>An unexpected problem occurred in the LDAP search (for example, memory shortage, or problem with the network link or LDAP server).</p>	<ul style="list-style-type: none"> ● Try the search again. ● Turn the digital sender off and then back on. ● If the problem persists, contact HP customer support.
<p>Sorry, you have typed an incorrect password. Please retype your password.</p>	<p>The digital sender did not recognize the password you typed.</p>	<ul style="list-style-type: none"> ● Press any key to clear the message, and then retype the password. Passwords are case-sensitive, so make sure you enter the correct combination of lowercase and uppercase letters. ● Using the ABM, check the user profile for the password.
<p>The DNS configuration is inconsistent. Please check.</p>	<p>There is a problem with the DNS (Domain Name System) configuration.</p>	<ul style="list-style-type: none"> ● Using either the configuration menu at the control panel or the DNS/WINS page in the HP JetAdmin software, make sure that you have correctly configured a DNS server and default domain. ● Try reentering the information in the configuration menu. ● If the problem persists, contact HP customer support.

Control panel messages (continued)

Message	Description	Actions
The e-mail configuration is inconsistent. Please check.	There is a problem with the e-mail configuration.	<ul style="list-style-type: none">● Using either the configuration menu at the control panel or the E-mail page in the HP JetAdmin software, make sure that you have correctly configured the e-mail server address and e-mail default FROM address● If you use symbolic names, use the DNS/WINS page in the HP JetAdmin software to make sure you have correctly configured a DNS or WINS server. Then, still in the HP JetAdmin software, make sure the symbolic name is correct. If the symbolic name is correct but you still see 00.00.00 in the configuration menu, check the DNS or WINS server database to see if you can find the name.● Try reentering the information in the configuration menu.● Turn the digital sender off and then back on.● If the problem persists, contact HP customer support.

Control panel messages (continued)

Message	Description	Actions
The LDAP configuration is inconsistent. Please check.	There is a problem with the LDAP configuration.	<ul style="list-style-type: none">● Using either the configuration menu at the control panel or the LDAP page in the HP JetAdmin software, make sure that you have correctly configured the LDAP server.● If you use symbolic names, use the DNS/WINS page in the HP JetAdmin software to make sure you have correctly configured a DNS or WINS server. Then, still in the HP JetAdmin software, make sure the symbolic name is correct. If the symbolic name is correct but you still see 00.00.00 in the configuration menu, check the DNS/WINS server database to see if you can find the name.● Try reentering the information in the configuration menu.● Turn the digital sender off and then back on.● If the problem persists, contact HP customer support.

Control panel messages (continued)

Message	Description	Actions
The LDAP server is currently unreachable. Contact the administrator.	There is a problem with either the LDAP server or the network.	<ul style="list-style-type: none"> ● Try again later. ● Check that all cabling is securely connected. ● Using the configuration menu at the control panel or the TCP/IP and LDAP pages in the HP JetAdmin software, make sure you have correctly configured all TCP/IP addresses, the LDAP server name, and (optionally) the LDAP port number. ● If you use symbolic names, use the DNS/WINS page in the HP JetAdmin software to make sure you have correctly configured a DNS or WINS server. ● Check that the network is working correctly using a network command such as ping. ● Check with the LDAP server administrator to make sure the LDAP server is running. ● Check that the network is properly configured. ● If the problem persists, contact HP customer support.
The PC address in your user profile is invalid. Contact the administrator.	The IP address for your computer in your user profile is invalid.	<ul style="list-style-type: none"> ● Use the ABM to verify that the user profile contains a valid IP address.
The search took too much time. Search cancelled.	The LDAP search timed out.	<ul style="list-style-type: none"> ● Narrow the scope of your search, either by entering a longer search string or by using different search criteria. ● Consider increasing the timeout period for LDAP searches with the HP JetAdmin software (LDAP page).
The user name you typed was not found. Contact the administrator.	The digital sender did not recognize the user name you entered.	<ul style="list-style-type: none"> ● Try again. ● Use the ABM to verify that the user name typed at the control panel is stored in the address book.

Control panel messages (continued)

Message	Description	Actions
The WINS configuration is inconsistent. Please check.	There is a problem with the WINS (Windows Internet Naming Service) configuration.	<ul style="list-style-type: none"> ● Using either the configuration menu at the control panel or the DNS/WINS page in the HP JetAdmin software, make sure that you have correctly configured a WINS server. ● Try reentering the information in the configuration menu. ● If the problem persists, contact HP customer support.
This operation can require several minutes. Do you really want to proceed?	You are being asked to confirm that you want to check the address book database.	<ul style="list-style-type: none"> ● Press OK to continue with the database check or press CANCEL to cancel. If you continue, the digital sender shuts down and restarts.
This will clear the configuration and all the destinations. Do you really want to proceed?	You are being asked to confirm that you want to reset the digital sender to the factory defaults.	<ul style="list-style-type: none"> ● Press OK to continue with the reset or press CANCEL to cancel.
This will clear your changes. Do you really want to proceed?	You are being asked to confirm that you want to discard all changes that you have made in the configuration menu.	<ul style="list-style-type: none"> ● Press OK to discard your changes; this takes you out of the configuration menu. Press CANCEL to return to the configuration menu, where you can use SAVE to save the changes before exiting.
Too many e-mail recipients. Last e-mail recipient deleted.	You can send an e-mail message to a maximum of 1,024 e-mail addresses (including all those in distribution lists).	<ul style="list-style-type: none"> ● Press OK to clear the message and continue with the transmission. Send the same message again to all the recipients who were not included in the first transmission.
Too many fax recipients. Last fax recipient deleted.	You can send a fax to a maximum of 64 destinations.	<ul style="list-style-type: none"> ● Press OK to clear the message and continue with the transmission. Send the same fax again to all the recipients who were not included in the first transmission.
Too many matches. If the recipient was not found, press CANCEL and refine your query. Partial results. <i>number items found.</i>	The number of entries that matches the criteria in your LDAP search is greater than the maximum number of results that the digital sender has been configured to return.	<ul style="list-style-type: none"> ● Narrow the scope of your search, either by entering a more specific search string or by using different search criteria. ● Consider increasing the maximum number of results that can be returned using the HP JetAdmin software (LDAP page).

Control panel messages (continued)

Message	Description	Actions
Too many pending faxes. Please, delete a fax destination.	The digital sender can hold up to 128 pending fax transmissions.	<ul style="list-style-type: none">● Wait until the number of pending faxes decreases and resend the fax.
Unexpected pages in second pass. Job canceled.	You selected duplex mode and there are more pages in the second pass than in the first.	<ul style="list-style-type: none">● Press any key to clear the message. Check your pages and retry the job.
You do not have sufficient access rights.	The account name used to authenticate searches with LDAP server has insufficient rights to access the information.	<ul style="list-style-type: none">● Use the HP JetAdmin software or the configuration menu at the control panel to change the account name and password.
Your profile is not enabled. Contact the administrator.	The administrator needs to validate new user profiles and any changes made to user profiles.	<ul style="list-style-type: none">● Use the ABM to validate the user profile (see "Validating a new or changed user profile" on page 103).

Internal error message descriptions and actions

Code	Description	Actions
<p>NOTE Every internal error message has a code associated with it. Use the code to locate the description and action.</p>		
2,1 2,2	System error while restarting, or an internal error in accessing memory.	<ul style="list-style-type: none"> ● Turn the digital sender off and then back on. ● If the problem persists, note the code and contact HP customer support.
2,3 2,4 2,5 2,6 2,9 2,10 2,11	Failure while executing a job.	<ul style="list-style-type: none"> ● Turn the digital sender off and then back on. ● Make sure the cable between the ADF unit and the digital sender is securely connected. ● Try the job again. ● If the problem persists, note the code and contact HP customer support.
4,1 4,2 4,102 4,201 4,301 4,302 4,401 4,402 4,403	Failure sending a document, or an internal software or hardware problem.	<ul style="list-style-type: none"> ● Turn the digital sender off and then back on. ● If the problem persists, note the code and contact HP customer support.
5,1xxxxx 5,2xxxxx 5,3xxxxx 5,4xxxxx	Internal software or hardware problem.	<ul style="list-style-type: none"> ● Turn the digital sender off and then back on. ● If the problem persists, note the code and contact HP customer support.
5,500001	Hardware problem.	<ul style="list-style-type: none"> ● Turn the digital sender off and then back on. ● If the problem persists, note the code and contact HP customer support to arrange return of the digital sender.
5,500002	Scanner lamp problem.	<ul style="list-style-type: none"> ● Turn the digital sender off and then back on. ● Make sure the digital sender is operating within normal operating conditions (temperature and humidity). ● If the problem persists, note the code and contact HP customer support to arrange return of the digital sender.
5,500003	Hardware problem.	<ul style="list-style-type: none"> ● Make sure the digital sender is unlocked (see "Install the unit" on page 36). Unlock it if necessary. ● If the problem persists, note the code and contact HP customer support.

Internal error message descriptions and actions (continued)

Code	Description	Actions
7,1 through 7,20	Internal failure.	<ul style="list-style-type: none"> ● Turn the digital sender off and then back on. ● If the problem persists, note the code and contact HP customer support.
7,100 through 7,130	Network configuration data is no longer accessible.	<ul style="list-style-type: none"> ● Turn the digital sender off and then back on. ● Reset network parameters (see “Resetting network parameters” on page 91). NOTE: You then need to reconfigure all network parameters. ● If the problem persists, note the code and contact HP customer support.
7,200 through 7,220 7,300 through 7,310 7,400 through 7,410 8,100 through 8,110 8,200 through 8,210 8,300 through 8,310	Lack of internal memory resources, or other internal failure.	<ul style="list-style-type: none"> ● Turn the digital sender off and then back on. ● If the problem persists, note the code and contact HP customer support.

Internal error message descriptions and actions (continued)

Code	Description	Actions
9,100 through 9,111 9,200 through 9,205 9,300 through 9,309 9,400 through 9,405 9,500	Internal problem in functionality (for example, sending to fax, backup, restore, or upgrade).	<ul style="list-style-type: none"> ● Turn the digital sender off and then back on. ● If the problem persists, note the code and contact HP customer support.
10,0	Failure initializing address books.	<ul style="list-style-type: none"> ● Turn the digital sender off and then back on. ● Reset address books (see “Resetting address books” on page 90). ● Reset the digital sender to factory defaults (see “Resetting to factory defaults” on page 92). NOTE: This also erases the administrator password, all TCP/IP configuration, and all public and private address books. ● If the problem persists, note the code and contact HP customer support.
10,50 through 10,56	Failure initializing address book.	<ul style="list-style-type: none"> ● Turn the digital sender off and then back on. ● Check the address book database (see “Checking the address book database” on page 139). ● Reset address books (see “Resetting address books” on page 90). ● Reset the digital sender to factory defaults (see “Resetting to factory defaults” on page 92). NOTE: This also erases the administrator password, all TCP/IP configuration, and all public and private address books. ● If the problem persists, note the code and contact HP customer support.

Internal error message descriptions and actions (continued)

Code	Description	Actions
10,57	Internal error in managing address books.	<ul style="list-style-type: none"> ● Turn the digital sender off and then back on. ● If the problem persists, note the code and contact HP customer support.
10,58 10,59	Unrecoverable problem with address books.	<ul style="list-style-type: none"> ● Note the code and contact HP customer support.
10,60	Address book contents lost.	<ul style="list-style-type: none"> ● Turn the digital sender off and then back on. Then restore a backup copy of address books (see “Restoring” on page 96).
10,100 through 10,107	Failure loading address books.	<ul style="list-style-type: none"> ● Turn the digital sender off and then back on. ● If the problem persists, note the code and contact HP customer support.
10,200 through 10,206	Failure importing address books.	<ul style="list-style-type: none"> ● Turn the digital sender off and then back on. ● If the problem persists, note the code and contact HP customer support.
10,300 through 10,304	The network link to the address books is missing. This indicates a possible problem with the network connection or with the internal driver for the HP JetDirect print server.	<ul style="list-style-type: none"> ● Make sure all cabling is securely connected. ● Try to connect to the digital sender using the HP JetAdmin software or the ABM. ● Turn the digital sender off and on, and then repeat the step above. ● If the problem persists, note the code and contact HP customer support.
10,400 through 10,403	Address book hard drive problem, HP JetSend problem, or other internal problem.	<ul style="list-style-type: none"> ● Turn the digital sender off and then back on. ● If the problem persists, note the code and contact HP customer support.
11,0x10001 through 11,0x10005		
11,0x20001 through 11,0x20005		
14,1 through 14,3		

Troubleshooting network problems

General network troubleshooting

Use the following tools to troubleshoot general network problems:

- self-test page (see “Displaying the self-test page” on page 116)
- network management and monitoring software (for example, the HP JetAdmin software)

E-mail service troubleshooting

You can use the HP JetAdmin software to verify that the path from the digital sender to the e-mail server is properly configured and working. This procedure remotely sends a test e-mail message from the digital sender to the e-mail address that has been configured for the administrator.

The only way to see if data has been successfully transferred from the digital sender to the e-mail server is to check the activity log (see “Using the activity log” on page 113).

To verify the e-mail service

- 1 Start the HP JetAdmin software.
- 2 In the device list, click the digital sender.
- 3 Click **Device** and then click **Modify**.
- 4 In the Configuration window, click **Tools**.
- 5 On the **Tools** page, click **Test** and then click **Send test e-mail**.
- 6 Click **OK**. A test e-mail message is sent.
- 7 Check your e-mail inbox for the message.

Fax service troubleshooting

There are several ways you can troubleshoot the fax service:

- check fax notifications (if configured)
- check the fax folder and workarea
- check the link between the digital sender and the LAN fax server

To check fax notifications

Fax notifications (e-mail messages or printed transaction reports) occur only under the following circumstances:

- your LAN fax product supports notifications
- you have enabled notifications on the **Fax** page in the HP JetAdmin software (see “To control printed transaction reports and e-mail messages for fax transmission” on page 87 for details)
- for e-mail messages, an e-mail address has been configured in the recipient’s user profile

Fax notifications provide the following information:

- “transmission OK”
The LAN fax server sent the fax successfully.
- “transmission failed”
The LAN fax server failed to send the fax.
- “missed notification”
The digital sender did not receive any notification from the LAN fax server within 24 hours from the time the fax was sent.

To check the fax folder and workarea

You might need to check or change the fax folder or workarea (originally set up during installation). You can do this in two ways:

- Run the setup program again. Choose the option for installing the HP Digital Sender Service. The program will discover that you have already installed the service and ask if you want to reinstall the service or change the fax workarea.
- Stop the fax service and reenter the fax workarea path. Locate the HP Digital Sender Service from the list of installed Control Panel services. Stop the service and type the new fax workarea path in the Startup Parameters line. Then start the service again. Use the format shown below for the workarea path (in particular, note the double backslash \\):

`/Fc:\\data\\fax`

To check the link between the digital sender and the LAN fax server

You can use the HP JetAdmin software to check the link between the digital sender and the LAN fax server. This procedure detects if the digital sender is still waiting for notification from the LAN fax server about faxes that have been sent. You can also use this procedure to check whether fax transmissions are pending. Note that you can obtain information about intermediate states of fax transmission (for example, busy or transmitting) only through the LAN fax software.

- 1 Start the HP JetAdmin software.
- 2 In the device list, click the digital sender.
- 3 Click **Device** and then click **Modify**.
- 4 In the Configuration window, click **Fax**.
- 5 On the **Fax** page, click **Job Status**. A dialog box appears with status information.

HP JetAdmin software troubleshooting

The following table contains the error messages pertaining to the digital sender that might appear when you are using the HP JetAdmin software and actions to take to resolve the problem.

See the diagnostics and troubleshooting topics in the HP JetAdmin software online help for additional troubleshooting help.

Note

Messages are listed in alphabetical order. Self-explanatory messages are not included.

HP JetAdmin software messages

Message	Description	Actions
A generic error has occurred during login. Please verify if the device is connected to the network.	The digital sender is not responding to the HP JetAdmin software, either when you are trying to log in to configure the digital sender or when you are trying to save changes to your administrator profile.	<p>If logging in:</p> <ul style="list-style-type: none">● Check that the digital sender is responding on the network using a network command such as ping.● Another way to check that the digital sender is responding is with the HP JetAdmin software. In the main window, click Device, and then click Find to see if the HP JetAdmin software can discover the IP address.● Turn the digital sender off and then back on. In the HP JetAdmin software, try to find the digital sender again.● In the HP JetAdmin software, verify that you can contact other network devices. <p>If saving changes:</p> <ul style="list-style-type: none">● Changes were not saved successfully. Go back to the configuration pages and try again. <p>For either situation:</p> <ul style="list-style-type: none">● If the problem persists, contact HP customer support.
A generic error has occurred. Upgrade not started.	The command for upgrading could not be prepared.	<ul style="list-style-type: none">● Make sure you have write access to the folder containing the .ver file.● Make sure the HP Digital Sender Link is running.● If the problem persists, contact HP customer support.

HP JetAdmin software messages (continued)

Message	Description	Actions
Another user is already logged in as ADMINISTRATOR. Please ensure that no other ADMINISTRATOR is using HP JetAdmin or HP Address Book Manager on this device.	Two administrators cannot be logged in to the same digital sender and be using the HP JetAdmin software or the ABM at the same time.	<ul style="list-style-type: none"> ● Make sure no one else is logged in to the same digital sender as ADMINISTRATOR. ● Make sure you have not left a session of the HP JetAdmin software or the ABM running on a computer. ● Shut the digital sender down and restart.
Configuration channel is busy, cannot connect to device now.	The HP JetAdmin software is able to contact the digital sender, but all communication channels are momentarily busy.	<ul style="list-style-type: none"> ● Try again later. ● Make sure all cabling is securely connected. ● Check that the digital sender is responding on the network using a network command such as ping. ● Another way to check that the digital sender is responding is with the HP JetAdmin software. In the main window, click Device, and then click Find to see if the HP JetAdmin software can discover the IP address. ● Turn the digital sender off and then back on. Then, in the HP JetAdmin software, try to find the digital sender again. ● In the HP JetAdmin software, verify that you can contact other network devices. ● If the problem persists, contact HP customer support.
Configuration error.	Some settings could not be saved.	<ul style="list-style-type: none"> ● Make sure the digital sender is connected to the network and can be reached from the HP JetAdmin software. ● Using the configuration pages in the HP JetAdmin software, verify which settings were not saved. Then try again.

HP JetAdmin software messages (continued)

Message	Description	Actions
Error reading fax vendor key in registry (key name name)	There is a problem in the fax vendor database. Some vendors might not appear in the Product Name list on the Fax page in the HP JetAdmin software.	<ul style="list-style-type: none"> ● Install the HP JetAdmin Extension again using the digital sender setup program. ● If the problem persists, note the key name and contact HP customer support.
Failed to complete command. Operation aborted.	The command to reset failed to reach the digital sender. The reset did not occur on the digital sender.	<ul style="list-style-type: none"> ● Check that the digital sender is responding on the network using a network command such as ping. ● Another way to check that the digital sender is responding is with the HP JetAdmin software. In the main window, click Device, and then click Find to see if the HP JetAdmin software can discover the IP address. ● Make sure all cabling is securely connected. ● Restart the digital sender from the unit itself. Then use the HP JetAdmin software again to try to find the digital sender. ● If the problem persists, contact HP customer support.
Firmware upgrade failure (code code).	The digital sender cannot complete the firmware upgrade.	<ul style="list-style-type: none"> ● Make sure the .ver file has not been renamed or its contents modified. ● Make sure you have write access to the folder containing the .ver file. ● Make sure the HP Digital Sender Link is running and that it has write access to the directory containing the .ver file. ● If the problem persists, note the code and contact HP customer support.

HP JetAdmin software messages (continued)

Message	Description	Actions
Generic error (code).	A system error has been detected.	<ul style="list-style-type: none"> ● Make sure all cabling is securely connected. ● Make sure the network is accessible from the computer where the HP JetAdmin software is running. ● Make sure the digital sender is connected to the network. ● If the problem persists, note the code and contact HP customer support.
HP JetAdmin could not open Firmware image. Upgrade cancelled.	The HP JetAdmin software cannot open the .ver file that you chose.	<ul style="list-style-type: none"> ● Check that you have read access to the .ver file (whether the file is on a diskette or was copied to a hard drive locally over the network). ● Make sure that you have write access to the folder containing the .ver file. ● Make sure the HP Digital Sender Link is running. ● If the problem persists, contact HP customer support.
If you specify a network name you have to ensure that DNS and/or WINS name resolution are enabled.	This message is an alert for when you are using network names (fully qualified or not) instead of IP addresses.	<ul style="list-style-type: none"> ● Specify an IP address. -Or- ● Specify the network name, but also be certain that your DNS and WINS configuration is correct.
IMSP init failure.	There is a problem with the Imspapi.dll file.	<ul style="list-style-type: none"> ● Close other applications that might be operating across the network (for example, the ABM and Internet browsers). Then try again. If the problem persists, install the HP JetAdmin Extension again using the digital sender setup program. ● If the problem persists, contact HP customer support.
Invalid filename. Firmware upgrade cannot continue.	The HP JetAdmin software cannot find the .ver file, some files listed in the .ver file are missing, or the .ver file contains invalid data.	<ul style="list-style-type: none"> ● Make sure the .ver file has not been renamed or its contents modified. ● Obtain a new copy of the firmware image from HP, or download the new firmware image again from the HP website.

HP JetAdmin software messages (continued)

Message	Description	Actions
Invalid IP address (code code).	The IP address you typed is not valid.	<ul style="list-style-type: none"> ● Try a different IP address. ● If the problem persists, note the code and contact HP customer support.
Invalid password.	The password you typed is not valid.	<ul style="list-style-type: none"> ● Enter the password again. The administrator password is case-sensitive, so make sure you entered the correct combination of uppercase and lowercase letters.
JetAdmin could not issue test command to the digital sender. E-mail sending not tested.	The HP JetAdmin software is unable to contact the device to issue the test e-mail message, either because of a communication problem over the network or because the digital sender has been turned off.	<ul style="list-style-type: none"> ● Acknowledge the message and close the configuration pages with CANCEL. ● Make sure the digital sender is turned on. ● Check that the digital sender is responding on the network using a network command such as ping. ● Another way to check that the digital sender is responding is with the HP JetAdmin software. In the main window, click Device, and then click Find to see if the HP JetAdmin software can discover the IP address. ● If the problem persists, contact HP customer support.
Not enough rights for protocol IPX. This can be changed under Options-> Preferences.	The default communication protocol in the HP JetAdmin software is IPX, but you can only contact the digital sender using TCP/IP.	<ul style="list-style-type: none"> ● In the HP JetAdmin software, click Options, then Preferences, and then the Default Protocol page. Make sure that TCP/IP is selected as the default protocol. ● If TCP/IP is unavailable, you do not have the necessary protocol installed on your computer for the digital sender.

HP JetAdmin software messages (continued)

Message	Description	Actions
Some fax transmissions have successfully been submitted by the digital sender to the fax server, but the digital sender has not received notification of successful or unsuccessful transmission yet. Verify the status of the fax server and repeat this test or check the log file from HP Address Book Manager. Check the log file from HP Address Book Manager for lost notifications.	One of the possible messages that results when you check the status of fax transmissions using the Job Status button on the HP JetAdmin software Tools page. Some fax transmissions are not being processed by the LAN fax server.	<ul style="list-style-type: none"> ● In the ABM, check the activity log for information about notifications. ● Wait until all pending fax jobs should have been sent. On the HP JetAdmin software Tools page, click Job Status again. ● Make sure the LAN fax server is running. ● If the problem persists, reset network parameters to remove pending fax jobs (see “Resetting network parameters” on page 91). NOTE: This also erases the administrator password, all TCP/IP configuration, and all public and private address books. ● If the problem persists, contact HP customer support.
Specified message size is larger than the one supported by your SMTP server. Continue?	The message size is larger than the maximum allowed by your e-mail server (even when you have configured messages to be broken apart into multiple messages if they exceed a certain size). If you continue, your message might be sent without the attachment.	<ul style="list-style-type: none"> ● Consider configuring a size smaller or equal to your e-mail server limitation. Use the Break apart messages larger than field on the HP JetAdmin software E-mail page (Advanced options). ● Consider increasing the limit in your e-mail server
The digital sender has not communicated yet the result of the firmware upgrade. Do you want to continue waiting?	<p>The digital sender might have crashed while upgrading.</p> <p>The digital sender might have successfully upgraded, but it failed to notify the HP JetAdmin software.</p>	<ul style="list-style-type: none"> ● Make sure the digital sender is still operating. ● Locate the current firmware version for the digital sender on the self-test page. Compare it to the firmware version in the filename for the .ver file. If the versions match, the upgrade was successful. ● Make sure you have write access to the folder containing the .ver file ● Make sure the HP Digital Sender Link is running. ● If the problem persists, contact HP customer support.

HP JetAdmin software messages (continued)

Message	Description	Actions
The dynamic link library lmspapi.dll could not be found in the specified path.	Some files needed to support the digital sender are not installed correctly.	<ul style="list-style-type: none"> ● Press OK to clear the message. Press CTRL+ALT+DELETE to open the Task Manager and end the HP JetAdmin software task. Then install the HP JetAdmin software again using the digital sender setup program. ● If the problem persists, contact HP customer support.
Unable to communicate with the device.	The HP JetAdmin software cannot contact the digital sender, either because of a network communication problem or because the digital sender has been turned off.	<ul style="list-style-type: none"> ● Make sure the digital sender is turned on. ● Make sure all cabling is securely connected. ● Check that the digital sender is responding on the network using a network command such as ping. ● Another way to check that the digital sender is responding is with the HP JetAdmin software. In the main window, click Device, and then click Find to see if the HP JetAdmin software can discover the IP address. ● Turn the digital sender off and then back on. In the HP JetAdmin software, try to find the digital sender again. ● In the HP JetAdmin software, verify that you can contact other network devices. ● If the problem persists, contact HP customer support.

HP JetAdmin software messages (continued)

Message	Description	Actions
Unable to communicate with the device. Please verify if the device is connected to the network.	The digital sender is not responding to the login attempt by the HP JetAdmin software. This can happen when logging in to configure the device, or when saving administrator profile changes.	<p>If logging in:</p> <ul style="list-style-type: none"> ● Check that the digital sender is responding on the network using a network command such as ping. ● Another way to check that the digital sender is responding is with the HP JetAdmin software. In the main window, click Device, and then click Find to see if the HP JetAdmin software can discover the IP address. ● Turn the digital sender off and then back on. In the HP JetAdmin software, try to find the digital sender again. ● In the HP JetAdmin software, verify that you can contact other network devices. <p>If saving changes:</p> <ul style="list-style-type: none"> ● Changes were not saved successfully. Go back to the configuration pages and try again. <p>For either situation:</p> <ul style="list-style-type: none"> ● If the problem persists, contact HP customer support.
Verify HP JetAdmin installation.	Some HP JetAdmin software files are invalid.	<ul style="list-style-type: none"> ● Install the HP JetAdmin software again using the digital sender setup program.
Version file corrupted. Firmware upgrade cannot continue.	The HP JetAdmin software cannot find .ver files, some files listed in the .ver file are missing, or the .ver file contains invalid data.	<ul style="list-style-type: none"> ● Make sure the .ver file has not been renamed or its contents modified. ● Contact HP for a new copy of the firmware image, or download the new firmware image again from the HP website.
You will lose any changes that you may have made to the configuration pages. Continue?	This is a warning message that appears if you make changes to the configuration pages and then choose to reset the digital sender during the same configuration session.	<ul style="list-style-type: none"> ● Commit the changes first by clicking OK at the bottom of the configuration pages. Return to the Tools page and perform the desired reset action. <p>-Or-</p> <ul style="list-style-type: none"> ● Continue with the reset action. You will need to repeat the configuration you did before.

HP JetDirect print server troubleshooting

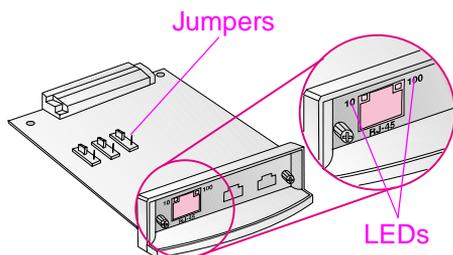
General troubleshooting

Several parameters on the self-test page provide helpful information about the print server. In particular, the TCP/IP status parameter indicates whether the print server is actively connected to the network or whether an error conditions exists.

See “Displaying the self-test page” on page 116 for a description of all parameters and for steps on how to access the self-test page.

HP J3113A print server for Fast Ethernet (10/100Base-TX) networks

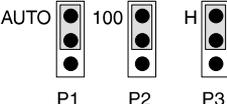
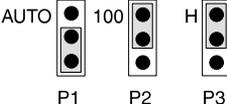
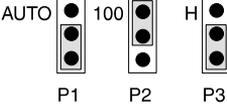
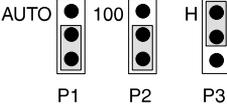
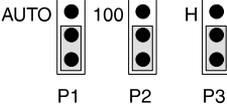
You can use the green LEDs on the HP J3113A print server (interface card) to confirm that the interface card is connected to the network. Either the 10 Mbps or 100 Mbps LED should be on.

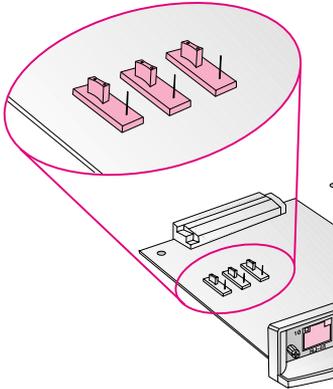


If the interface card fails to establish a network link through autonegotiation, you might need to change the position of configuration jumpers P1, P2, and P3 on the interface card (see the figure on the next page). The default position is P1 AUTO=ON. In this position, the interface card attempts to connect automatically to the network at the detected speed (10 or 100 Mbps) and communication mode (full-duplex or half-duplex). The options are:

- 100 Mbps at full-duplex
- 100 Mbps at half-duplex
- 10 Mbps at full-duplex
- 10 Mbps at half-duplex

If you change P1 to the AUTO=OFF position, then P2 selects the link speed (10 or 100 Mbps) and P3 selects the communication mode (half-duplex or full-duplex). If you manually configure the interface card using jumpers P2 and P3, verify that the configuration of the connecting network device (such as a network switch) matches. For example, if you set the interface card for 100Base-TX full-duplex operation, the port on the network switch must be set to 100 Mbps full-duplex operation. Once you have changed the jumpers and reinstalled the interface card, be sure to turn the digital sender off and then on again. The interface card might require up to 10 seconds to establish a connection on the network. Then verify that the TCP/IP status parameter on the self-test page reads "READY."

Jumper setting descriptions	Jumper location
AUTO=ON (Default)*	
100 Mbps Half-duplex (AUTO=OFF)	
100 Mbps Full-duplex (AUTO=OFF)	
10 Mbps Half-duplex (AUTO=OFF)	
10 Mbps Full-duplex (AUTO=OFF)	



* If the jumper on P1 is removed or lost, the HP JetDirect print server defaults to the AUTO=ON state.

Activity log messages

The activity log for each user contains up to 100 messages. The activity log for the administrator contains up to 200 messages. When the maximum number of messages has been reached, new messages begin overwriting the oldest messages.

The icons shown below appear in the activity log to identify the type of message:



normal

Normal activity; no action required.



warning

The function completed partially. No action is required. For example, you sent an e-mail message but one recipient could not be reached.



error

The function failed. Some action is required, either by the user or the administrator. Generally, the digital sender can still be used for other functions.



fatal

A severe problem. This requires administrator intervention and possibly a call to HP customer support.

See “Using the activity log” on page 113 for information on how to view, save, copy, clear, and print the activity log.

Activity log messages

Message	Description	Actions
001/01 E-mail send report. Sender: <i>name</i> . Subject: <i>subject</i> . Status: Failed.	The e-mail transmission was unsuccessful. You might have entered an incorrect e-mail address.	<ul style="list-style-type: none"> ● Try the transmission again. ● Make sure all cabling is securely connected. ● In the ABM, make sure that Delivery Notification is enabled for the user profile. ● If the problem persists, contact HP customer support.
001/02 E-mail send report. Sender: <i>name</i> . Subject: <i>subject</i> . Status: OK.	Notification message only. Your e-mail transmission was successful.	<ul style="list-style-type: none"> ● No action required.
001/03 E-mail send report. Sender: <i>name</i> . Subject: <i>subject</i> . Status: Image processing error.	The e-mail transmission was unsuccessful. An internal error occurred while the document was being processed.	<ul style="list-style-type: none"> ● Try the transmission again. ● Turn the digital sender off and then back on. ● If the problem persists, contact HP customer support.
002/01 Document sent to a PC. PC: <i>identification</i> . Result: failed.	The digital sender could not deliver the document to the named computer.	<ul style="list-style-type: none"> ● Make sure the receiving computer is on. ● Make sure the HP Digital Sender Link is running and enabled on the receiving computer. ● Make sure the IP address or DNS name of the receiving computer is correctly typed. ● If the problem persists, contact HP customer support.
002/02 Document sent to a PC. PC: <i>identification</i> . Result: success.	Notification message only. The document was successfully delivered.	<ul style="list-style-type: none"> ● No action required.
002/03 Document sent to a PC. PC: <i>identification</i> . Result: Image processing error.	An internal error occurred while the document was being processed.	<ul style="list-style-type: none"> ● Try sending again. ● Turn the digital sender off and then back on. ● If the problem persists, contact HP customer support.

Activity log messages (continued)

Message	Description	Actions
<p>003/01 Document sent to the HP Digital Sender Service. Recipient(s): <i>name</i>. Number: <i>fax number</i>. # of pages: <i>pages</i>. Result: Failed. Local disk access failure. Code: <i>code</i>.</p>	<p>The document could not be delivered to the HP Digital Sender Service.</p>	<ul style="list-style-type: none"> ● Turn the digital sender off and then back on. ● If the problem persists, note the code and contact HP customer support.
<p>003/02 Document sent to the HP Digital Sender Service. Recipient(s): <i>name</i>. Number: <i>fax number</i>. # of pages: <i>pages</i>. Result: Failed. Login fax daemon failure. Code: <i>code</i>.</p>	<p>There is a problem sending the document to the HP Digital Sender Service.</p>	<ul style="list-style-type: none"> ● Make sure the HP Digital Sender Service is running. ● Make sure the HP Digital Sender Service parameters and workarea are correctly set (see “Fax service troubleshooting” on page 158). ● If the problem persists, note the code and contact HP customer support.
<p>003/03 Document sent to the HP Digital Sender Service. Recipient(s): <i>name</i>. Number: <i>fax number</i>. # of pages: <i>pages</i>. Result: Failed. Open remote file failure. Code: <i>code</i>.</p>	<p>There is a problem sending the document to the HP Digital Sender Service.</p>	<ul style="list-style-type: none"> ● Make sure the HP Digital Sender Service is running. ● Make sure that a fax workarea is set and that the HP Digital Sender Service has read/write access to it (see “Fax service troubleshooting” on page 158). ● Check the folder that contains the fax workarea. It might be too full. ● If the problem persists, note the code and contact HP customer support.
<p>003/04 Document sent to the HP Digital Sender Service. Recipient(s): <i>name</i>. Number: <i>fax number</i>. # of pages: <i>pages</i>. Result: Failed. Write to remote file failure. Code: <i>code</i>.</p>	<p>There is a problem sending the document to the HP Digital Sender Service.</p>	<ul style="list-style-type: none"> ● Make sure the HP Digital Sender Service is running. ● If the problem persists, note the code and contact HP customer support.

Activity log messages (continued)

Message	Description	Actions
003/05 Document sent to the HP Digital Sender Service. Recipient(s): <i>name</i> . Number: <i>fax number</i> . # of pages: <i>pages</i> . Result: Failed. Close remote file failure. Code: <i>code</i> .	There is a problem sending the document to the HP Digital Sender Service.	<ul style="list-style-type: none"> ● Same as for message 003/03.
003/06 Document sent to the HP Digital Sender Service. Recipient(s): <i>name</i> . Number: <i>fax number</i> . # of pages: <i>pages</i> . Result: Failed. Get fax workarea failure. Code: <i>code</i> .	There is a problem sending the document to the HP Digital Sender Service.	<ul style="list-style-type: none"> ● Make sure the HP Digital Sender Service is running. ● Make sure the HP Digital Sender Service parameters and workarea are correctly set, and that the HP Digital Sender Service has read/write access to the workarea (see "Fax service troubleshooting" on page 158). ● If the problem persists, note the code and contact HP customer support.
003/07 Document sent to the HP Digital Sender Service. Recipient(s): <i>name</i> . Number: <i>fax number</i> . # of pages: <i>pages</i> . Result: Failed. Missing fax workarea. Code: <i>code</i> .	There is a problem sending the document to the HP Digital Sender Service.	<ul style="list-style-type: none"> ● Make sure the HP Digital Sender Service workarea is set and is not empty (see "Fax service troubleshooting" on page 158). ● If the problem persists, note the code and contact HP customer support.
003/08 Document sent to the HP Digital Sender Service. Recipient(s): <i>name</i> . Number: <i>fax number</i> . # of pages: <i>pages</i> . Result: Failed. Out of memory. Code: <i>code</i> .	There is a problem sending the document to the HP Digital Sender Service.	<ul style="list-style-type: none"> ● Turn the digital sender off and then back on. ● If the problem persists, note the code and contact HP customer support.

Activity log messages (continued)

Message	Description	Actions
003/09 Document sent to the HP Digital Sender Service. Recipient(s): <i>name</i> . Number: <i>fax number</i> . # of pages: <i>pages</i> . Result: Failed. Fax driver configuration failure. Code: <i>code</i> .	There is a problem sending the document to the HP Digital Sender Service.	● Same as for message 003/08.
003/10 Document sent to the HP Digital Sender Service. Recipient(s): <i>name</i> . Number: <i>fax number</i> . # of pages: <i>pages</i> . Result: Failed. Biscom submit API failure. Code: <i>code</i> .	For networks with the Biscom LAN fax product only. There is a problem sending the document to the HP Digital Sender Service.	● Same as for message 003/08.
003/11 Document sent to the HP Digital Sender Service. Recipient(s): <i>name</i> . Number: <i>fax number</i> . # of pages: <i>pages</i> . Result: Failed. MIB read failure. Code: <i>code</i> .	There is a problem sending the document to the HP Digital Sender Service.	● Same as for message 003/08.
003/12 Document sent to the HP Digital Sender Service. Recipient(s): <i>name</i> . Number: <i>fax number</i> . # of pages: <i>pages</i> . Result: Failed. Invalid job descriptor. Code: <i>code</i> .	There is a problem sending the document to the HP Digital Sender Service.	● Same as for message 003/08.
003/13 Document sent to the HP Digital Sender Service. Recipient(s): <i>name</i> . Number: <i>fax number</i> . # of receipt: <i>number</i> . # of pages: <i>pages</i> . Result: Failed. Image processing error. Code: <i>code</i> .	An internal error occurred while the document was being processed.	<ul style="list-style-type: none"> ● Try sending the document again. ● Turn the digital sender off and then back on. ● If the problem persists, note the code and contact HP customer support.
003/14 Document sent to the HP Digital Sender Service. Recipient(s): <i>name</i> . Number: <i>fax number</i> . # of pages: <i>pages</i> . Result: OK. Code: <i>code</i> .	Notification message only. The document was successfully delivered to the HP Digital Sender Service.	● No action required.

Activity log messages (continued)

Message	Description	Actions
004/01 Fax transmission result. Receipt: <i>name</i> . Number: <i>fax number</i> . Accounting: <i>code</i> . # of pages: <i>pages</i> . Result: successful transmission.	Notification message only. The document was successfully faxed.	<ul style="list-style-type: none"> ● No action required.
004/02 Fax transmission result. Receipt: <i>name</i> . Number: <i>fax number</i> . Accounting: <i>code</i> . # of pages: <i>pages</i> . Result: unsuccessful transmission.	The document could not be faxed.	<ul style="list-style-type: none"> ● Check the accuracy of the fax number and try again. ● If the problem persists, contact HP customer support.
004/03 Fax transmission result. Receipt: <i>name</i> . Number: <i>fax number</i> . Accounting: <i>code</i> . # of pages: <i>pages</i> . Result: missed notification.	Either the fax transmission has not yet been sent (it is still pending), or the fax server has not returned notification within 24 hours.	<ul style="list-style-type: none"> ● Make sure the LAN fax server is running. ● Make sure the HP Digital Sender Service is running. ● Check the status of the fax transmission in the LAN fax server to see if the fax job is still pending. ● Use the setup program to check that a fax workarea is set and is not empty (see "Fax service troubleshooting" on page 158). ● If the problem persists, contact HP customer support.

Activity log messages (continued)

Message	Description	Actions
<p>005/01 Document sent to an application. Menu: <i>name</i>. Application: <i>name</i>. Result: failed.</p>	<p>The document could not be delivered to the program on the receiving computer.</p>	<ul style="list-style-type: none"> ● Make sure the receiving computer is on. ● Make sure the HP Digital Sender Link is running and enabled on the receiving computer. ● Make sure the correct path to the program has been configured (see “Customizing the digital sender to support third-party programs” on page 58). ● Make sure the HP Digital Sender Service is running. ● Make sure the HP Digital Sender Service has read/write access to the folder in which it is running and to the destination folder in the program’s profile. ● Make sure the destination program exists on the network. ● For Windows NT computers, check the event log for possible file copy errors (which sometimes occur because of write errors, such as disk full). ● If the problem persists, note the menu and application and contact HP customer support.
<p>005/02 Document sent to an application. Menu: <i>name</i>. Application: <i>name</i>. Result: success.</p>	<p>Notification message only. The document was delivered successfully.</p>	<ul style="list-style-type: none"> ● No action required.

Activity log messages (continued)

Message	Description	Actions
005/03 Document sent to an application. Menu: <i>name</i> . Application: <i>name</i> . Result: Image processing error.	An internal error occurred while the document was being processed.	<ul style="list-style-type: none"> ● Try sending the document again. ● Turn the digital sender off and then back on. ● If the problem persists, note the menu and application and contact HP customer support.
006/00 Firmware upgrade completed.	Notification message only. The procedure for upgrading the digital sender firmware was successful.	<ul style="list-style-type: none"> ● No action required.
007/00 System backup completed.	Notification message only. The procedure for backing up the digital sender database was successful.	<ul style="list-style-type: none"> ● No action required.
008/00 System restore completed.	Notification message only. The procedure for restoring the digital sender database was successful.	<ul style="list-style-type: none"> ● No action required.
009/00 Firmware upgrade failed.	The firmware upgrade procedure did not complete.	<ul style="list-style-type: none"> ● Make sure the folder you chose for the operation has read/write access. ● Make sure all cabling is securely connected. ● If the problem persists, contact HP customer support.
010/00 System restore failed.	The address book restore did not complete. In most cases, this is because the hard drive inside the digital sender did not have enough room.	<ul style="list-style-type: none"> ● Check the contents of the Notify.dat file that is created by the operation. The file contains a report of success or failure (see "Restoring" on page 96). ● Make sure all cabling is securely connected. ● Reset address books to gain more space (see "Resetting address books" on page 90). ● If the problem persists, contact HP customer support.

Activity log messages (continued)

Message	Description	Actions
011/00 System backup failed.	The address book backup did not complete.	<ul style="list-style-type: none"> ● Check the contents of the Notify.dat file that is created by the operation. The file contains a report of success or failure (see "Backing up" on page 94). ● Make sure all cabling is securely connected. ● Make sure you have enough space on the hard drive where you want to store the backup copy. Backup requires an average of 50 to 100 MB of free hard disk space. ● If the problem persists, contact HP customer support.
013/00 All Address Book cleared.	Notification message only. The procedure for resetting address books was successful.	<ul style="list-style-type: none"> ● No action required.
014/00 Public Email Address Book cleared.	Notification message only. The Clear Address Book command in the ABM was successful.	<ul style="list-style-type: none"> ● No action required.
015/00 Public Fax Address Book cleared.	Notification message only. The Clear Address Book command in the ABM was successful.	<ul style="list-style-type: none"> ● No action required.
016/00 Users Address Book cleared.	Notification message only. The Clear Address Book command in the ABM was successful.	<ul style="list-style-type: none"> ● No action required.
017/00 Public Printer Address Book cleared.	Notification message only. The Clear Address Book command in the ABM was successful.	<ul style="list-style-type: none"> ● No action required.
018/00 All private Address Books cleared.	Notification message only. The Clear Address Book command in the ABM was successful.	<ul style="list-style-type: none"> ● No action required.

Activity log messages (continued)

Message	Description	Actions
019/00 All customized Function Keys cleared.	Notification message only. The Clear Address Book command in the ABM was successful.	● No action required.
020/00 New customized Function Key: <i>name</i> .	Notification message only. The named function key has been configured in the ABM.	● No action required.
021/00 Modified customized Function Key: <i>name</i> .	Notification message only. The named customized function key has been changed in the ABM.	● No action required.
022/00 Deleted customized Function Key: <i>name</i> .	Notification message only. The named customized function key has been deleted in the ABM.	● No action required.
023/00 New User: <i>name</i> .	Notification message only. The named user profile has been added in the ABM.	● No action required.
024/00 Modified user: <i>name</i> .	Notification message only. The named user profile has been changed in the ABM.	● No action required.
025/00 Deleted User: <i>name</i> .	Notification message only. The named user profile has been deleted in the ABM.	● No action required.
026/00 Address Book Import status: begin.	Notification message only. The ABM is being used to import addresses into the digital sender. The digital sender is locked from use until the import has completed.	● No action required.
026/01 Address Book Import status: end.	Notification message only. The digital sender successfully completed the import.	● No action required.
026/02 Address Book Import status: interrupted. Code: <i>code</i> .	The digital sender encountered an internal problem during the import.	<ul style="list-style-type: none"> ● Try the import again. ● If the problem persists, note the code and contact HP customer support.

Activity log messages (continued)

Message	Description	Actions
027/00 Address Book Import report on entries. Added: <i>number</i> . Duplicated: <i>number</i> . Processed: <i>number</i> .	Notification message only. The digital sender successfully imported the addresses. -Or- Some addresses were not imported because they were duplicates.	● No action required.
028/00 Address Book Import report on entries. Deleted: <i>number</i> . Not found: <i>number</i> . Processed: <i>number</i> .	Notification message only. -Or- Some addresses were not deleted because they could not be found.	● No action required.
029/00 Address Book clear status: Public E-mail Address Book cleared.	Notification message only. The address book was successfully cleared.	● No action required.
029/01 Address Book clear status: Public E-mail Address Book not found.	The address book you are trying to clear cannot be accessed for some reason.	<ul style="list-style-type: none"> ● Try the procedure again. ● If the problem persists, contact HP customer support.
030/00 Address Book checking: begin.	Notification message only. The digital sender has started an internal check of all address books and is locked from use until the check has completed.	● No action required.
030/01 Address Book checking: completed with errors.	The internal check of all address books has completed. Some problem entries were found and deleted. Message 031/00 indicates how many entries were cleared.	● No action required. Address books should be fine now.
030/02 Address Book checking: completed without errors.	Notification message only. The internal check of all address books completed without finding errors.	● No action required.
031/00 Address Book checking. # of cleared items: <i>number</i> .	Notification message only. During an internal check of address books, the digital sender found the number of items reported in the message and deleted them.	● No action required.

Activity log messages (continued)

Message	Description	Actions
032/00 Address Books checking terminated with a severe corruption indication.	Problems in the address books prevented the internal check of address books from completing.	● Reset address books (see “Resetting” on page 90) and then restore a backup copy (see “Restoring” on page 96).
033/00 Copy functionality status: disabled.	Notification message only. All printers have been removed from the Public Printers address book.	● No action required.
033/01 Copy functionality status: enabled.	Notification message only. There were no printers in the Public Printers address book and one has now been added.	● No action required.
034/00 Security status: e-mail notification to administrator is off, registered user profiles validation is off.	Notification message only. A change has been made in the notification or validation setting, and this is the current status.	● No action required.
034/01 Security status: e-mail notification to administrator is on, registered user profiles validation is off.	Notification message only. A change has been made in the notification or validation setting, and this is the current status.	● No action required.
034/02 Security status: e-mail notification to administrator is off, registered user profiles validation is on.	Notification message only. A change has been made in the notification or validation setting, and this is the current status.	● No action required.
034/03 Security status: e-mail notification to administrator is on, registered user profiles validation is on.	Notification message only. A change has been made in the notification or validation setting, and this is the current status.	● No action required.

Activity log messages (continued)

Message	Description	Actions
035/00 Network error during e-mail transmission. Code: <i>code</i> .	The e-mail transmission failed because of a problem in the network.	<ul style="list-style-type: none"> ● Make sure all cabling is securely connected. ● Make sure the e-mail server and SMTP service are running. ● Check that the HP JetDirect print server is working correctly using a command such as ping. ● Turn the digital sender off and then back on. ● If the problem persists, note the code and contact HP customer support.
036/00 Network error during SMTP protocol negotiation. Code: <i>code</i> .	The e-mail transmission failed because of a problem in the network.	<ul style="list-style-type: none"> ● Same as for message 035/00.
037/00 E-mail not delivered to destination <i>name</i> .	The e-mail message could not be delivered to the named destination. The message was successfully delivered to at least one of the destinations in the message. There will be a similar message in the log for each destination that could not be reached.	<ul style="list-style-type: none"> ● Check the accuracy of the e-mail address. ● If the problem persists, contact HP customer support.
038/00 E-mail sender wasn't accepted from the SMTP server. Name: <i>name</i> .	The e-mail server rejected the e-mail address in the message.	<ul style="list-style-type: none"> ● Make sure the e-mail address is correct. ● Make sure the e-mail address is in SMTP e-mail format. ● If the problem persists, contact HP customer support.
039/00 The e-mail subsystem is disabled.	Notification message only. The e-mail service for the digital sender has been disabled.	<ul style="list-style-type: none"> ● Use the HP JetAdmin software to enable the e-mail service (Email page). ● If a problem with the system disabled the e-mail service, contact HP customer support.

Activity log messages (continued)

Message	Description	Actions
<p>040/00 The SMTP server is not configured.</p>	<p>The e-mail server address is missing in the configuration.</p>	<ul style="list-style-type: none"> ● Use the configuration menu at the control panel or the HP JetAdmin software to configure the e-mail server address. ● Turn the digital sender off and then back on. ● If the problem persists, contact HP customer support.
<p>041/00 The SMTP server is no more reachable.</p>	<p>There is a problem with the e-mail server.</p>	<ul style="list-style-type: none"> ● Same as for message 035/00. ● In addition, make sure the e-mail server address is correct.
<p>042/00 The DNS server is not able to retrieve the SMTP server address.</p>	<p>There is a problem with the DNS or WINS server.</p>	<ul style="list-style-type: none"> ● Make sure all cabling is securely connected. ● Turn the digital sender off and then back on. ● Make sure the DNS server and WINS server are running. ● Using either the configuration menu at the control panel or the HP JetAdmin software, make sure you have correctly configured the e-mail server, DNS server, DNS default domain, and WINS server (whichever apply). ● Check that the HP JetDirect print server is working correctly using a command such as ping. ● If the problem persists, note the code and contact HP customer support.
<p>043/00 The SMTP server is now reachable.</p>	<p>Notification message only.</p>	<ul style="list-style-type: none"> ● No action required.

Activity log messages (continued)

Message	Description	Actions
044/00 The DNS server is now able to retrieve the SMTP server address.	Notification message only.	<ul style="list-style-type: none"> ● No action required.
045/00 Internal problem: Network channels exhausted.	All channels are busy, or they have been used but not released.	<ul style="list-style-type: none"> ● Turn the digital sender off and then back on. ● If the problem persists, contact HP customer support.
046/00 The SMTP server didn't accept the e-mail message because it was too big.	The e-mail server could not accept the e-mail message transmitted by the digital sender because it was too big.	<ul style="list-style-type: none"> ● Use the HP JetAdmin software (E-mail page Advanced option) to adjust the size of messages transmitted (thereby splitting up large messages into multiple smaller messages). ● Or, raise the maximum e-mail message size that your e-mail server will accept (see the documentation for that server).
047/01 Print job result. From: <i>name</i> . To: <i>printer name</i> . Result: failed.	The printer could not print the document sent from the digital sender. This might happen if you send a job while the printer is busy.	<ul style="list-style-type: none"> ● Make sure the printer is on and in an idle state. ● Make sure all cabling is securely connected. ● Use the ABM to check that the printer address is correct. ● If the problem persists, contact HP customer support.
047/02 Print job result. From: <i>name</i> . To: <i>printer name</i> . Result: success.	The print job sent from the digital sender printed successfully.	<ul style="list-style-type: none"> ● No action required.

Activity log messages (continued)

Message	Description	Actions
047/03 Print job result. From: <i>name</i> . To: <i>printer name</i> . Result: Image processing error.	An internal error occurred while the document was being processed.	<ul style="list-style-type: none"> ● Try resending the document. ● Turn the digital sender off and then back on. ● If the problem persists, contact HP customer support.
048/00 Printer unreachable. Name: <i>printer name</i> . Code: <i>code</i> .	The print job sent to the printer could not be delivered. This might happen if you send a job while the printer is busy.	<ul style="list-style-type: none"> ● Make sure the printer is on and in an idle state. ● Make sure all cabling is securely connected. ● Make sure the printer is connected and properly communicating on the network by means of an HP JetDirect print server. ● Turn the digital sender off and then back on. ● Use the ABM to check that the printer address is correct. ● If the problem persists, note the code and contact HP customer support.
049/00 Failure in printing a document. Printer: <i>printer name</i> . Code: <i>code</i> .	The job sent to the printer could not be printed. This might happen if you send a job while the printer is busy.	<ul style="list-style-type: none"> ● Same as for message 048/00.
051/00 Internal problem: Network channels exhausted.	All channels are busy, or they have been used but not released.	<ul style="list-style-type: none"> ● Turn the digital sender off and then back on. ● If the problem persists, contact HP customer support.
052/00 Default printer is not configured. Fax notifications cannot be printed.	No printers have been configured for use with the digital sender.	<ul style="list-style-type: none"> ● Use the ABM to designate a network printer that can be used with the digital sender ("Managing printers" on page 111). ● If the problem persists, contact HP customer support.

Activity log messages (continued)

Message	Description	Actions
053/00 HP 9100C configuration changed at the control panel.	Notification message only.	<ul style="list-style-type: none"> ● No action required.
054/02 PML initialization result: initialization error.	The message indicates a problem in the HP JetDirect print server or digital sender hard drive. The digital sender will not operate until the problem is fixed.	<ul style="list-style-type: none"> ● On the self-test page, check to see if the TCP/IP status parameter reads "READY." ● Turn the digital sender off and then back on. ● If the problem persists, contact HP customer support.
055/01 Environment enabling: Fax has been <i>result</i> .	Notification message only. Possible results: <ul style="list-style-type: none"> ● Enabled ● Disabled 	<ul style="list-style-type: none"> ● No action required.
055/02 Environment enabling: Email has been <i>result</i> .	Notification message only. Possible results: <ul style="list-style-type: none"> ● Enabled ● Disabled 	<ul style="list-style-type: none"> ● No action required.
056/01 HP Digital Sender Service address has changed to: <i>IP address</i> .	Notification message only. The IP address of the device on which the HP Digital Sender Service is installed has changed.	<ul style="list-style-type: none"> ● No action required.
056/02 E-mail server address has changed to: <i>IP address</i> .	Notification message only. The e-mail server configuration has changed.	<ul style="list-style-type: none"> ● No action required.
057/00 The Administrator's e-mail address is not set. Cannot notify the Administrator about changes in the configuration.	The administrator e-mail address is missing from the configuration.	<ul style="list-style-type: none"> ● Use the configuration menu at the control panel or the HP JetAdmin software to configure the administrator e-mail address. ● If the problem persists, contact HP customer support.

Activity log messages (continued)

Message	Description	Actions
058/00 The default "From" e-mail address is not set. Cannot send e-mail messages if "From" field is not provided either at control panel or in registered user profile.	A default FROM e-mail address is missing from the configuration.	<ul style="list-style-type: none"> ● Use the configuration menu at the control panel or the HP JetAdmin software to configure the default FROM e-mail address. ● If the problem persists, contact HP customer support.
059/00 System boot.	Notification message only. The digital sender is restarting.	<ul style="list-style-type: none"> ● No action required.
060/00 System shutdown.	Notification message only. The digital sender is shutting down.	<ul style="list-style-type: none"> ● No action required.
061/00 JetSend job failure. Device name: <i>IP address</i> . Device unreachable.	The IP address or DNS name you typed is incorrect, the device is not an HP JetSend device, or the device is not turned on and in an online status.	<ul style="list-style-type: none"> ● If you typed the IP address or DNS name, make sure the target device is an HP JetSend device and that you typed the information correctly. ● Make sure the target device is turned on and in an online status.
061/01 JetSend job failure. Device name: <i>IP address</i> . Device not ready.	The target HP JetSend device cannot process the document for some reason, depending on the type of device. For example, a printer might be out of paper or one of the printer trays might be open.	<ul style="list-style-type: none"> ● Check the target device.
061/02 JetSend job failure. Device name: <i>IP address</i> . Invalid PIN.	The target HP JetSend device requires a PIN (personal identification number). The digital sender does not work with devices that require PINs.	<ul style="list-style-type: none"> ● Send the document to a device that does not require a PIN.
062/00 JetSend device contacted. Device name: <i>IP address</i>	Notification message only. A connection to the HP JetSend device identified in the message has been made.	<ul style="list-style-type: none"> ● No action required.
065/00 JetSend job end.	Notification message only. The document was successfully delivered to the HP JetSend destination identified in the message.	<ul style="list-style-type: none"> ● No action required.

Troubleshooting the software

The troubleshooting for software is divided into these sections:

- general software troubleshooting (page 189)
- HP Address Book Manager messages (page 190)
- HP Digital Sender Link messages (page 195)

General software troubleshooting

Use the table below to solve common problems encountered while using the software. The programs do not display messages for these types of problems.

Usage problems

Problem	Actions
The ABM or HP Digital Sender Link is running very slowly.	<ul style="list-style-type: none">● There might be too many programs running on the computer. Try closing open programs that you are not using. Also, try restarting the computer.● There might not be enough free space on your computer's hard drive. Free up space on your computer by removing unneeded files.● Data on your computer's hard drive might be fragmented. Run Disk Defragmenter. Click Start, point to Programs, Accessories, System Tools, and then click Disk Defragmenter. For more information, see the Windows documentation.
The icon for the HP Digital Sender Link is not on the Windows taskbar.	<ul style="list-style-type: none">● The setting to show the icon is not selected. In Windows Control Panel, double-click the HP Digital Sender Link icon. Click the Setting tab. Make sure the Show icon on taskbar check box is selected.● If the HP Digital Sender Link is closed, the icon does not show. To start the program or check if it is running, click Start, point to Programs, then HP 9100C, and then click HP Digital Sender Link.
The HP Digital Sender Link will not start.	<ul style="list-style-type: none">● There is a problem with the version of the HP Digital Sender Link that is installed on the computer. Install the HP Digital Sender Link again.

HP Address Book Manager messages

The following table contains the error messages that might appear when you are using the ABM and actions to take to resolve the problem.

Note

Messages are listed in alphabetical order.

HP Address Book Manager messages

Message	Description	Actions
ABM has found a number of items greater than the maximum supported. Application may become unstable.	The maximum number of items that the ABM can support has been exceeded (for example, maximum number of fax destinations or e-mail addresses).	<ul style="list-style-type: none">● Clear the address book that was being used when the message occurred (on the Edit menu, click Clear Address Books).● Reset all address books (see "Resetting address books" on page 90).
ABM internal error code.	The ABM has experienced an internal error.	<ul style="list-style-type: none">● Turn the digital sender off and then back on.● If the problem persists, note the code and contact HP customer support.
Address Book locked.	Someone else is using the address book you are trying to access.	<ul style="list-style-type: none">● Try accessing the address book again.
Cannot access the Windows Registry. The Windows Registry data is corrupted.	Information in the Windows registry has changed for some reason and is no longer valid for the digital sender.	<ul style="list-style-type: none">● Remove LDAP configuration data from the registry using Regedit.exe and then configure the LDAP directory service again.● If the problem persists, contact HP customer support.
Digital sender busy executing Address Book backup or restore.	Address books in the digital sender are either being backed up or restored. The digital sender is locked from use until the backup or restore is complete.	<ul style="list-style-type: none">● Try again later.

HP Address Book Manager messages (continued)

Message	Description	Actions
Duplicated login.	<p>You might already have logged in and started the ABM.</p> <p>A previous connection with the ABM might have been interrupted.</p> <p>Another user has logged in under the name you used.</p>	<ul style="list-style-type: none"> ● Verify that you have not already started the ABM. ● Unused connections time out after a period of time. Wait a few minutes and try again. ● To prevent another user from using your user name in the future, protect your user profile with a password.
Failed to add the entry.	<p>During the procedure to import e-mail addresses, the addresses that were found could not be added to the ABM because the selected address book is full.</p>	<ul style="list-style-type: none"> ● Remove some entries from the selected address book to make room for new entries.
Initialization failed.	<p>During the procedure to import e-mail addresses, the ABM could not connect to the server.</p>	<ul style="list-style-type: none"> ● In the directory configuration, make sure you typed the correct DNS name or IP address and port number for the server you want. See the user guide for information on defining directories.
In order to proceed, you have to provide information for all fields.	<p>During the procedure to import e-mail addresses, some of the fields in the directory configuration were not filled.</p>	<ul style="list-style-type: none"> ● In the directory configuration, make sure all fields are filled. See the user guide for information on defining directories.
Invalid user name or password.	<p>The digital sender did not recognize the user name or password that you typed.</p>	<ul style="list-style-type: none"> ● Verify that you are using the user name and password that are in your user profile. The password is case-sensitive, so make sure you enter the correct combination of uppercase and lowercase letters.

HP Address Book Manager messages (continued)

Message	Description	Actions
Login Failed. Wrong Login Name or Password Bind Failed.	During the procedure, you entered an invalid login name or password for the server to be searched.	<ul style="list-style-type: none"> ● In the directory configuration, check the login name and password fields for the server you are searching. See the user guide for information on defining directories.
Network access failure.	There is a problem connecting to the digital sender through the network.	<ul style="list-style-type: none"> ● Close the ABM and then start it again. ● Turn the computer off and then back on. ● Turn the digital sender off and then back on. ● Check the address book database (see "Checking the address book database" on page 139). ● Make sure the computer where the ABM is running is connected to the network (using a network command such as ping). ● If the problem persists, call HP customer support.
No items have been selected.	During the procedure to import e-mail addresses, you did not select an address before clicking Add .	<ul style="list-style-type: none"> ● Select an address and then click Add.
No matching entries were found.	During the procedure to import e-mail addresses, no entries matching the search criteria were found in the specified directory.	<ul style="list-style-type: none"> ● In the Directory search dialog box, make sure the correct directory is specified and all fields are filled correctly. ● Make sure the directory you are searching has been defined. See the user guide for information on importing e-mail addresses from an LDAP server.

HP Address Book Manager messages (continued)

Message	Description	Actions
Search failed! No such object.	During the procedure to import e-mail addresses, the directory configuration might not be correctly specified.	<ul style="list-style-type: none"> ● In the directory configuration, make sure all fields are filled correctly. See the user guide for information on defining directories.
The password and the confirmation text does not match. Please enter them again.	During the procedure to import e-mail addresses, the password for the server that was specified in the Password and Confirmation fields did not match.	<ul style="list-style-type: none"> ● In the directory configuration, retype the password in both fields. See the user guide for information on defining directories.
The port number you have entered is wrong. Please type in a different value.	During the procedure to import e-mail addresses, you entered an incorrect port number for the server containing the directory to be searched.	<ul style="list-style-type: none"> ● In the directory configuration, check the port number. See the user guide for information on defining directories.
Timeout expired.	The digital sender is not responding.	<ul style="list-style-type: none"> ● Make sure the digital sender is turned on. ● Make sure all cabling is securely connected. ● Turn the digital sender off and then back on. ● Turn the computer off and then back on. ● Make sure the computer where the ABM is running is connected to the network (using a network command such as ping). ● If the problem persists, contact HP customer support.
You enter a wrong maximum of hits number.	During the procedure to import e-mail addresses, the number of maximum hits (results) you entered is more than the search can return.	<ul style="list-style-type: none"> ● Enter a smaller number.

HP Address Book Manager messages (continued)

Message	Description	Actions
Your query has exceeded the size limit.	During the procedure to import e-mail addresses, the search found a greater number of entries that match the search criteria than allowed by the server.	<ul style="list-style-type: none">● In the Directory search dialog box, narrow the Name or Email address search criteria to return fewer entries. (For example, search for "Smithson" instead of "Smith.") See the user guide for information on how to search a directory and import addresses.

HP Digital Sender Link messages

The following table contains the error messages that might appear when you are using the HP Digital Sender Link and actions to take to resolve the problem.

Note

Messages are listed in alphabetical order.

HP Digital Sender Link messages

Message	Description	Actions
A file already exists with the same name.	The path specified in the Target Application or the Default Inbox field already exists.	<ul style="list-style-type: none">● Specify a different path.-Or-● Use Windows Explorer to delete the existing file.
Address Book Manager still active.	The ABM is already running.	<ul style="list-style-type: none">● Use the copy of the ABM that is already running.
Cannot launch the target application.	The program selected as the target program cannot be found.	<ul style="list-style-type: none">● Open the HP Digital Sender Link and click the Desktop tab. Enter the correct path to the target program in the Path to target application: field, or click ... to browse the folders and find the correct path.
Closing this application may cause the loss of connection with the sender. Close anyway?	This message appears when you close the HP Digital Sender Link. It is only a reminder that documents cannot be scanned to your computer while the program is closed.	<ul style="list-style-type: none">● Click Yes to close the program or click No to keep the program open. If you close the program, you can restart it by clicking Start, pointing to Programs, then 9100C, and clicking HP Digital Sender Link.
Error: verify Address Book Manager installation.	The ABM program cannot be found.	<ul style="list-style-type: none">● Uninstall the ABM and then reinstall it.

HP Digital Sender Link messages (continued)

Message	Description	Actions
<p>Error: verify if another instance of the same application is already running.</p>	<p>If the message is received on a computer running Windows 9x, the program is already running.</p> <p>If the message is received on a computer running Windows NT 4.0 or 5.0, the program is already running or the HP Digital Sender Service is running.</p>	<ul style="list-style-type: none"> ● No action is needed for the first situation. You can begin sending to the computer. To work with the HP Digital Sender Link settings, open the control panel applet from the HP Digital Sender Link icon or the Windows Control Panel. ● For the second situation, check if the HP Digital Sender Service is running or close it by double-clicking the Services icon in Windows Control Panel. Select HP Digital Sender Service (or HP Network Scanner Service) and click Stop. Then, try reopening the program. If you still receive the message, the program is already running, and no other action is needed.
<p>Error writing data into the receive inbox.</p>	<p>The document you sent to a computer could not be stored in the default inbox because you do not have the rights to write to that location. This can happen after installation if someone changed the rights on the computer where your default inbox is located.</p> <p>The document you sent to a computer could not be stored in the default inbox because the hard drive on the computer is full.</p>	<ul style="list-style-type: none"> ● On the computer where your default inbox is located, check and change the rights back to their previous settings. Or, choose a new default inbox location. ● If the computer's hard drive is full, free up space and resend the document.
<p>HP Digital Sender Link parameters not set. Run setup utility?</p>	<p>The HP Digital Sender Link is either not installed or is not configured correctly.</p>	<ul style="list-style-type: none"> ● Click Yes to configure the parameters correctly.

HP Digital Sender Link messages (continued)

Message	Description	Actions
Not enough rights for the specified directory.	The HP Digital Sender Link cannot accept or create the path specified in the Path to Receive Inbox field because you do not have the rights to read and write to the requested location.	<ul style="list-style-type: none"> ● Try retyping the folder path or choose another one. Or, change the rights for the requested location so you can use it.
Start in path doesn't exist. Create now?	The path specified in the Target application initial path field does not exist. Allow the program to create the new path or choose another path.	<ul style="list-style-type: none"> ● Click Yes to create the new path with the name you typed. Or, click No and then click ... to search for the path you want.
The directory cannot be created because there is a name conflict with an existing file.	The HP Digital Sender Link cannot create the specified path for the inbox because one of the folder names you typed is the name of an existing file. For example, you typed C:\Temp\Scan\Inbox, but there is already a file in the Temp folder called Scan.	<ul style="list-style-type: none"> ● Choose another folder or specify a new folder path in that folder.
Unable to create the specified directory.	<p>The path typed in the Path to Receive Inbox field was invalid.</p> <p>You do not have the rights to create the default inbox folder in the requested location.</p>	<ul style="list-style-type: none"> ● Try retyping the folder path or choose another one. ● Choose a folder path to a new location where you have rights. Or, change the rights for the requested location so you can use it.
Unable to find target application.	The path in the Path to target application field does not contain the specified program.	<ul style="list-style-type: none"> ● Check the path and try retyping it. Include the entire path, entering the program itself as the last item in the path. Or, click ... to search for the path to the program you want to use.

Restoring old firmware images

Use this procedure for the following reasons:

- to restore the previous version of firmware in the digital sender when an upgrade to new firmware (as described in “Upgrading the digital sender firmware” on page 120) was unsuccessful or unsatisfactory
- when instructed to do so by troubleshooting steps or by HP customer support

Notes about the procedure:

- You cannot restore old firmware images if you have processed more than 50 jobs at the digital sender using a more current version of firmware.
- Restoring firmware images locks the digital sender from use and then restarts it.
- The procedure does not touch information in the digital sender database, such as address books.
- The process takes from 1 to 5 minutes.

To restore old firmware images

- 1 Make sure the digital sender is idle (the green light under the  button is off).
- 2 Shut the digital sender down (in the configuration menu, press **TOOLS**, select **Shutdown**, and then press **OK** twice).
- 3 Turn the digital sender off.
- 4 Turn the digital sender back on.
- 5 Watch the control panel. When the screen changes from all blue to a combination of all blue and light blue, press and hold the following sequence of keys until the screen changes again:

SHIFT+ALT+F0

(**F0** is the left-most function key on the control panel.)

5 Warranty and support information

Hewlett-Packard limited warranty statement

HP PRODUCT	DURATION OF WARRANTY
HP 9100C Digital Sender	One year

- 1 HP warrants HP hardware, accessories, and supplies against defects in materials and workmanship for the period specified above. If HP receives notice of such defects during the warranty period, HP will, at its option, either repair or replace products which prove to be defective. Replacement parts may be either new or like-new.
- 2 HP warrants that HP software will not fail to execute its programming instructions, for the period specified above, due to defects in material and workmanship when properly installed and used. If HP receives notice of such defects during the warranty period, HP will replace software media which does not execute its programming instructions due to such defects.
- 3 HP does not warrant that the operation of HP products will be uninterrupted or error free. If HP is unable, within a reasonable time, to repair or replace any product to a condition as warranted, customer will be entitled to a refund of the purchase price upon prompt return of the product.
- 4 HP products may contain remanufactured parts equivalent to new in performance or may have been subject to incidental use.
- 5 The warranty period begins on the date of the delivery or on the date of installation if installed by HP. If customer schedules or delays HP installation more than 30 days after delivery, warranty begins on the 31st day from delivery.

- 6 Warranty does not apply to defects resulting from improper or inadequate maintenance or calibration, software, interfacing, parts or supplies not supplied by HP, unauthorized modification or misuse, operation outside of the published environmental specifications for the product, or improper site preparation or maintenance.

Note

Operation of the digital sender beyond the limit of its nominal duty cycle (scanning greater than the equivalent of 10,000 pages per month) shall be deemed digital sender abuse and all repairs thereafter are to be billed on a time-and-materials basis.

- 7 TO THE EXTENT ALLOWED BY LOCAL LAW, THE ABOVE WARRANTIES ARE EXCLUSIVE AND NO OTHER WARRANTY, WHETHER WRITTEN OR ORAL, IS EXPRESSED OR IMPLIED AND HP SPECIFICALLY DISCLAIMS THE IMPLIED WARRANTIES OF MERCHANTABILITY, SATISFACTORY QUALITY, AND FITNESS FOR A PARTICULAR PURPOSE.
- 8 HP will be liable for damage to tangible property per incident up to the greater of \$300,000 or the actual amount paid for the product that is the subject of the claim, and for damages for bodily injury or death, to the extent that all such damages are determined by a court of competent jurisdiction to have been directly caused by a defective HP product.
- 9 TO THE EXTENT ALLOWED BY LOCAL LAW, THE REMEDIES IN THIS WARRANTY STATEMENT ARE THE CUSTOMER'S SOLE AND EXCLUSIVE REMEDIES. EXCEPT AS INDICATED ABOVE, IN NO EVENT WILL HP BE LIABLE FOR LOSS OF DATA OR FOR DIRECT, SPECIAL, INCIDENTAL, CONSEQUENTIAL (INCLUDING LOST PROFIT OR DATA), OR OTHER DAMAGE, WHETHER BASED IN CONTRACT, TORT, OR OTHERWISE.
- 10 FOR CONSUMER TRANSACTIONS IN AUSTRALIA AND NEW ZEALAND; THE WARRANTY TERMS CONTAINED IN THIS STATEMENT, EXCEPT TO THE EXTENT LAWFULLY PERMITTED, DO NOT EXCLUDE, RESTRICT OR MODIFY AND ARE IN ADDITION TO THE MANDATORY STATUTORY RIGHTS APPLICABLE TO THE SALE OF THIS PRODUCT TO YOU.

Replacement parts and accessories

You can obtain replacement parts for your HP 9100C Digital Sender by contacting your sales representative or your Hewlett-Packard dealer.

Replacement parts and accessories

Item	Part or product number
English documentation set	C1311-99000
French documentation set	C1311-99001
Italian documentation set	C1311-99002
German documentation set	C1311-99003
Spanish documentation set	C1311-99004
Replacement compact disc (full set)	C1311-13601
Cable collar (protection against electromagnetic interference)	C1311-67901
Delivery guide sheet	FB3-0308-000
Lower rollers	FF2-4710-000
HP JetDirect print servers	
Ethernet (10Base-T)	HP J3110A
Ethernet (10Base-T, 10Base-2) and LocalTalk	HP J3111A
Token Ring (IEEE 802.5)	HP J3112A
Fast Ethernet (10/100Base-TX)	HP J3113A

HP customer support options worldwide

See “Worldwide sales and service offices” on page 206 for countries not listed here.

<p>Customer Support and Product Repair Assistance for the U.S. and Canada:</p>	<p>Call (1) (208) 323-2551 Monday through Friday from 6 am to 10 pm, Saturday 9 am to 4 pm (Mountain Time) free of charge during the warranty period. However, your standard long-distance phone charges still apply. Have your system nearby and your serial number ready when calling.</p> <p>Post-warranty telephone assistance is available to answer your product questions. Call (1) (900) 555-1500 (\$2.50* per minute, U.S. only) or call 1-800-999-1148 (\$25* per call, Visa or MasterCard, U.S. and Canada) Monday through Friday from 7 am to 6 pm and Saturday from 9 am to 3 pm (Mountain Time). <i>Charges begin only when you connect with a support technician. *Prices subject to change.</i></p>		
<p>European Customer Support Center Language and In-Country Options Available</p> <p>Open Monday through Friday 8:30–18:00 CET.</p>			
<p>HP provides a free telephone support service during the warranty period. By calling a telephone number listed below, you will be connected to a responsive team waiting to help you. If you require support after your warranty has expired, you can receive support for a fee through the same telephone number. The fee is charged on a per-incident basis. When calling HP, have the following information ready: product name and serial number, date of purchase, and description of the problem.</p>			
<p>English</p> <p>Dutch</p> <p>French</p>	<p>Ireland: (353) (1) 662-5525 U.K.: (44) (171) 512-5202 International: (44) (171) 512-5202</p> <p>Belgium: (32) (2) 626-8806 Netherlands: (31) (20) 606-8751</p> <p>France: (33) (01) 43-62-3434 Belgium: (32) (2) 626-8807 Switzerland: (41) (84) 880-1111</p>	<p>German</p> <p>Norwegian</p> <p>Danish</p> <p>Finnish</p> <p>Swedish</p> <p>Italian</p> <p>Spanish</p> <p>Portuguese</p>	<p>Germany: (49) (180) 525-8143 Austria: (43) (1) 0660-6386 Norway: (47) 2211-6299 Denmark: (45) 3929-4099 Finland: (358) (9) 0203-47288 Sweden: (46) (8) 619-2170 Italy: (39) (2) 264-10350 Spain: (34) (90) 232-1123 Portugal: (351) (1) 441-7199</p>

In-country support numbers: If you require support after your warranty has expired, additional product repair services, or if your country is not listed below, see "Worldwide sales and service offices" on page 206.

Argentina	787-8080	Malaysia	(60) (3) 295-2566
Australia	(61) (3) 272-8000	Mexico (Mexico City)	01 800-22147
Brazil	022-829-6612	Mexico (outside Mexico City)	01 800-90529
Canada	(1) (208) 323-2551	Middle East/Africa	(41) (22) 780-7111
China	(86) (10) 65053888-5959	New Zealand	(64) (9) 356-6640
Chile	800-360999	Philippines	(63) (2) 894-1451
Czech Republic	(42) (2) 471-7321	Poland	(48) (22) 37-5065
Greece	(30) (1) 689-6411	Portugal	(351) (1) 301-7330
Hong Kong	(852) 800-96-7729	Russia	(7) (95) 923-5001
Hungary	(36) (1) 343-0310	Singapore	(65) 272-5300
India	(91) (11) 682-6035	Switzerland	(41) (1) 753-7111
	(91) (11) 682-6069	Taiwan	(886) (02) 717-0055
Indonesia	(62) (21) 350-3408	Thailand	(66) (2)661-4011
Korea	(82) (2) 3270-0700		(66) (2)661- 4012
Korea	(82) (080) 999-0700	Turkey	(90) (1) 224-5925
outside Seoul, call			
Japan	(81) (3) 3335-8333		

HP customer support

<p>Online services: for 24-hour access to information over your modem, we suggest these services:</p>	<p>World Wide Web URL - Printer drivers, updated HP printer software, plus product and support information may be obtained from the following URLs: for HP 9100C Digital Sender in the U.S. http://www.digitalsender.hp.com http://www.hp.com in Europe http://www2.hp.com Printer drivers may be obtained from the following sites: in Japan ftp://www.jpn.hp.com/drivers/ in Korea http://www.hp.co.kr in Taiwan http://www.hp.com.tw or the local driver website http://www.dds.com.tw</p> <p>America Online - America Online/Bertelsmann is available in the U.S., France, Germany, and U.K. - Printer drivers, updated HP printer software, and support documentation to help answer your questions about HP products are available. Use Keyword HP to start your tour or call 1-800-827-6364 preferred customer # 1118 to subscribe. In Europe, call the appropriate number below: Austria 0222 58 58 485 France ++353 1 704 90 00 Germany 0180 531 31 64 Switzerland 0848 80 10 11 United Kingdom 0800 279 1234</p> <p>CompuServe - Printer drivers, updated HP printer software, and interactive sharing of technical information with other members is available on CompuServe's "HP User's forums" (GO HP), or call 1-800-524-3388 and ask for representative #51 to subscribe. (CompuServe is also available in the U.K., France, Belgium, Switzerland, Germany, and Austria.)</p>
<p>Obtaining software utilities and electronic information for:</p>	<p>See "HP customer support options worldwide" on page 202.</p>
<p>HP direct ordering for accessories or supplies:</p>	<p>Call 1-800-538-8787 (U.S.) or 1-800-387-3154 (Canada).</p>
<p>HP Support Assistant compact disc:</p>	<p>This support tool offers a comprehensive online information system designed to provide technical and product information on HP products. To subscribe to this quarterly service in the U.S. or Canada, call 1-800-457-1762. In Hong Kong, Indonesia, Malaysia, or Singapore, call Fulfill Plus at (65) 740-4477.</p>
<p>HP Service Information:</p>	<p>To locate HP-Authorized Dealers, call 1-800-243-9816 (U.S.) or 1-800-387-3867 (Canada).</p>
<p>HP Service Agreements:</p>	<p>Call 1-800-835-4747 (U.S.) or 1-800-268-1221 (Canada). Extended Service 1-800-446-0522.</p>

HP FIRST: HP FIRST Fax will deliver detailed troubleshooting information on common software and troubleshooting tips for your HP product. Call from any touch-tone phone and request up to three documents per call. These documents will be sent to the fax of your choice.

Australia	+61 (0) 3 9272 2627	Korea	+82 (0) 02 769 0543
Austria	0660-8218	Malaysia	+60 (0) 3 298 2478
Belgium (Dutch)	0800 1 1906	Netherlands	0800-0222420
Belgium (French)	0800 1 7043	New Zealand	+64 (0) 09 356 6642
Canada	1-800-333-1917	Norway	800-11319
China	+86 (0) 10 6505 5280	Portugal	05 05 313342
Denmark	800-10453	Philippines	+65 275 7251
English (outside of U.K.)	+31 20 681 5792	Singapore	+65 275 7251
Finland	800-13134	Spain	900-993123
France	0800-905900	Sweden	020-79-5743
Germany	0130-810061	Switzerland (German)	0800-551527
Hong Kong	852-2506-2422	Switzerland (French)	0800-551526
Hungary	(36) (1) 252-4647	Taiwan	(886) (2) 719-5589
India	+91 (0) 11 682 6031	Thailand	+66 (0) 2 661 3511
Indonesia	+62 (0) 21 352 2044	United Kingdom	0800-960271
Italy	1678-59020	United States	1-800-333-1917
Japan	+81 (0) 3 3335 8622		

Worldwide sales and service offices

Note

Before calling an HP Sales and Service office, be sure to contact the appropriate Customer Support Center number listed under “HP customer support” on page 204. Products should not be returned to these offices.

Argentina

Hewlett-Packard Argentina S.A.
Montañeses 2140/50/60
1428 Buenos Aires
Phone: (54) (1) 787-7100
Fax: (54) (1) 787-7213

Australia

Hewlett-Packard Australia Ltd.
31-41 Joseph Street
Blackburn, VIC 3130
Phone: (61) (3) 272-2895
Fax: (61) (3) 898-7831
Hardware Repair Center:
Phone: (61) (3) 272-8000
Extended Warranty Support:
Phone: (61) (3) 272-2577
Customer Information Center:
Phone: (61) (3) 272-8000

Austria

Hewlett-Packard GmbH
Lieblgasse 1
A-1222 Vienna
Phone: (43) (1) 25000-555
Fax: (43) (1) 25000-500

Belgium

Hewlett-Packard Belgium S.A. NV
Boulevard de la Woluwe-Woluwedal
100-102
B-1200 Brussels
Phone: (32) (2) 778-31-11
Fax: (32) (2) 763-06-13

Brazil

Edisa Hewlett-Packard SA
Alameda Rio Negro 750
06454-050 Alphaville - Barueri-SP
Phone: (55) (11)- 7296-8000

Canada

Hewlett-Packard (Canada) Ltd.
17500 Trans Canada Highway
South Service Road
Kirkland, Québec H9J 2X8
Phone: (1) (514) 697-4232
Fax: (1) (514) 697-6941

Hewlett-Packard (Canada) Ltd.
5150 Spectrum Way
Mississauga, Ontario L4W 5G1
Phone: (1) (905) 206-4725
Fax: (1) (905) 206-4739

Chile

Hewlett-Packard de Chile
Avenida Andres Bello 2777 of. 1
Los Condes
Santiago, Chile

China

China Hewlett-Packard Co. Ltd.
Level 5, West Wing Office
China World Trade Center
No. 1, Jian Guo Men Wai Avenue
Beijing 100004
Phone: (86) (10) 6505-3888, x. 5450
Fax: (86) (10) 6505-1033
Hardware Repair Center and Extended
Warranty Support:
Phone: (86) (10) 6262-5666, x. 6101/2
(86) (10) 6261-4167

Colombia

Hewlett-Packard Colombia
Calle 100 No. 8A -55
Torre C Oficina 309
Bogota, Colombia

Czech Republic

Hewlett-Packard s. r. o.
Novodvorská 82
CZ-14200 Praha 4
Phone: (42) (2) 613-07111
Fax: (42) (2) 471-7611

Denmark

Hewlett-Packard A/S
Kongevejen 25
DK-3460 Birkerød
Denmark
Phone: (45) 3929-4099
Fax: (45) 4281-5810

Far East Region

Hewlett-Packard Asia Pacific Ltd.
17-21/F Shell Tower, Times Square
1 Matheson Street, Causeway Bay
Hong Kong
Phone: (852) 2599-7777
Fax: (852) 2506-9261
Hardware Repair Center:
Phone: (852) 2599-7000
Extended Warranty Support:
Phone: (852) 2599-7000
Customer Information Center:
Phone: (852) 2599-7066

Finland

Hewlett-Packard Oy
Piispankalliontie 17
FIN-02200 Espoo
Phone: (358) (9) 887-21
Fax: (358) (9) 887-2477

France

Hewlett-Packard France
42 Quai du Point du Jour
F-92659 Boulogne Cedex
Phone: (33) (146) 10-1700
Fax: (33) (146) 10-1705

Germany

Hewlett-Packard GmbH
Herrenberger Strasse 130
71034 Böblingen
Phone: (49) (180) 532-6222
(49) (180) 525-8143
Fax: (49) (180) 531-6122

Greece

Hewlett-Packard Hellas
62, Kifissias Avenue
GR-15125 Maroussi
Phone: (30) (1) 689-6411
Fax: (30) (1) 689-6508

Hungary

Hewlett-Packard Magyarország Kft.
Erzsébet királyné útja 1/c.
H-1146 Budapest
Phone: (36) (1) 343-0550
Fax: (36) (1) 122-3692
Hardware Repair Center:
Phone: (36) (1) 343-0312
Customer Information Center:
Phone: (36) (1) 343-0310

India

Hewlett-Packard India Ltd.
Paharpur Business Centre
21 Nehru Place
New Delhi 110 019
Phone: (91) (11) 647-2311
Fax: (91) (11) 646-1117
Hardware Repair Center and Extended
Warranty Support:
Phone: (91) (11) 642-5073
(91) (11) 682-6042

Italy

Hewlett-Packard Italiana SpA
Via Giuseppe di Vittorio, 9
Cernusco Sul Naviglio
I-20063 (Milano)
Phone: (39) (2) 921-21
Fax: (39) (2) 921-04473

Japan

Hewlett-Packard Japan, Ltd.
3-29-21 Takaido-higashi
Suginami-ku, Tokyo 168
Phone: (81) (3) 3335-8333
Fax: (81) (3) 3335-8338
Hardware Repair Center:
Phone: (81) (4) 7355-6660
Fax: (81) (4) 7352-1848

Korea

Hewlett-Packard Korea
25-12,
Yoido-dong, Youngdeungpo-ku
Seoul 150-010
Phone: (82) (2) 769-0114
Fax: (82) (2) 784-7084
Hardware Repair Center:
Phone: (82) (2) 3270-0700
(82) (2) 707-2174 (DeskJet)
(82) (2) 3270-0710 (Hardware)
Extended Warranty Support:
Phone: (82) (2) 3770-0365 (Bench)
(82) (2) 769-0500 (Onsite)

Latin American Headquarters

5200 Blue Lagoon Drive Suite 950
Miami, FL 33126, USA
Phone: (1) (305) 267-4220

México

Hewlett-Packard de México, S.A. de C.V.
Prolongación Reforma No. 700
Lomas de Santa Fe
01210 México, D.F.
Phone: 01-800-22147
Outside Mexico City
Phone: 01 800-90529

Middle East/Africa

ISB HP Response Center
Hewlett-Packard S.A.
Rue de Veyrot 39
P.O. Box 364
CH-1217 Meyrin - Geneva
Switzerland
Phone: (41) (22) 780-4111

Netherlands

Hewlett-Packard Nederland
BV Startbaan 16
NL-1187 XR Amstelveen
Postbox 667
NL-1180 AR Amstelveen
Phone: (31) (020) 606-87-51
Fax: (31) (020) 547-7755

New Zealand

Hewlett-Packard (NZ) Limited
Ports of Auckland Building
Princes Wharf, Quay Street
P.O. Box 3860
Auckland
Phone: (64) (9) 356-6640
Fax: (64) (9) 356-6620
Hardware Repair Center and Extended
Warranty Support:
Phone: (64) (9) 0800-733547
Customer Information Center:
Phone: (64) (9) 0800-651651

Norway

Hewlett-Packard Norge A/S
Postboks 60 Skøyen
Drammensveien 169
N-0212 Oslo
Phone: (47) 2273-5600
Fax: (47) 2273-5610

Poland

Hewlett-Packard Polska
Al. Jerozolimskic 181
02-222 Warszawa
Phone: (48-22) 608-77-00
Fax: (48-22) 608-76-00

Russia

AO Hewlett-Packard
Business Complex Building #2
129223, Moskva, Prospekt Mira VVC
Phone: (7) (95) 928-6885
Fax: (7) (95) 974-7829

Singapore

Hewlett-Packard Singapore
(Sales) Pte Ltd
450 Alexandra Road
Singapore (119960)
Phone: (65) 275-3888
Fax: (65) 275-6839
Hardware Repair Center and Customer
Information Center:
Phone: (65) 272-5300
Extended Warranty Support:
Phone: (65) 272-5333

Spain

Hewlett-Packard Española, S.A.
Carretera de la Coruña km 16.500
E-28230 Las Rozas, Madrid
Phone: (34) (1) 626-1600
Fax: (34) (1) 626-1830

Sweden

Hewlett-Packard Sverige AB
Skalholtsgatan 9
S-164 97 Kista
Phone: (46) (8) 444-2000
Fax: (46) (8) 444-2666

Switzerland

Hewlett-Packard (Schweiz) AG
In der Luberzen 29
CH-8902 Urdorf/Zürich
Phone: (41) (084) 880-11-11
Fax: (41) (1) 753-7700
Warranty Support:
0800-55-5353

Taiwan

Hewlett-Packard Taiwan Ltd.
8th Floor
337, Fu-Hsing North Road
Taipei, 10483
Phone: (886)(02) 717-0055
Fax: (886)(02) 514-0276
Hardware Repair Center, call:
North (886)(02) 717-9673
Central (886)(04) 327-0153
South (886)(080) 733-733
Extended Warranty Support Contact:
Phone: (886)(02) 714-8882

Thailand

Hewlett-Packard (Thailand) Ltd.
23-25/f Vibulthani Tower II
2199 Rama 4 Rd, Klongton
Klintoey, Bangkok 10110
Thailand
Phone: (66) (2) 666-3900-34
Fax: (66) (2) 666-3935-37
Hardware Repair Center and Extended
Warranty Support Contact:
Phone: (66) (2) 661-3900 ext. 6001/ 6002
Customer Information Center:
Phone: (66) (2) 661-3900 ext. 3211
Fax: (66) (2) 661-3943

Turkey

Hewlett-Packard Company
Bilgisayar Ve ölçüm Sistemleri AS
19 Mayıs Caddesi Nova
Baran Plaza Kat: 12
80220 Sisli-Istanbul
Phone: (90) (212) 224-5925
Fax: (90) (212) 224-5939

United Kingdom

Hewlett-Packard Ltd.
Cain Road
Bracknell
Berkshire RG12 1HN
Phone: (44) (134) 436-9222
Fax: (44) (134) 436-3344

Venezuela

Hewlett-Packard de Venezuela S.A.
Los Ruices Norte
3A Transversal
Edificio Segre Caracas 1071
Phone: (58) (2) 239-4244
Fax: (58) (2) 239-3080

Index

Symbols

- .csv files 107
- .hpb files 107
- .ldif files 107
- .ver file 167

Numerics

- 100Base-TX support 8
- 10Base-2 support 8
- 10Base-T support 8

A

- A4-size paper handling 10
- ABM (Address Book Manager). *See* Address Book Manager (ABM)
- AC line voltage 22
- accessories and supplies
 - support numbers for obtaining 201
 - warranty 199
- accounting code 50
- Acrobat Reader
 - installing 43
 - website for obtaining 15
- activity log
 - clearing 115
 - contents 113
 - description 113
 - maximum number of entries 25
 - messages 170
 - printing 115
 - refreshing 115
 - saving 115
 - using for troubleshooting 128
 - viewing 114
- address book check
 - description and steps 139
 - errors found 144
- Address Book Manager (ABM)
 - configuring 52
 - description 21
 - installing 43
 - messages 190
- address books
 - backing up 94
 - checking 139
 - clearing 71
 - control panel error messages 141
 - description 104

- importing e-mail addresses 107
- internal errors 153
- not accessible at control panel 134
- Public Distribution Lists 104
- Public Email 104
- Public Fax 104
- Public Printers 104
- replicating 94
- resetting 90
- restoring 96
- ADF (automatic document feeder)
 - cable 20
 - clearing paper jams 131
 - illustration 19
 - maximum stacked pages 10
 - paper sizes 10
 - specifications 23
- administrator
 - activities 69
 - activity log 113
 - description 18
 - password 100
 - software 42
- Administrator E-mail parameter 81
- Administrator Full Name parameter 81
- administrator guide
 - installing 43
 - online 43
 - part numbers 201
- Administrator Password parameter 81
- Adobe Acrobat Reader
 - installing 43
 - website for obtaining 15
- agreements, service 204
- America Online support service 204
- applications. *See* programs
- asset number, assigning 72
- assigning IP address
 - alternatives 33
 - default timeout 33
 - manually 80
- attachment file type for e-mail transmissions 49
- authorized dealers 204
- automatic document feeder (ADF). *See* ADF (automatic document feeder)
- auto-thresholding 11

B

- B/W Document sending quality 12

- backing up
 - description and steps 94
 - problem 178
 - Biscom FaxCom problem 137
 - blank pages 134
 - BNC support 8
 - boot block version 118
 - BOOTP, using to assign IP address 33
 - box, what ships in 31
 - breaking apart e-mail transmissions 49
- C**
- cable collar
 - installing 37
 - part number 201
 - cables, installing 36
 - CANCEL function key 79
 - cards, HP JetDirect. *See* JetDirect print servers
 - checking the address book database 139
 - checklist for configuration 33
 - cleaning
 - delivery guide sheet 121
 - digital sender 121
 - scanning glass 134
 - CLEAR function key 79
 - clearing
 - activity log 115
 - address books 71
 - clearing paper jams
 - at end of a page 130
 - at start of a page 129
 - inside ADF 131
 - client software
 - disk space requirement 30
 - distributing 55
 - code for fax accounting 50
 - coexisting with HP Network ScanJet 5 scanner 61
 - collar for electromagnetic interference
 - installing 37
 - part number 201
 - collisions, network 117
 - color
 - optimization 11
 - printer 14
 - sending 12
 - Color Document sending quality 12
 - Color LaserJet 4500 printer 14
 - Color-B/W Photo sending quality 12
 - comma-separated value (CSV) files, importing 107
 - components
 - hardware 19
 - software 21
 - compression
 - methods 11
 - specifications 22
 - CompuServe support service 204
 - computer requirements 30
 - computer, sending to
 - description 16
 - typical file sizes 13
 - configuration
 - checklist 33
 - extended and optional 32
 - fast-track 32
 - HP JetAdmin software interview and expert modes 45
 - HP JetAdmin software pages 46
 - minimum 32
 - overview 35
 - parameters in configuration menu 80
 - preparing for 33
 - setup program for administrative software 42
 - setup program for client software 55
 - troubleshooting 63
 - uninstalling 63
 - using HP JetAdmin software 45
 - using the control panel 41
 - configuration menu
 - keys 78
 - parameters 80
 - using 78
 - confirmations
 - enabling 50
 - of e-mail transmissions not arriving 137
 - of fax transmissions not arriving 138
 - conformity, declaration of 27
 - connectors 20
 - consumption, power 22
 - contrast level, changing 119
 - control panel 134
 - changing contrast level 119
 - changing language 72
 - illustration 19
 - light 128
 - maximum number of selections 25
 - messages 141
 - not working 134
 - reaching 39
 - specifications 22
 - stickers 37
 - convenience copying
 - configuring 111
 - description 16
 - enabling 111
 - typical file sizes 14
 - copying
 - activity log 115
 - address books 94
 - convenience 16
 - CSV (comma-separated value) files, importing 107
 - customer support options worldwide 202
 - Customized Function Keys 58

- customizing
 - function keys 58
 - third-party program support 58
- cycle, duty 22
- D**
- daemon. *See* Digital Sender Service
- database of address books
 - checking 139
 - errors found 144
- data-rate switch on HP J3112A print server 36
- date
 - firmware 117
 - setting for digital sender 80
- Date parameter 80
- dealers, authorized 204
- declaration of conformity 27
- Default Accounting Code 50
- default inbox not receiving documents 135
- defaults
 - DNS search domain 47
 - fax transmission accounting code 50
 - FROM field in e-mail messages 82
 - image quality for documents sent to computers 83
 - image quality for e-mail messages 82
 - IP gateway 73
 - jumper settings on HP J3113A print server 168
 - printer for fax transaction reports 111
 - receive inbox 135
 - resetting to factory 92
 - SUBJECT field in e-mail messages 82
 - timeout for assigning IP address 33
- defects
 - product 199
 - software 200
- delivery guide sheet
 - cleaning 121
 - part number 201
 - replacing 122
- destinations
 - computer 16
 - digital sender 15
 - fax 16
 - function key 58
 - JetSend 16
 - maximum supported 25
 - third-party programs 17
- device list
 - finding digital sender 46
 - missing IP address 65
- DHCP, using to assign IP address 33
- Digital Sender Link
 - description 21
 - icon not showing in taskbar 189
 - installing for administrator 43
 - installing for user 55
 - messages 195
 - running with HP Digital Sender Service 67
 - will not start 189
- Digital Sender Service
 - description 21
 - installing 43
 - running with HP Digital Sender Link 67
 - troubleshooting 172
 - troubleshooting installation 66
 - versions 62
- disk space requirements 30
- distributing client software 55
- distribution lists
 - description 104
 - maintaining 105
 - maximum number 25
- distribution services 15
- DNS (Domain Name System)
 - configuration problem 147
 - configuring 47
 - default search domain 47
 - enabling 47
 - server problem 183
 - servers 47
 - support 15
- DNS Domain parameter 83
- DNS Server Address parameter 83
- DNS/WINS page 47
- document guides 19
- document output support 19
- document output tray 19
- documentation
 - installing 43
 - online 21
 - part numbers 201
- documents
 - not printing at printer 136
 - pages cut off bottom 138
 - sending color 12
 - sent as e-mail messages not arriving 136
 - sent as faxes not arriving 137
 - sent to computers not arriving 135
- Domain Name System (DNS). *See* DNS (Domain Name System)
- dots-per-inch resolution 13
- dpi resolution 13
- drivers, printer 204
- duplex operation 169
- duty cycle 22
- E**
- ECM (Error Correction Mode) 50
- electromagnetic interference (EMI)
 - cable collar 37
 - precautions 124
- e-mail addresses

- adding to Public Email address book 105
- deleting from Public Email address book 105
- importing into address books 107
- Email Default From parameter 82
- Email Default Subject parameter 82
- e-mail messages. *See* e-mail transmissions
- E-mail page 49
- E-mail Quality parameter 82
- E-mail Server Addr. parameter 81
- e-mail server unavailable 143
- e-mail service
 - configuration problem 148
 - description 15
 - enabling 49
 - network errors 182
 - test 157
 - troubleshooting 157
- e-mail transmissions
 - attachment file type 49
 - breaking apart 49
 - confirmations not arriving 137
 - maximum destinations 25
 - not arriving at destinations 136
 - setting size 49
 - size problem 165
 - typical file sizes 13
- EMC regulation, French 26
- EMI (electromagnetic interference). *See* electromagnetic interference (EMI)
- Enable Receive setting 135
- enabling
 - confirmations 50
 - convenience copying 111
 - DNS or WINS name resolution 47
 - e-mail service 49
 - fax service 50
 - fax transaction reports 112
 - JetSend 38
 - LDAP 51
 - notifications 85
- environmental
 - requirements 30
 - specifications 24
- environments supported 30
- equipment
 - cleaning 121
 - components 19
 - specifications 22
 - troubleshooting 133
- error activity log messages 170
- error correction mode (ECM) 50
- errors. *See* troubleshooting
- ESMTP support 15
- Ethernet support 8
- event log for Windows NT 135
- Exchange File Format 50

- EXIT function key 79
- expert mode 45
- Extended SMTP support 15
- Extension for HP JetAdmin software 43

F

- factory defaults, resetting to 92
- Fast Ethernet
 - support 8
 - troubleshooting 168
- fast-track configuration 32
- fatal activity log messages 170
- fax daemon. *See* Digital Sender Service
- Fax page 50
- fax service
 - description 16
 - enabling 50
 - troubleshooting 158
- fax support service 205
- fax transaction reports
 - designating printer for 112
 - enabling 112
 - not arriving 138
 - using to troubleshoot 158
- fax transmissions
 - accounting codes 50
 - checking pending 159
 - file format 50
 - interval between retries 50
 - maximum number 25
 - not arriving 137
 - not receiving confirmations 138
 - pending, maximum number 25
 - resolution 50
 - retries 50
 - typical file sizes 13
- fax workarea, checking and changing 158
- FaxCom problem 137
- feeding problem 134
- file type for e-mail attachments 49
- files
 - compression methods 11
 - CSV (comma-separated value) 107
 - format for fax transmissions 50
 - formats and sizes 13
 - HPBC (Hewlett-Packard Batch Configuration) 107
 - LDIF (LDAP Data Interchange Format) 107
 - resolution 13
 - version (.ver) 167
- finding digital sender in device list 46
- Fine Text (OCR) sending quality 12
- firmware
 - digital sender version 117
 - print server version 117
 - restoring old 198
 - scanner engine 118

- upgrade canceled 163
- upgrade failure 162
- upgrading 120
- upgrading problem 177
- flashing light on control panel 128
- formats, file 13
- framing errors 117
- French EMC regulation 26
- FROM field in e-mail messages 82
- front panel. *See* control panel
- full-duplex operation 169
- function key destinations
 - configuring 58
 - maximum number 25
- function keys
 - CANCEL 79
 - CLEAR 79
 - customizing 58
 - EXIT 79
 - maximum number 25
 - not appearing 63
 - OK 79
 - SAVE 79
 - TOOLS 79
 - used in the configuration menu 79

G

- G4 compression 11
- gamma correction 11
- General page 47
- German noise declaration 26
- getting started guide, installing online 43
- glass, cleaning 134
- green light on control panel 128
- guest users
 - activity log 113
 - description 18
- guide sheet, replacing 122
- guides
 - installing 43
 - online 21
 - paper 19

H

- half-duplex operation 169
- hardware
 - cleaning 121
 - components 19
 - compression 22
 - repair assistance 202
 - troubleshooting 133
 - warranty 199
- heating problem 133
- Hewlett-Packard Batch Configuration (HPBC) files, importing 107
- Hi-Res Color-B/W Photo sending quality 12

- HP Address Book Manager. *See* Address Book Manager
- HP authorized dealers 204
- HP Color LaserJet 4500 printer 14
- HP Digital Sender Link. *See* Digital Sender Link
- HP Digital Sender Service. *See* Digital Sender Service
- HP FIRST fax support service 205
- HP J3110A print server product number 201
- HP J3111A print server product number 201
- HP J3112A print server
 - data-rate switch 36
 - product number 201
- HP J3113A print server
 - jumpers 168
 - product number 201
 - troubleshooting 168
- HP JetAdmin Extension 43
- HP JetAdmin software. *See* JetAdmin software
- HP JetAdmin Utilities 43
- HP JetDirect PCL 5 printers 14
- HP JetDirect print servers. *See* JetDirect print servers
- HP JetSend. *See* JetSend
- HP Network ScanJet 5 scanner, coexisting with 61
- HP ScanJet Utility 61
- HP Smart Compression Imaging Technology 11
- HP Support Assistant compact disc 204
- HP worldwide sales and service offices 206
- HPBC (Hewlett-Packard Batch Configuration) files, importing 107
- humidity
 - operating 24
 - storage 24

I

- ID, JetDirect 118
- idle state 128
- IEEE 802.5 support 201
- image processing
 - features 11
 - options 22
- image quality
 - default for documents sent to computers 83
 - default for e-mail messages 82
 - problems 134
- ImportAB.log 107
- importing
 - CSV files 107
 - e-mail addresses 107
 - HPBC files 107
 - LDIF files 107
- Imspapi.dll file 163
- inbox
 - enabling receive 135
 - setting receive 135

- installation
 - description 29
 - messages 66
 - methods for client distribution 42
 - troubleshooting 63
 - installing
 - administrative software 42
 - Adobe Acrobat Reader 43
 - cable collar 37
 - cables 36
 - client software 55
 - digital sender 36
 - in Token Ring network 36
 - JetSend sticker 37
 - language sticker 37
 - interface cards. *See* JetDirect print servers
 - interface type 22
 - internal errors 144
 - Interval field 50
 - interview mode 45
 - invalid IP address 65
 - IP address
 - assigning manually 80
 - assigning using BOOTP or DHCP server 33
 - default timeout 33
 - invalid 65
 - missing from HP JetAdmin software 65
 - name resolution 47
 - on self-test page 117
 - subnet mask 73
 - IP Address parameter 81
 - IP Configuration parameter 80
 - IP Gateway parameter 81
 - IP Subnet Mask parameter 81
 - IPX
 - problem 164
 - support 8
- J**
- J3110A print server product number 201
 - J3111A print server product number 201
 - J3112A print server
 - data-rate switch 36
 - product number 201
 - J3113A print server
 - jumpers 168
 - product number 201
 - jams
 - clearing at end of a page 130
 - clearing at start of a page 129
 - clearing inside ADF 131
 - troubleshooting 134
 - JetAdmin Extension 43
 - JetAdmin software
 - configuration pages 46
 - configuring with 45
 - description 21
 - interview and expert modes 45
 - messages 160
 - missing IP address 65
 - troubleshooting 160
 - JetAdmin Utilities 43
 - JetDirect print servers
 - firmware version installed 117
 - for different networks 201
 - ID 118
 - not responding 145
 - product number installed 117
 - product numbers 201
 - replacing 124
 - timeout 118
 - troubleshooting 168
 - troubleshooting installation 65
 - JetSend
 - configuring devices 40
 - description 16
 - destinations 16
 - enabling 38
 - invalid PIN 144
 - not responding 145
 - parameter 83
 - problem 187
 - sticker 37
 - website 17
 - jumpers on HP J3113A print server 168
- K**
- keyboard 23
 - keypads 23
 - keys, control panel 78
 - keys, function
 - customizing 58
 - maximum number 25
 - not appearing 63
- L**
- LAN fax daemon. *See* Digital Sender Service
 - LAN Server 3.1 and 4.1 8
 - Language parameter 80
 - language sticker 37
 - languages
 - changing for setup program 44
 - changing in e-mail message text 49
 - changing on control panel 72
 - manuals in other 201
 - sticker for 37
 - support options 202
 - late collisions 118
 - LDAP (Lightweight Directory Access Protocol)
 - authenticating 51
 - configuration problem 149
 - configuring at control panel 75

- configuring in HP JetAdmin software 51
- enabling 51
- maximum number of hits 51
- password (control panel) 76
- password (JetAdmin software) 51
- port number (control panel) 76
- port number (HP JetAdmin software) 51
- protocol error 145
- search root (control panel) 76
- search root (HP JetAdmin software) 51
- search timeout 51
- server unavailable 150
- LDAP Account Name parameter 83
- LDAP Data Interchange Format (LDIF) files, importing 107
- LDAP page 51
- LDAP Password parameter 83
- LDAP Search Root parameter 82
- LDAP Server Address parameter 82
- LDAP Service Port parameter 82
- LDIF (LDAP Data Interchange Format) files, importing 107
- LEDs
 - control panel 128
 - HP J3113A print server 168
- legal-size paper handling 10
- letter-size paper handling 10
- light on control panel 128
- light source for scanning 22
- Lightweight Directory Access Protocol (LDAP). *See* LDAP (Lightweight Directory Access Protocol)
- limited warranty statement 199
- line voltage 22
- lists, distribution. *See* distribution lists 27
- LocalTalk support 201
- locked
 - sending documents when 133
 - undoing 36
 - when moving 36
- log server address 118
- logs
 - activity. *See* activity log
 - ImportAB.log 107
 - Windows NT event 135
- lower rollers
 - part number 201
 - replacing 123
 - residue problem 134

M

- MAC address 117
- MailBoxID 50
- manuals
 - in other languages 201
 - installing 43
 - online 21

- part numbers 201
- mask for IP address 81
- Max. Trans. Speed 50
- maximum number of hits, LDAP 51
- memory
 - capabilities 25
 - requirement 30
- messages
 - activity log 170
 - Address Book Manager 190
 - control panel 141
 - Digital Sender Link 195
 - installation 66
 - internal error 153
 - JetAdmin software 160
 - network error 146
 - Windows NT events 135
- MIME support 15
- minimum configuration 32
- modes
 - expert 45
 - interview 45
 - sending 12
- moving the digital sender 36
- multi-boot program version 118

N

- name resolution
 - cache 48
 - enabling 47
- NetWare 3.x and 4.x 8
- network
 - collisions 117
 - errors 146
 - framing errors 117
 - interface cards 201
 - Jetdirect print servers 201
 - operating systems supported 8
 - packets 117
 - resetting parameters 91
 - servers needed 8
 - troubleshooting 157
- network interface cards. *See* JetDirect print servers.
- Network ScanJet 5 scanner, coexisting with 61
- noise
 - German declaration 26
 - levels 22
 - problem 133
- normal activity log messages 170
- notifications
 - description 85
 - enabling 85
 - of e-mail transmissions not arriving 137
 - of faxes not arriving 138
- numbers, product and part 201

O

- OCR (optical character recognition) document
 - setting 12
- offices, worldwide sales and service 206
- OK function key 79
- online documentation
 - description 21
 - installing 43
- online support services 204
- operating
 - humidity 24
 - temperature 24
- operating systems supported 30
- optical resolution 22
- orange light on control panel 128
- OS/2 Warp Server 8
- overheating problem 133
- overview
 - configuration 35
 - digital sender 7

P

- P1, P2, and P3 jumper settings on HP J3113A print server 168
- packets, network 117
- pages
 - bottom cut off 138
 - HP JetAdmin configuration 46
 - missing in second pass 145
 - too many in second pass 152
- panel, control. *See* control panel
- paper
 - maximum that can be stacked in ADF 10
 - specifications 10
- paper jams
 - clearing at end of a page 130
 - clearing at start of a page 129
 - clearing inside ADF 131
 - troubleshooting 134
- Paper Size parameter 80
- PaperPort software 61
- parameters
 - configuration menu 80
 - digital sender 73
- part numbers 201
- passwords
 - changing administrator 100
 - description 18
 - invalid 144
 - LDAP (control panel) 83
 - LDAP (JetAdmin software) 51
 - not accepted 134
- PC Quality parameter 83
- pending fax transmissions
 - checking 159
 - maximum number 25

- pending jobs lost 135
- Pentium processor 30
- performance
 - scanning speed 10
 - slow digital sender 135
 - slow programs 189
- personal identification number (PIN), invalid 144
- photographs, sending 12
- PIN (personal identification number), invalid 144
- ping command for troubleshooting 133
- PML initialization 186
- port number, LDAP
 - configuring at control panel 76
 - configuring in HP JetAdmin software 51
- power
 - consumption 22
 - switch 19
- print quality problem 134
- print servers. *See* JetDirect print servers
- printers
 - adding to Public Printers address book 111
 - color 14
 - default for fax transaction reports 111
 - documents not arriving 136
 - documents not printing 185
 - drivers 204
 - for fax transaction reports 112
 - HP Color LaserJet 4500 14
 - PCL 5 14
 - sending to 16
 - software 204
 - unreachable 185
- printing the activity log 115
- private distribution lists
 - description 104
 - maximum number 25
- private e-mail addresses
 - description 104
 - maximum number 25
- problems. *See* troubleshooting
- processor, Pentium 30
- profiles, user. *See* user profiles 27
- programs
 - customizing to support 58
 - installed for digital sender 21
 - sending to other 17
- Public Distribution Lists address book
 - adding lists 105
 - deleting lists 106
 - description 104
 - maintaining 105
- Public Email address book
 - adding addresses 105
 - deleting addresses 105
 - description 104
 - maintaining 105

- maximum addresses 25
- Public Fax address book
 - description 104
 - maximum addresses 25
- Public Printers address book
 - adding printers 111
 - deleting printers 111
 - description 104
 - maximum number of printers 25

Q

- quality modes 12
- quick reference guide, installing online 43

R

- RAM (random access memory) requirements 30
- random access memory (RAM) requirements 30
- Reader
 - installing 43
 - website for obtaining 15
- receive inbox
 - enabling 135
 - not receiving documents 135
 - setting 135
- red light on control panel 128
- refreshing the activity log 115
- registered users
 - adding 98
 - deleting 99
 - description 18
 - maximum number 25
- registering the digital sender 44
- removing software 63
- repair and replacement 199
- repair assistance 202
- replacement and repair 199
- replacement parts 201
- replacing
 - delivery guide sheet 122
 - HP JetDirect print servers 124
 - lower rollers 123
- replicating address books 94
- requirements
 - client system 30
 - disk space 30
 - network system 30
 - RAM 30
 - space and location 31
 - system 30
- resetting
 - address books 90
 - network parameters 91
 - to factory defaults 92
- resolution
 - dpi 13
 - fax transmission 50

- optical 22
- Resolution field (HP JetAdmin software) 50
- restarting the digital sender 88
- restoring
 - address books 96
 - firmware 198
 - problem 177
- Retry field 50
- RLE compression 11
- rollers, replacing lower 123

S

- sales and service offices 206
- SAVE function key 79
- saving
 - activity log 115
 - configuration menu values 79
- ScanJet Utility 61
- scanning
 - element 22
 - setting size of area 80
 - speed 22
- search root, LDAP
 - configuring at control panel 76
 - configuring in HP JetAdmin software 51
- search timeout, LDAP 51
- searches
 - slow 150
 - too many matches 151
- security
 - controlling 100
 - description 18
- Security page 48
- self-test page
 - displaying 116
 - using for troubleshooting 128
- Send test e-mail command 157
- sending modes 12
- servers
 - DNS 47
 - e-mail unavailable 143
 - LAN 8
 - LDAP unavailable 150
 - log 118
 - needed on network 8
 - OS/2 Warp 8
 - primary and secondary WINS 47
 - SMTP not configured 183
- service agreements 204
- service and support
 - language options 202
 - options worldwide 202
- service port, LDAP
 - configuring at control panel 76
 - configuring in HP JetAdmin software 51
- Service. *See* Digital Sender Service

- setup program
 - for administrative software 42
 - for client software 55
 - language 44
 - shutting down the digital sender 88
 - size
 - message problem 165
 - of paper handled 10
 - setting for e-mail attachments 49
 - setting for scanning area 80
 - typical file format 13
 - slow
 - digital sender 135
 - programs 189
 - searches 150
 - Smart Compression Imaging Technology 11
 - SMTP
 - server problem 183
 - support 15
 - software
 - administrative 42
 - client 55
 - components 21
 - compression 22
 - distributing client 55
 - printer 204
 - running slowly 189
 - third-party support 58
 - uninstalling 63
 - utilities 204
 - warranty 199
 - space
 - hard disk requirements 30
 - location requirements 31
 - specifications
 - environmental 24
 - equipment 22
 - paper handling 10
 - speed
 - scanning 22
 - slow digital sender 135
 - slow in programs 189
 - slow searches 150
 - starting the digital sender 88
 - statement of warranty 199
 - status of fax transmissions 159
 - stickers for keypad 37
 - stopping the digital sender 88
 - storage
 - humidity 24
 - temperature 24
 - SUBJECT field in e-mail messages 82
 - subnet mask
 - configuring 73
 - on self-test page 117
 - supplies and accessories
 - support numbers for obtaining 201
 - warranty 199
 - support agreements 204
 - support and service
 - language options 202
 - options worldwide 202
 - Support Assistant compact disc 204
 - switch
 - data-rate on HP J3112A print server 36
 - power 19
 - system requirements 30
- T**
- TCP/IP page 47
 - TCP/IP status 117
 - telephone numbers, maximum number of characters 25
 - temperature
 - operating 24
 - storage 24
 - test page, displaying 116
 - test, e-mail service 157
 - third-party support 68
 - Time parameter 80
 - timeout
 - default for assigning IP address 33
 - JetDirect 118
 - LDAP search 51
 - Token Ring
 - installing HP JetDirect print server 36
 - support 8
 - tools for troubleshooting 128
 - TOOLS function key 79
 - transaction reports. *See* fax transaction reports
 - transmission packets 117
 - transmission reports. *See* fax transaction reports
 - transmissions. *See* e-mail transmissions; fax transmissions
 - tray, document output 19
 - troubleshooting
 - control panel 134
 - Digital Sender Service 172
 - DNS configuration 147
 - e-mail configuration 148
 - e-mail service 157
 - e-mail transmissions 136
 - fax service 158
 - general 133
 - hardware 133
 - HP JetDirect print server installation 65
 - image quality 134
 - installation 63
 - internal errors 144, 153
 - JetAdmin software 160
 - LDAP configuration 149
 - misfeeds 134

- network 157
- network errors 146
- paper jams 134
- print servers 168
- repair assistance 202
- slow sending 135
- sources for information 128
- tips from HP FIRST fax support 205
- tools 128
- WINS configuration 151

U

- uninstalling 63
- unlocking the digital sender 36
- unpacking the digital sender 36
- upgrading firmware
 - description and steps 120
 - problem 177
- user guide
 - installing for administrator 43
 - installing for user 55
 - online 43
 - part numbers 201
- user profiles
 - changing 99
 - controlling validation 102
 - deleting 99
 - maximum number 25
 - validating 103
- users
 - activity log 113
 - adding 98
 - maximum number 25
 - types 18
- Utilities for HP JetAdmin software 43
- utilities, software 204

V

- validation
 - controlling whether required 102
 - performing 103
- version file (.ver) 167
- versions
 - boot block 118
 - digital sender firmware 117
 - engine firmware 118
 - multi-boot program 118
 - print server firmware 117
- voltage, AC line 22

W

- warning activity log messages 170
- Warp Server, OS/2 8
- warranty statement 199
- websites

- Adobe Systems Incorporated 15
- HP JetSend 17
- installing from 42
- weight
 - digital sender 22
 - paper 10
- white pages when scanning 134
- Windows Internet Naming Service (WINS). See WINS (Windows Internet Naming Service)
- Windows NT computer
 - documents not arriving 135
 - event log 135
 - installing fax service 62
- Windows operating systems supported 30
- WINS (Windows Internet Naming Service)
 - configuration problem 151
 - configuring 47
 - enabling 47
 - primary and secondary servers 47
- WINS Server Address parameter 83
- workarea for fax, checking and changing 158
- World Wide Web support service 204
- worldwide
 - sales and service offices 206
 - support options 202
- WWW support service 204



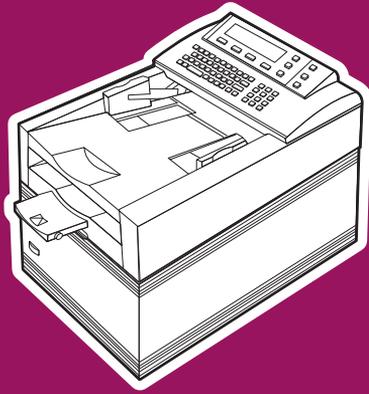
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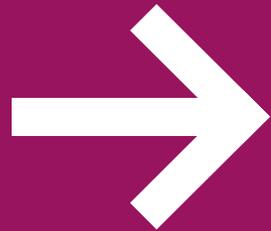


hp 9100C digital sender



i n v e n t

addendum



Contents

Addendum

Receiving technical updates	5
Enhancements to the HP Digital Sender 9100C	5
Configuration methods	6
Control panel configuration	6
Configuration software	6
Web Access	6
Configuration replication	7
Enhanced network support	8
Using a Web server for user authentication	8
Using the IIS Web server	9
Preparing the digital sender to work with a Web server	12
Sending to e-mail	15
Using blind carbon copy	15
Viewing the default subject	15
Entering a message	15
Choosing a file format	16
Specifying the time zone	17
Editing the e-mail header	17
Setting e-mail security	17
Setting SMTP gateway polling frequency	17
E-mail delivery reliability	17
Sending to fax	19
Using Public Fax Distribution Lists	19
Entering a billing account code	19
Receiving error messages	19
Using Internet fax	20
Using Fax for Domino	21
Configuring Fax for Domino	21
Sending a fax when using Lotus Fax for Domino	23
Preventing transmission of unnecessary fax pages	23
Sending to copy	24
Sending duplex copies	24
Using the HP color LaserJet 8500 printer	24
Using PCL6 printers	24
Sending to the PC or another program	25
Typing document names	25
Changing the tag	26

Sending to HP Jetsend-enabled devices	27
Sending information to password-protected devices	27
Code update	27
Contrast settings	28
Changing the contrast on a per-job basis	28
Additions and enhancements to software	29
HP Enterprise Center	29
Using Address Book Manager updates	31
Using HP JetAdmin software updates	32
Support for Microsoft Sharepoint Portal Server (MS SPPS)	32
Using other administration tools	33
HP Customer Care	33
Activity log messages	34
New log messages	34
Changes to existing log messages	36

HP Digital Sender 9100C

Addendum _____

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Addendum

This addendum details the enhancements to the HP Digital Sender 9100C since its initial release. These enhancements improve usability as well as product integration into your network environment.

Receiving technical updates

Register now on the Web to make sure you receive technical updates and other HP Digital Sender 9100C special offers. Visit the HP Digital Sender 9100C website at www.digitalsender.hp.com.

Enhancements to the HP Digital Sender 9100C

This section describes the enhancements that affect using the HP Digital Sender 9100C itself. These changes pertain to:

- Configuration methods
- Enhanced network support
- Web Authentication capability
- Sending to e-mail
- Sending to fax
- Sending to copy
- Sending to the PC or another program
- Sending to an HP Jetsend-enabled device
- Contrast levels
- Additions and enhancements to software

Configuration methods

When configuring the digital sender, a user or administrator may employ several methods. These methods include using the control panel, using configuration software, and using the Web Access tool. Web Access is a new tool that offers increased flexibility when configuring the HP Digital Sender 9100C.

Control panel configuration

This configuration is accomplished using the control panel on the digital sender. An administrator would configure fast-track parameters and extended and optional parameters using the control panel keyboard and menu options.

Configuration software

An administrator can use the HP JetAdmin software and Address Book Manager (ABM) to configure a digital sender from a computer.

Web Access

You can now remotely configure the HP Digital Sender 9100C quickly and easily using the new Web Access tool, which is an embedded Web server in the digital sender. You can configure all necessary settings using this tool and a standard Web browser from any computer on the network. To use the Web Access tool, type the digital sender's IP address or DNS hostname followed by ":4242" in the address bar of your Web browser. For digital senders with an HP Jetdirect 610n print server (network interface card), there is no need to add ":4242".

Example:

With HP Jetdirect 600 print server: `http://255.255.255.255:4242`

With HP Jetdirect 610n print server: `http://255.255.255.255`

Configuration replication

When you have configured one digital sender, you can replicate that configuration to other digital senders on the network. The Web Access tool allows you to choose which digital sender's configuration to replicate and which digital senders to be updated.

To replicate a digital sender's configuration

- 1 Open the Web Access tool.
- 2 Select **Actions**.
- 3 Select **Replicate**. The Replicate Settings screen appears.
- 4 Click **Replication Setup**.
- 5 If necessary, click **Edit List** to choose which digital senders will have their configurations modified.
- 6 Click **Next**.
- 7 Select which settings will be replicated. Click **Next**.
- 8 Click **Finish** to begin the replication process. Replication might require several minutes. Results will not be available until the replication process has completed on all digital senders.
- 9 When replication is complete, click **Replication Status** on the Replicate page to view the results.

Note

Configuration replication does not replicate address books or user profiles. Use HP Enterprise Center to replicate this data. See "HP Enterprise Center" on page 29 for more information.

Enhanced network support

The HP Digital Sender 9100C supports the HP Jetdirect 610n print server (network interface card). This card is required for full use of the Web Access tool over a Token Ring network. The HP Jetdirect 610n also allows access to the digital sender's embedded Web server without typing ":4242" after the IP address in your Web browser's address bar (see "Preparing the digital sender to work with a Web server" on page 12).

Using a Web server for user authentication

In the past, users could be authenticated when opening the Address Book Manager (ABM) from their computers or when sending at the digital sender itself. Now you can authenticate users trying to send from the digital sender using a Web server, with or without encryption. With encryption, this method of authentication is a secure method.

A Web server controls access to one or more of its resource items, pages, programs, or other objects, which can be requested by a browser-like client on the computer or on the network. (In this case, the browser-like client is the digital sender.) The Web server can ask the browser-like requestor (digital sender) for user credentials, such as a user account name and corresponding password. Before returning the requested resource, the Web server can verify the user account name and password against a user account database, such as the NT domain user account database, on the local computer or the NT domain controller.

After checking against the user account database, one of the following situations occurs:

- If the Web server authenticates the user, the digital sender must determine the user's e-mail address from its own user profile database or, if that is unsuccessful, from an LDAP server. If the digital sender finds an e-mail address that corresponds to the user name, it adds the user's e-mail address into the **From:** field and the user can continue using the digital sender. If the digital sender cannot find an e-mail address that corresponds to the user name, authentication is unsuccessful. This process provides greater assurance that someone trying to send an e-mail or fax cannot send it using another person's name.

- If the Web server cannot authenticate the user, access to the digital sender is denied if you have enabled login. If you have disabled login, then the user can use the digital sender and enter any valid e-mail address.

Note

For the greatest assurance that users are not sending e-mail and faxes using someone else's name, you must enable login on all digital senders.

Using the IIS Web server

Although you can use any Web server for authentication, Microsoft® Internet Information Services (IIS) contains a Web server useful for user authentication. Because IIS and its Web server are integrated into the Microsoft operating system, they are easy to use for configuring authentication. IIS, which is part of the Microsoft Back Office, is an option included with Windows® NT 4.0 Server edition, Windows 2000 Server edition, and NT 4.0 Option Pack.

When authenticating users, the IIS Web server checks the user account name and password against the user account database of the local Windows NT or 2000 operating system and/or the NT domain. This check is commonly referred to as NT user authentication, or NTLM. Use the following directions to prepare the IIS Web server to authenticate digital sender users.

Preparing the IIS Web server to work with digital senders

In order for digital sender users to use Web-based authentication against an NT domain or workgroup, the IIS administrator must perform the following general steps. For more specific instructions for working with IIS, see the documentation provided with IIS.

- 1 If Web-based authentication against an NT Domain is preferred, choose a Windows NT 4.0 server or Windows 2000 server to host the IIS. This server must be a Primary Domain Controller, Domain member, or a member of a trusted Domain against which the administrator wants to authenticate.
- 2 Install and setup IIS 5.0 for Windows 2000 or IIS 4.0 for Windows NT 4.0 Server.
- 3 Open Internet Service Manager (IIS) and set up a home directory or virtual directory for the IIS Web server in Default Web Site. It is highly recommended that a home or virtual directory be created just for the purpose of digital sender user authentication against

Windows. Having a dedicated *virtual* directory is assumed in the steps outlined from this point forward.

- 4 In Windows Explorer, place a default html page in the local directory with which the virtual directory is associated. For performance reasons, it is highly recommended that this local directory be located on the same server as the one hosting the IIS Web server.
- 5 If the IIS administrator wants the NT user account name and password to be encrypted between the digital sender and the IIS Web server, then configure the IIS Web server for server-side SSL (secure socket layer). This means the virtual directory is configured to support only HTTPS requests from browser-like clients. Complete these steps:
 - a Request an application server SSL certificate from a selected certificate authority.
 - b Install the application server SSL certificate into the certificate store of the IIS Web server.
- 6 In Internet Service Manager (IIS), right-click the virtual directory and click **Properties**.
- 7 On the **Directory Security** tab, do the following:
 - a In the Anonymous access and authentication control area, click **Edit**. Select the **Basic Authentication** check box and clear the **Anonymous Access** and **Integrated Windows Authentication** check boxes. When the Warning message dialog box regarding clear text passwords on the network appears, click **Yes** to continue.
 - b In the Authentication Access area, click **Edit**. Type the default domain in the **Domain Name** field and click **OK** twice.
- 8 On the **Virtual Directory** tab, clear the **Directory Browsing** and **Write** check boxes, select the **Read** check box, and click **OK**. This step provides extra security and is strongly recommended.
- 9 Close IIS.
- 10 In Windows Explorer, right-click the local directory associated with the virtual directory and click **Properties**.
- 11 Restrict access to the local directory to only those NT account users who you want to be authenticated by the digital sender. Right-click the local directory and click **Properties**. On the **Security** tab, select the NT user account names and group names you want.
- 12 Right-click the default html page in the local directory and click

Properties. On the **Security** tab, select all of the NT user account names and group names you selected in the previous step.

- 13** All NT user account names and group names requiring authentication from the virtual directory require the user right to “Log on locally.” While logged on as an NT user account with administrative privileges, set this user right using User Manager (NT 4.0) or Local Security Policy (Windows 2000).

IIS is now ready to support digital sender user authentication against Windows. Go to “Preparing the digital sender to work with a Web server” on page 12.

Preparing the digital sender to work with a Web server

No matter which Web server you use for authentication, you will need to prepare the digital sender to work with it.

To prepare the digital sender to work with a Web server

- 1 Open a Web browser and type the URL for the Web page for the digital sender you want. If DNS is configured, you can use the host name in the URL. Otherwise, you need to use the IP address in the URL. Also, the URL must be followed by :4242, which is the port number of the embedded Web server. For example:
http://xxx.xxx.xxx.xxx:4242.

Note

If the digital sender has an HP Jetdirect 610n print server (network interface card), you do not have to add :4242.

- 2 If the Web page is password protected, you will be prompted for the administrator User Name and Password for this digital sender. The User Name is always "Administrator."
- 3 When the Web page for the digital sender opens, click **Settings** and then click **Authentication**.
- 4 In the **URL** field, type the URL of the Web server you want to use for authentication. If DNS is configured, you can use the host name in the URL. Otherwise, you need to use the IP address in the URL.

If you are enabling SSL on the Web server, be sure to:

- type "https" at the beginning of the URL.
- use the hostname you used to create your certificate and not the IP address of the webserver in your URL.
- Enable DNS which is required for hostname resolution.

If this field is empty, Web authentication is disabled.

- 5 The **NT User Domain ID** field is blank by default. This is the name of the LDAP attribute used to return e-mail addresses to the **From:** field on the digital sender. Do one of the following:
 - If you want to use e-mail addresses found in an LDAP database, type the name of the LDAP database attribute that contains the user name and ID information.

- If you want to use e-mail addresses found in the digital sender user profile database instead, this field is not relevant and will be ignored. Go to the next step.
- 6 In the **Default Domain** field, do one of the following:
 - If you are authenticating to a Web server running on Windows, type the default NT Domain Name. This should match the default Domain Name used by the Web server.
 - If you are authenticating to a Web server running on a platform other than Windows, leave this field blank.
 - 7 If the Web server is inside the firewall on your company intranet, leave the **Proxy Address** and **Proxy Port** fields empty. Only fill in these fields if the Web server is outside the firewall.

Note

If the Web server is outside the firewall, the Web server should be enabled for SSL. If you are using the IIS Web server, see “Preparing the IIS Web server to work with digital senders” on page 9 for instructions.

- 8 Click **Apply**.
- 9 Click **Test Login to Authentication Server**. Type a valid User Name, Password, and Domain name for a network user who has all permissions necessary to access the digital sender. You should receive a message stating that login was successful.

Note

If the login fails, try typing the Web server address in any Web browser. See if you can open the Web page for the Web server. If not, check the accuracy of the URL.

- 10 Do one of the following:
 - Add user profiles to the user profile database of this digital sender for all users you want to be authenticated and to be allowed access to the digital sender. Each profile must contain a valid e-mail address, and the name of the user profile must exactly match the user name in the user database against which the Web server is authenticating.
 - Configure the digital sender’s LDAP feature to match account user names to LDAP common names. The LDAP method may require the LDAP administrator to add a custom field to the LDAP server. See “Configuring the LDAP server” on page 14 for more information.

Note

These users must also have been given access to the Web server's local directory, either as an individual or as a member of a group.

This last step is the means for returning an e-mail address for a user to the **From:** field on the digital sender.

Configuring the LDAP server

If you want the digital sender to return e-mail addresses from an LDAP database, the LDAP database must have an attribute containing the user name and ID, or the LDAP administrator must add an attribute that will contain this information. The name of the attribute must match the name entered in the **NT User Domain ID** field on the Web page for this digital sender.

Note

To see if there is already an attribute in your LDAP database containing the user name and ID, you can configure the LDAP database as an address book in NetScape Navigator (from the **Communicator** menu, click **Address Book**). Once the LDAP database is configured, search for a user, such as yourself. When the record appears, look for an attribute containing the user name and ID.

Use the Web Access tool to select any of these **From:** field options.

From: the **Settings** tab, select **Send To, E-mail**, then click the **Configure e-mail From: field address** button.

- **LDAP.** This attribute in the LDAP database must contain the fully qualified user account names. If you are authenticating against Windows, the fully qualified user account name is the NT domain name plus the NT user name, such as Chicago:JohnDoe. Note that although Windows fully qualified user account names usually contain a "/" between the NT domain name and the NT user name, LDAP requires a ":" instead.
- **Login.** This is an LDAP attribute that contains only the NT user name (not the domain and user name)
- **Suffix.** This uses the contents of the user's **User Name** field, followed by the "@" symbol, followed by the contents of the **Suffix** field.

Example: If the user types "sallys" in the logon username field, and the suffix contains "hp.com," the resulting **From:** field address will be "sallys@hp.com".

Sending to e-mail

When sending to e-mail, users can now blind carbon copy (BCC) recipients, see the default subject in the subject field, increase text box message control, and select the file format. The administrator can also set the SMTP gateway polling frequency and time zone for e-mail messages. A **From:** field test has also been introduced for enhancing e-mail delivery reliability.

Using blind carbon copy

The digital sender now supplies a BCC addressing mode, which allows a user to copy an e-mail to someone without his or her name appearing as a copied recipient. When a user is in the addressing mode, he or she can switch between the **TO**, **CC**, and **BCC** fields using the keyboard arrow keys. After pressing **ENTER**, the user moves to the **Destination** field to enter a recipient's address.

Viewing the default subject

The **Subject** field now displays the default subject when a user first creates a new e-mail. Previously, if the user did not add a subject, the default subject was inserted as the mail was sent, so the user never saw the subject. After the **Subject** field has been entered, the addressing mode automatically appears.

Entering a message

Users can now enter a personalized message with the new text box feature. In addition to receiving a generated notification message, a user may also enter a personalized message that will accompany the attachments. This message appears in the recipient's e-mail browser window, along with the attached files.

A user may begin entering a message at any time while using the e-mail function. A user always has direct access to the text box feature via the new **MESSAGE** key on the control panel of the digital sender. It is the third function key below the control panel display.

Users have the ease of text editing as with many basic word processing programs. Users can edit a message using the backspace and arrow keys. A highlighted cursor appears throughout the text to show the position of insertion or deletion while typing. The **CLEAR** key allows a user to delete all typed text in the text box window without exiting the text box window. The **CANCEL** key allows the user to delete all text and cancel out of the text box window completely.

Choosing a file format

For additional flexibility, users can select the file format of the e-mail attachment at the control panel. As the administrator, you can enable or disable this feature from the HP JetAdmin software, the Web Access tool, or from the **Configuration** menu at the control panel. The two file formats that are available for sending e-mail are:

- TIFF 6.0
- PDF

Using TIFF 6.0

As the administrator, you can now configure e-mail to allow attachments to be sent in the new TIFF 6.0 format. TIFF 6.0 represents the most recent advances in the industry-standard TIFF file format. This newest version is both capable of storing multiple pages and color images in compressed format. At this time, Microsoft Windows 98 and Windows NT 4.0 with Service Pack 3 ship a viewer that supports this file type.

Using PDF

A user may also send documents using Adobe Portable Document Format (PDF). PDF files are compact and can be shared, viewed, navigated, and printed exactly as intended by any recipient who has Adobe Acrobat® Reader 4.05. This version of Adobe Acrobat Reader is included on the CD-ROM containing the new HP Digital Sender 9100C software version 4.0.

Note

HP's Smart Compression Technology optimizes file sizes for sending PDF files without compromising quality or creating additional network traffic.

Specifying the time zone

As the administrator, you can now specify the time zone for e-mail messages being sent. Use the **Configuration** menu in the digital sender or the Web Access tool.

Editing the e-mail header

Using the Web Access tool, you can edit the information in the e-mail header (sometimes known as the e-mail cover page). From the **Settings** tab, select **Send To, E-mail, Configure E-mail Format Settings**, and **Customize E-mail Header Page**.

Setting e-mail security

The HP Digital Sender 9100C integrates with Omtools Genidocs to provide secure e-mail. The recipient of the e-mail must provide identification, and the e-mail message itself is encrypted during transport. Use the Web Access tool to configure e-mail security. From the **Settings** tab, select **Send To** and **E-mail** to open the e-mail configuration page.

Setting SMTP gateway polling frequency

As the administrator, you can use the HP JetAdmin software to configure the frequency of the SMTP gateway polling. This feature helps the HP Digital Sender 9100C generate less network traffic while checking the e-mail server/SMTP gateway. Polling frequency ranges from 0 minutes to every 24 hours. You can completely disable polling by setting the value to 0 minutes.

Note

If you disable polling, e-mail transmissions may be unsuccessful, and no indication appears on the control panel if the e-mail server is not running. Users must check the transaction log to see the status of sent e-mail messages.

E-mail delivery reliability

A potential problem with sending e-mails to any destination is that when the **From:** field is not valid (does not contain an @ or a period, or has embedded spaces), the e-mail may not be sent, and notification would not be given to the user. To prevent this situation, a

From: field test has been developed that will automatically test a guest user's **From:** field and subsequently allow the guest user to select **fix**, **help**, or **ignore**.

The **From:** field test will only be used for guest users. It will not be used for registered or administrative users. This test can be enabled or disabled by the administrator using the control panel or the Web Access tool.

Sending to fax

Users can now send to fax distribution lists, enter a billing account code, and use Internet fax service (if your company subscribes to it). As a new feature, the digital sender fully functions with the Lotus Fax for Domino add-in.

Using Public Fax Distribution Lists

At the control panel, users can now select predefined fax distribution lists from the Public Fax Address Book. When users choose Send to Fax and begin typing a name, the digital sender searches for both fax numbers and fax distribution lists whose names begin with the letters the user types.

Users create fax distribution lists using the Address Book Manager (ABM). See the Help file for the ABM for more information.

Entering a billing account code

Using the HP JetAdmin software or the Web Access tool, the administrator can enable or disable the billing account code feature. When this feature is enabled, users can enter at the control panel a billing account code of up to 31 characters for each fax sent. This account code is sent to the fax server to bill the job cost.

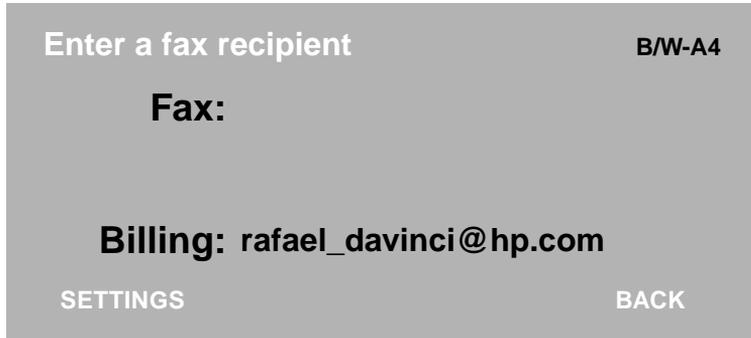
If the user enters an account code, it overrides the default assigned using the ABM. If the user leaves the field blank, the default account code assigned to the fax number is used. The fax server verifies the account code's validity.

Receiving error messages

Users automatically receive an error message at the control panel if the HP Digital Sender Service is unavailable to transmit faxes to the LAN fax server.

Using Internet fax

The digital sender is now capable of sending faxes via an Internet fax service provider, to which your company must subscribe. Using an Internet service provider means users can send faxes at a lower cost than when using traditional telephone service. The administrator uses the HP JetAdmin software or Web Access tool to configure the fax function to use Internet fax service instead of the LAN fax server. Then, the control panel displays a window similar to that used for the traditional fax functionality:



The screenshot shows a control panel window with a grey background. At the top left, it says "Enter a fax recipient" and at the top right, "B/W-A4". In the center, there is a "Fax:" label. Below that, the "Billing:" field is populated with the email address "rafael_davinci@hp.com". At the bottom left, there is a "SETTINGS" button, and at the bottom right, there is a "BACK" button.

The billing account field for Internet faxes contains the default account defined by the administrator (using the HP JetAdmin software or the Web Access tool). The default account code can be overridden if the user types a different code in that field. The account code entered must be a registered account with the Internet fax service provider.

Instead of entering an account code, the user can select his or her user name as the account code. In this case, the Internet fax service provider uses the e-mail account associated with that user name to notify the user of the fax status. If the digital sender is configured only for registered users, users can only change the default account code to their registered user names.

Using Fax for Domino

The digital sender now supports Fax for Domino, which is a Lotus Domino server add-in. The digital sender supports Lotus Domino server 4.6.5 or later and the Fax for Domino add-in 4.1 or later. The Domino server, the Domino Fax for Domino add-in, and the Domino SMTP/MIME MTA add-in together function as a hybrid between LAN and Internet faxing. Essentially, they are a LAN fax solution with an Internet fax interface.

The HP Digital Sender 9100C is the fastest and easiest way to digitize and send paper-based documents via a Domino mail and fax server. When a user sends a fax from the digital sender, the digital sender sends the fax to the Domino server at 15 pages per minute. Then, the Fax for Domino add-in sends an e-mail to the sender of the fax once the fax is transmitted.

Configuring Fax for Domino

To make the HP Digital Sender 9100C work with Lotus Fax for Domino, you must:

- Install the Fax for Domino add-in and the SMTP/MIME MTA add-in.
- Configure the E-mail function for the digital sender.
- Configure the Fax function for the digital sender.

Note

Because the e-mail and fax functions share the SMTP gateway, you must use Lotus Domino for e-mail as well as LAN fax.

The digital sender administrator will need to know the Foreign Fax Domain (FFD) and SMTP domain. You can obtain these items from the Domino administrator.

To prepare Fax for Domino

Note

These steps should be performed by the Domino administrator.

- 1 If not already installed, install the Fax for Domino add-in and the SMTP/MIME MTA add-in.
- 2 Configure an SMTP/MIME MTA (SMTP gateway) add-in to allow the digital sender to work with Fax for Domino. The Domino SMTP/MIME MTA must be configured to allow ingress of e-mail addressed with the selected SMTP domain.

To configure the digital sender for Fax for Domino

Note

This procedure describes using the Web Access tool to complete the configuration, but you can also use the HP JetAdmin software.

- 1 Open a Web browser and type the URL for the home page for the digital sender you want to configure. The URL appears at the top of the control panel display.
- 2 Click **Settings** and then click **Send To**. The **E-mail Settings** page appears.
- 3 Type an IP address or host name in the **Server Name or IP Address** field. This is the IP address or host name of the Lotus Domino server that is hosting the SMTP/MIME MTA (SMTP gateway).
- 4 In the **Default From:** field, type a valid e-mail address to enable the digital sender's e-mail functionality.
- 5 Optionally, fill in the **Default Full Name** and **E-mail Default Subject** fields.
- 6 Select one of these radio buttons: **Enable E-mail** or **Enable E-mail and notify Administrator when events occur that require attention**.
- 7 Click **Apply**.
- 8 Click **Fax** and then click **Configure Internet Fax**.
- 9 In the **Domain** field, type the Domino foreign fax domain, an "@" and the Internet SMTP domain for the Domino SMTP/MIME MTA. For example, in "fax@acme.com," "fax" is the Domino foreign fax domain and "acme.com" is the Internet SMTP domain.

Note

The Domino SMTP/MIME MTA add-in uses your Domino Domain to determine which SMTP messages are allowed in and converted to a Domino-formatted message.

- 10 In the **Address Format** list, select **Fax for Domino**.
- 11 Choose the file format. PDF is recommended. For more information about PDF, see "Choosing a file format" on page 16.
- 12 Optionally, type in the **Default Billing Account** field a valid e-mail address to be used as the default billing account.

13 Click **Apply**.

14 On the **Fax Settings** page, select the **Enable Internet Fax** radio button, and then click **Apply**.

15 Close the Web browser.

The digital sender should be configured and should display both an **EMAIL** key and a **FAX** key on the control panel.

Sending a fax when using Lotus Fax for Domino

Users can address documents they are faxing from the digital sender two ways. In the **To** field, they should do one of the following:

- Type the fax number of the recipient.
- Type the name of the recipient, “@”, and the fax number.
For example: Recipient@2085551111

If the **Cover Page** option is enabled in the Fax for Domino add-in and a user types the recipient name with the fax number (second bullet above), the name is placed on the cover page in the **To** field. To prevent a name from appearing in the **To** field, the user should type only the fax number. Or the administrator can disable the **Cover Page** option in the Fax for Domino add-in.

Preventing transmission of unnecessary fax pages

When the **Cover Page** option is enabled, the Fax for Domino add-in transmits an extra, unnecessary fax page containing only the MIME attachment icon with each fax sent. To prevent this extra fax page, ask the Domino administrator to turn off the **Cover Page** option or perform the steps below.

To prevent transmission of unnecessary fax pages

- 1 In the **Notes** Public Address Book, open the **People** database.
- 2 Choose a specific person or the DefaultFaxUser record.
- 3 Go to the **Fax** tab (form) and select **Fax Cover Page Settings**.
- 4 In the **Cover Page** field, select **Cover Page with Fax Body** from the list, or type it in.

Sending to copy

The copy function supports duplex printing to PCL5-compatible printers. It also supports the HP LaserJet 8500 printer and PCL6 printers.

Sending duplex copies

The Copy function includes an additional supported printer type within the Address Book Manager printer configuration options. For example, if you have an HP LaserJet 5SI printer with the duplex option, select the new printer type to get duplex copying from the digital sender.

Using the HP color LaserJet 8500 printer

The digital sender supports the HP color LaserJet 8500 printer, which can be used for color convenience copying.

Using PCL6 printers

Included in the new printer settings is support for a range of PCL6 printers. These printers include:

- HP LaserJet 4000
- HP color LaserJet 4500
- HP LaserJet 5000
- HP LaserJet 8000
- HP LaserJet 8100

Devices that support PCL6 can now be targeted for higher quality grayscale copying of continuous-tone or color photos.

Sending to the PC or another program

When sending a document to a PC or another program, users can select a name for the document at the control panel. When sending to another program, users can also select a tag for the document.

Typing document names

In the **Configuration** menu of a digital sender, the administrator can enable the document-name selection feature, which allows users to enter a name for a document being sent to a PC or another program. When the feature is enabled, a text field appears in the job window.

The name entered for the file must adhere to these rules:

- The file name can be blank. In this case, the daemon on the target PC creates a file name automatically according to its rules.
- If the user does enter a name, it cannot start with a blank space.
- Any name entered cannot contain the characters \, /, :, *, ., ?, ", <, >, or | (sometimes called the pipe or line character; appears on the same key as the \ character).
- The document cannot be named AUX, PRN, or CON.
- Any name entered can be a maximum of 32 characters.

If users enter a name that does not adhere to these rules, they receive an error message.

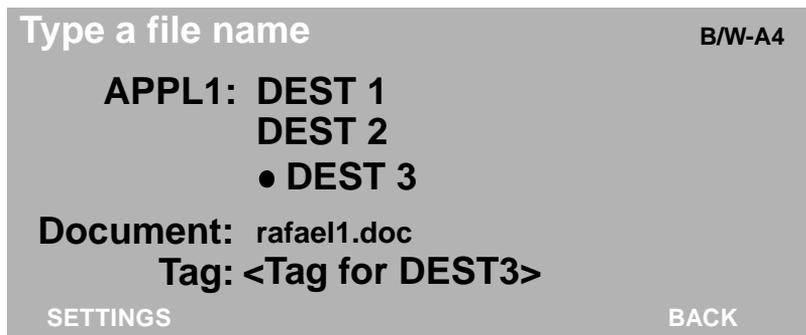
Names entered at the control panel are altered at the destination under the following circumstances:

- If the user types a name of more than eight characters and the file system on the destination computer does not support names that long, the name of the document is shortened to the first eight characters.
- If the user types a name for the document but a document with that name already exists on the destination computer, the name of the document the user just sent is altered. If the file system accepts names longer than eight characters, an underscore and number followed by [appended] are added to the end of the document name. If the file system does not accept names longer than eight characters, the name of the document is shortened to the first seven characters, and the eighth character is changed to make the name unique.

Changing the tag

The tag appears in the **ApplicationTag** field of the header (.hps) file attached to a document the digital sender sends to another program. Using the ABM, the administrator can now decide whether to allow users to edit the tag associated with each destination when they send a document from the control panel. Previously, this tag could only be set by the administrator at the time he or she created the destination item in the customized function key.

If the tag field is editable *and* the document name feature for other programs are on at the same time, both fields appear on the control panel display:



The screenshot shows a control panel interface with a grey background. At the top left, it says "Type a file name" and at the top right, "B/W-A4". Below this, the text "APPL1: DEST 1" is displayed, followed by "DEST 2" and "• DEST 3" (where the dot is a bullet point). Underneath, it shows "Document: rafael1.doc" and "Tag: <Tag for DEST3>". At the bottom left, there is a "SETTINGS" button, and at the bottom right, there is a "BACK" button.

Sending to HP Jetsend-enabled devices

The ability to use the digital sender with other HP Jetsend-enabled devices has been enhanced.

Sending information to password-protected devices

By entering the PIN number at the control panel, users can now send information from the digital sender to other HP Jetsend-enabled devices that have been password protected. This allows the digital sender to access any HP Jetsend-enabled devices on the network.

Code update

This update to the digital sender also includes the latest version of the HP Jetsend distribution code for faster and more reliable transmissions.

Note

The HP Jetsend code for Windows can no longer be downloaded from the digital sender website.

Contrast settings

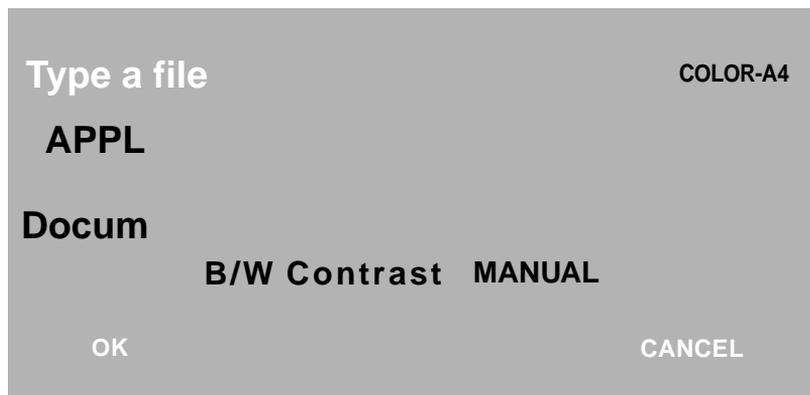
The digital sender uses an image processing function that automatically selects the best contrast level for each scanned page when the user selects B/W Document as the document quality level (Automatic contrast). The function produces good quality scans, even for documents with very lightly printed text.

The administrator can set the digital sender to use a default contrast level he or she chooses instead of the Automatic one. In the **Configuration** menu at the control panel, the administrator sets the contrast to Manual and then selects a default contrast level.

Users can override the Automatic contrast level or the default contrast level on a per-job basis from the control panel.

Changing the contrast on a per-job basis

The contrast level for any job can be changed from a job window, such as the e-mail or fax window. When a user first enters the job window, the contrast is set to the Automatic or default contrast level. At any time before sending the job, a user can change the contrast level by pressing **SHIFT+SETTINGS**. The following picture shows the dialog box where the user sets the contrast level:



The dialog box contains two objects: a Mode selector and a Level control. When the user changes the Mode to **Manual**, he or she can then change the contrast level using the right and left arrow keys. The per-job contrast level the user sets remains in effect until the user exits the job window.

Additions and enhancements to software

Since the initial release of the HP Digital Sender 9100C, HP has made additions, enhancements, and deletions to the software, which is called the HP Digital Sender 9100C Software, version 5.0. These features include:

- Support for 200,000 digital sender user profile entries.
- More supported LAN fax solutions.
- Enhanced features for LAN fax solutions.
- Adobe Circulate has been removed.
- HP JetAdmin software 3.42 (replaces 3.40).
- HP Scanjet 5 scanners are no longer supported.
- All HP software supports Windows 2000.
- All Administrator software no longer supports Windows 95. User software continues to support Windows 95.

HP Enterprise Center

The HP Enterprise Center is a program for Windows that helps administrators manage and maintain several digital senders. The HP Enterprise Center goes beyond command line tools to offer an integrated, graphical environment to host all management tools released with the HP Digital Sender 9100C.

Note

Enterprise Center no longer supports Windows 95.

Profiles

Using the Enterprise Center, you as the administrator can create a profile for multiple digital senders you want to manage together. You can:

- add or remove digital senders from a profile.
- view properties of the digital senders in a profile.
- set one of the digital senders in the profile as the master (the digital sender whose data you can replicate to the other digital senders in the profile).

Tools

In a profile, you can administer a particular digital sender using the **Tools** menu. This menu lists the installed management tools, such as the Address Book Manager, HP JetAdmin software, or the Web Access tool. The Enterprise Center also contains management tools of its own that allow you to:

- upgrade firmware on several digital senders all at once.
- copy address books from the master digital sender of the profile to the other digital senders in the profile.
- back up data from several digital senders at once.
- restore data from a backed up file.

Logging and tracing

You can have certain tools generate log and trace files. The log file reports the final state of the main steps of the processing, while the trace file goes into detail, showing information useful in understanding how the tool worked internally. The log file can be a subset of the information found in the trace file.

More information

See the Help for Enterprise Center for more information about using the program.

Using Address Book Manager updates

This section lists the new features of the ABM. For instructions on using the ABM, see the Help in that program.

Since the release of the HP Digital Sender 9100C, HP has enhanced the ABM to provide even more sophisticated functionality. These enhancements include:

- A new security level that allows you as the administrator to decide whether or not users can change their user profiles. And, you can completely disable users' ability to create profiles. (You can also change these options using the HP JetAdmin software or the Web Access tool.)
- An additional LDAP configuration page for advanced configuration of searches for e-mail addresses.
- Ability to import fax numbers, printers, and users (in addition to e-mail addresses) into the appropriate address book in the ABM. You can import files of fax numbers, users, or printers if the files can be saved in comma separated value (CSV) format or Hewlett-Packard Batch configuration (HPB) format. Find more information about the HPB format, which has been enhanced, in the ABIreadme file (ABI subfolder of the Tools folder) on the CD-ROM.
- Ability to create distribution lists consisting of fax numbers.
- Ability to allow users to type a tag in the **Tag** field when they send a document to another program.
- Increase the number of user profiles that you can configure on any one digital sender from 4,096 to 200,000.

Additionally, the Backup and Restore utilities for the administrator have been moved to the Enterprise Center. (Users can still backup and restore their personal address books using the ABM on their computers.) For more information about using Backup and Restore as an administrator, see the Help for the Enterprise Center.

Using HP JetAdmin software updates

The administrator's setup program includes an updated version of the HP JetAdmin software. While the digital sender is still fully compatible with the previous version of the HP JetAdmin software, HP wants to provide you with the features available in the most current version.

Default e-mail attachment format

This new version of the HP JetAdmin software, along with the new HP JetAdmin software extensions for the digital sender, allows you to select the default e-mail attachment format. Change this option by selecting a digital sender and in the HP JetAdmin software, choosing **Modify** from the **File** menu. Then, click the **E-mail** tab.

Internet fax configuration

The **Fax** tab allows you to choose either Internet fax service or a LAN fax server as the method for delivering faxes sent from the digital sender. If you choose Internet fax service, another dialog box appears. This dialog box allows you to set the domain, default file format, and default billing account code.

SMTP gateway polling frequency

In the **E-mail advanced settings** dialog box, you can set the polling frequency. This feature helps the HP Digital Sender 9100C generate less network traffic while checking the e-mail server/SMTP gateway. Polling frequency ranges from 0 minutes to every 24 hours. You can completely disable the polling by setting the value to 0 minutes. If you do so, no indication appears on the control panel if the e-mail server is not running. Users must check the transaction log for e-mail status.

Security

Addition of a new security level allows you as the administrator to decide whether or not users can change their user profiles. You can also completely disable users' ability to create profiles.

Support for Microsoft Sharepoint Portal Server (MS SPPS)

Customized function keys have been extended to support MS SPPS integration. This allows additional attributes such as additional tag fields, definable drop-down lists, and additional screens to create a

wizard-like interface for users. Implementation of this enhanced functionality requires either the software developer kit (see "Support for third-party programs" on this page) or AutoStore 2000 R5.

Using other administration tools

The new software offers you as the administrator the ability to create a greater number of user profiles, import address books more easily, determine software setup options more specifically, and gain more extensive logging capabilities during software setup.

Support for third-party programs

You can now use the new software developer kit (SDK) for the HP Digital Sender 9100C to configure the address books in a digital sender. The SDK offers an alternative method to using the ABM to do this task. Download the SDK from www.digitalsender.hp.com.

Determining software setup options

As the administrator, you can select the preferred language and components you want to install on a network drive for clients to access when they install software. Previously, you had to install all languages and components to the network drive.

Logging for the setup program

The software setup program for both Administrator and Client installations now supports improved logging capabilities. These logs list errors that might have occurred during installation and are useful in troubleshooting failed installations.

HP Customer Care

The hours of operation for the HP Customer Care center for the United States and Canada are incorrectly stated in the user and administrator guides. The HP Customer Care center can assist you Monday through Friday from 6 A.M. to 6 P.M. (Mountain Time).

Activity log messages

This section lists the activity log messages that have been added or changed since publication of the original manuals.

New log messages

These messages have been added since publication of the manuals.

Message	Description	Actions
067/00 Address Book Import to <AB name>, report on entries. Added: <# added>. Duplicated: <# duplicated>. Processed: <# processed>. Skipped: <# skipped>.	Notification message only. The digital sender successfully imported the addresses. -Or- Some addresses were not imported because they were duplicated or skipped because of internal errors.	<ul style="list-style-type: none">● No action required. -Or- <ul style="list-style-type: none">● In case of skipped entries, check the accuracy of the HPB import file.● If the problem persists, contact HP Customer Care.
068/00 Address Book Import to <AB name>, report on entries. Deleted: <# deleted>. Not found: <# not found>. Processed: <# processed>. Skipped: <# skipped>.	Notification message only. -Or- Some addresses were not deleted because they could not be found or skipped because of internal errors.	<ul style="list-style-type: none">● No action required. -Or- <ul style="list-style-type: none">● In case of skipped entries, check the accuracy of the HPB import file.● If the problem persists, contact HP Customer Care.
069/00 Address Book <AB name> clear status: Address Book cleared.	Notification message only. The address book was cleared.	<ul style="list-style-type: none">● No action required.
069/00-01 Address Book <AB name> clear status: Address Book not found.	The address book you are trying to clear cannot be accessed for some reason.	<ul style="list-style-type: none">● Try the procedure again.● If the problem persists, contact HP Customer Care.

Message	Description	Actions
<p>070/00 Address Book Import to <AB name>, report on Distribution Lists/Custom Keys. Added: <# added>. Processed: <# processed>. Skipped: <# skipped>.</p>	<p>Notification message only. The digital sender successfully imported the addresses. -Or- Some distribution lists or custom keys were not imported because they were duplicated or skipped because of internal errors.</p>	<p>● No action required. -Or- ● In case of errors, call HP Customer Care.</p>
<p>071/00 Address Book Import to <AB name>, report on Distribution Lists/Custom Keys. Removed: <# removed>. Processed: <# processed>. Skipped: <# skipped>.</p>	<p>Notification message only. The digital sender successfully imported the distribution lists or custom keys. -Or- Some distribution lists or custom keys were not deleted because they were duplicated or skipped because of internal errors.</p>	<p>● No action required. -Or- ● In case of errors, call HP Customer Care.</p>
<p>072/00 Database export report. Address Book: <AB name>. Total entries: <# of entries>. Distribution Lists: <# of distribution lists>. Or Custom Keys: <# of custom keys>.</p>	<p>Notification message only. The digital sender successfully exported entries, distribution lists, or custom keys.</p>	<p>● No action required.</p>
<p>073/00 A database migration has been successfully executed.</p>	<p>Notification message only. Internal database successfully converted from previous version to most current version.</p>	<p>● No action required.</p>

Changes to existing log messages

These log messages have changed since publication of the manuals. Changes are in bold and preceded by an asterisk (*).

Message	Description	Actions
002/01-02-03	Same as stated in manual.	Same as stated in manual.
Document sent to a PC. PC: <identification>. *File Name: <name provided at control panel> Result: Failed/Success/Image processing error		
005/01-02-03	Same as stated in manual.	Same as stated in manual.
Document sent to an application. Menu: <name>. Application: <name>. *File Name: <name provided at control panel> Result: Failed/Success/Image processing error		

*The "File Name" component appears only if a file name was specified at control panel.



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