

hp mfp digital sending
software v. 4.0



support



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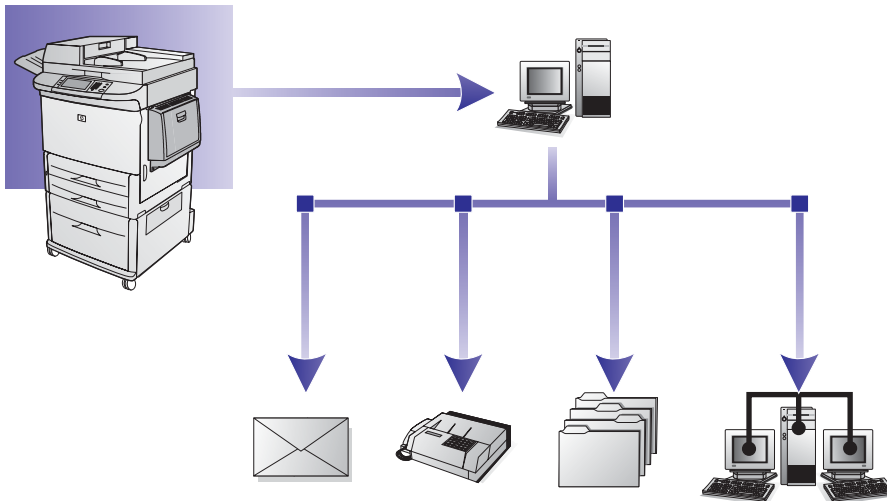
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1 The HP MFP Digital Sending Software v. 4.0

Features and options

The HP MFP Digital Sending Software v. 4.0 (HP DSS v. 4.0) is a software application that enables an HP Multifunction Peripheral (MFP) to send scanned documents directly to several types of destinations.



- **E-mail**
Send the document as an attachment to one or more e-mail addresses. Recipients can print, store, and forward the documents they receive in this way. They can also open the documents in various programs and edit them to meet their specific needs.
- **Fax**
Send the document to one or more fax machines. Recipients receive these documents just like any other fax. Three types of fax are supported: LAN (local area network) fax, Microsoft® Windows® 2000 or XP fax, and Internet fax.
- **Folder**
Send the document to one or more shared network folders. Users can select from a list of pre-defined folders or, if authenticated, can specify a destination from the control panel.

Supported folder destination operating systems include Windows 98/2000/XP/2003, as well as Novell.

- **Secondary e-mail**
The secondary e-mail feature is designed for solutions requiring data security. This feature interacts with a third-party application for a total solution. The secondary e-mail feature differs from the regular e-mail feature in that the data between the MFP and the HP DSS server is encrypted. An rfc822-compliant e-mail message with the scanned data as an attachment is created in the folder "hpe-mail2" in the DSS program directory. The third-party application, which is monitoring this folder, processes the e-mail message and sends it out in

a secure manner.

The name of the control panel key on the MFP is set by the HP DSS administrator. The feature is identical to e-mail, using the same fields and address books.

- **Workflow**

Workflows give MFP users the ability to send additional information along with the scanned document to a specified network location. Prompts at the MFP control panel are used to query the user for specific information. The third-party applications monitoring the network folder can then retrieve and decipher the information, performing the desired operation on the scanned image.

- **Send to printer, send to FTP server**

Using the workflow feature, documents can be sent to network printers and FTP server destinations accessible from the network.

The digital sending process transforms paper-based information into digital images. Documents are initially scanned at the MFP, and then transmitted to a network-connected computer where HP DSS v. 4.0 is installed. HP DSS v. 4.0 can also be set up to require user authentication, ensuring that only authorized persons use the MFP digital sending features.

At the MFP control panel, users select the send option they want. Capabilities at that point depend on the option.

Send option	Capabilities
E-mail	<ul style="list-style-type: none">● Specify To:/From:/CC:/BCC:/Subject: information manually● Select e-mail destinations from an address book● Control duplex scanning and other scan settings (such as file format) from the control panel
Fax	<ul style="list-style-type: none">● Enter fax numbers manually● Select from a list of speed dials● Control duplex scanning from the control panel
Folder	<ul style="list-style-type: none">● Select folder destinations from a pre-defined list● Enter a specific folder path (if authenticated)● Specify file settings as File type / Resolution / File size / Color or B/W / File name
Secondary e-mail	<ul style="list-style-type: none">● Specify To:/From:/CC:/BCC:/Subject: information manually● Select e-mail destinations from an address book● Control duplex scanning and other scan settings (such as file format) from the control panel
Workflow	<ul style="list-style-type: none">● Specify a workflow destination from the menu● Enter information into the prompt fields by typing or selecting from drop-down lists. Data entered can include date-time and numeric data, or strings (alphanumeric character data)

HP DSS v. 4.0 does the following:

- Authenticates user login credentials at the MFP, if set up to do so
- Manages the simultaneous transmission of scanned images from each MFP on the network to any of several types of destinations
- Adds addressing information
- Encodes the message
- Communicates with any server that the administrator has configured for digital sending (such as a Simple Mail Transfer Protocol [SMTP] server for e-mail or a LAN fax server for fax)
- Maintains address books
- Synchronizes address books with a Lightweight Directory Access Protocol (LDAP) server, if set up to do so

How to configure

HP DSS v. 4.0 configuration is consolidated in the HP MFP DSS Configuration Utility, which configures all options and is installed on an administrator computer. Use the HP MFP DSS Configuration Utility to configure all digital sending options and to monitor activities.

Using the HP MFP Digital Sending Software Configuration Utility

The HP MFP Digital Sending Software Configuration Utility can be used to configure all of the digital sending features.

Use the following instructions to open the program.

- 1 On the server where the HP DSS software was installed, click **Start**, and then click **Programs**, and then **Hewlett-Packard**, and then **HP MFP Digital Sending Software**, and finally, click **Configuration Utility**.
- 2 In the **HP Digital Sending Software Configuration** dialog box, select **This computer** and click **OK**.

Using the General tab

The **General** tab contains HP DSS license and administrator contact information.

When the HP Digital Sending Software is installed for the first time, the software is fully functional in trial mode for a set period of time. The **Licenses** section of the **General** tab displays a “Trial License” entry. The remaining trial period is displayed in this entry. When the trial period expires, the software becomes inactive until a valid license is installed. See [“HP DSS v. 4.0 licensing” on page 19](#) for more information.

Adding a License

- 1 Click the **Add** button. The **Add License** dialog box appears.
- 2 Enter in the 20-digit License Key Code of the license you are installing.
- 3 Click **OK**.
- 4 The new license, if valid, will appear in the list of installed licenses and the total seats will update to reflect the additional seats provided by this license.

Removing Licenses

- 1 Select from the list of installed license(s) you wish to remove.
- 2 Click the **Remove** button.
- 3 The selected licenses will be removed from the list and the total seats will update to reflect the current number of seats provided by the remaining licenses, if any.

Note

Secure access and communications license types from the prior version of the HP Digital Sending Software (version 3.0) are supported. These license types will be automatically converted to Workflow Process and Document Management licenses.

Fill in the administrator contact information in the **Administrator Information** section of this tab. Select the **Notify administrator of critical errors** check box if you would like to be notified by e-mail about errors that require administrative assistance.

Using the E-mail tab

The digital sending service uses SMTP to send e-mail messages to Internet addresses. It is highly recommended that the SMTP gateway be located on your own local area network. However, you may also configure your product for e-mail functionality even if your mail services are provided by an outside Internet service provider (ISP) over a digital subscription line (DSL).

If your server supports it, ESMTP (Extended SMTP) can be used to send e-mail. This capability is automatically detected and no specific configuration steps are necessary. The e-mail service is also compatible with the DSN (Delivery Status Notification) standard.

The document that you scan at the device becomes an attachment to your e-mail message. The Portable Document Format (.PDF) file format is most often used for the attachments, which gives recipients the ability to both view and print them. Users can obtain a free copy of the Adobe® Acrobat® Reader for viewing .PDFs from the Adobe Systems Incorporated Web site (<http://www.adobe.com>).

Use the **E-Mail** tab of the configuration program to configure and organize the SMTP e-mail servers that HP DSS uses to send e-mail messages.

To add SMTP servers:

- 1 Click **Find Servers** to find all of the SMTP servers on the network.
- 2 A list of SMTP servers appears. Select one or more and click **OK**. The selected servers are loaded into the **SMTP Gateway Server** list.

Note

If the discovery process does not find any SMTP servers, use the **Add** button on the **E-mail** tab to add the SMTP server manually by typing in the host name or IP address of the SMTP server.

- 3 Select each server and click the **Edit...** button. The **Edit SMTP Gateway** dialog box appears.
- 4 If the specified SMTP gateway has a maximum file size, select it in the **Maximum File Size** drop-down list.
- 5 Click **Test** to verify the presence of the SMTP gateway.

Note

If the test fails, double-check the gateway address and then contact your network administrator to see if the SMTP server is functioning.

- 6 Click **OK** to save the SMTP settings.
- 7 Add more SMTP servers as needed, and use the **Move** arrow buttons to change the priority order.
- 8 Click **Apply** to save the E-mail settings.

Using the Secondary E-mail tab

A number of third-party software vendors offer services for secure e-mail delivery. For example, Omtool offers a secure e-mail solution that encrypts e-mail messages and requires authentication for recipients before the e-mail message can be delivered. The Secondary E-mail feature is designed to work with one of these third-party software programs for users that require extra data security. It differs from the regular e-mail feature in that the data between the device and the HP DSS server is encrypted. An rfc822-compliant e-mail message with the scanned data as an attachment is created in the folder “\HPEMAIL2” in the HP DSS program directory on the HP DSS server. The third-party software program, which is monitoring this folder, processes the e-mail message and sends it out in a secure manner.

- 1 Select the **Enable Send to Secondary E-mail** check box to enable the Secondary E-mail option.
- 2 Use the **Home Screen Display Name** drop-down list to select the display name that appears on the MFP control-panel display for Secondary E-mail. Type a custom display name into the **Home Screen Display Name** box or select from one of the following options:
 - Secondary E-mail
 - Secure E-mail
 - Specialized E-mail

- 3 Click the **Advanced...** button on this tab to specify any X-Headers that you want to include in the e-mails.

Using the Authentication tab

The Authentication tab controls how users are authenticated when using the digital-sending features. Authentication is an important security feature. It is highly recommended that authentication be enabled in order to prevent unauthorized use of the digital sending features.

To enable authentication, start by selecting an option from the **Authentication Method** drop-down list. The options are:

- None
- Microsoft Windows
- LDAP server
- Novell NDS (if Novell client software is present)
- Novell Bindery (if Novell client software is present)

Using the LDAP configuration

After an authentication method is selected on the **Authentication** tab, the LDAP configuration settings appear. LDAP retrieves the e-mail address for the authenticated user. After the user has entered valid credentials, the software uses this information to match with an attribute in the LDAP database. After the match is made, thus identifying the user in the database, the user's e-mail address is retrieved using another database attribute. The LDAP settings include the following:

- Options for configuring HP DSS to gain access to the LDAP server
- Options for searching the database to obtain user e-mail addresses

Follow these instructions to configure the LDAP server.

- 1 Click the **Find Servers** button. The program searches the network for LDAP servers and then the **Select LDAP Server** dialog box appears, containing a list of LDAP servers on the network.
- 2 Select the LDAP server that you want to use. The information about the selected server appears.
- 3 Click **OK** to accept the selected server. The server information is filled in on the **Authentication** tab.
- 4 Click the **Test** button on the **Authentication** tab to test the settings. In the **Test User Authentication** dialog box, type in the network logon credentials of a user in order to test whether LDAP can successfully retrieve an e-mail address.

Note

If the Find Servers process fails to find any LDAP server, you can type the host name or IP address of the LDAP server directly into the **LDAP Server** text box, and then use the **Find Settings** button to retrieve the server's settings. If you are unable to communicate with the LDAP server, contact your network administrator for help with troubleshooting.

Using the Fax tab

The **Fax** tab controls all of the HP DSS fax settings.

To configure the fax option, first select the fax type from the **Faxing Method** drop-down list. The following options are available:

- None
- LAN Fax
- Internet Fax
- MS Windows 2000 Fax

Depending on which method is selected, the applicable settings will be displayed on the **Fax** tab.

To set up a LAN fax service

Follow these instructions to set up faxing using your network's LAN fax service.

- 1 Select **LANFax** from the drop-down list on the **Fax** tab.
- 2 Select your LAN fax software product name from the **Product Name** drop-down box.
- 3 Click the **Advanced** button to set up input and output settings for your LAN fax product.
- 4 Use the **Browse** button to select the network folder used by your fax software.
- 5 Fill in the **Credentials to Access Folder** section, if required. Use the **Verify Folder Access** button to test the credentials and make sure you have access to the folder.
- 6 Click **Apply** to save the LAN fax settings.

To set up an Internet fax service

With an Internet fax service, faxes are sent using e-mail. HP DSS allows the user to specify a fax number, as they would normally, and then it creates and sends the e-mail behind the scenes.

- 1 Select **Internet Fax** from the drop-down list on the **Fax** tab.
- 2 Type the domain name for your Internet fax provider into the **Fax Provider Domain** text box. HP DSS takes the phone number that is entered at the device and then uses this domain name to create the e-mail. For example, [phone number]@efax.com.
- 3 Type a valid e-mail address into the **Default Fax Account e-mail address** text box. This is the e-mail address that is used for any returned or failed Internet fax e-mail.
- 4 Select the check box if you want HP DSS to use the user's e-mail address as the return e-mail address.
- 5 Click **Apply** to save the Internet fax settings.

To set up a Windows 2000 fax service

In order to use the Windows 2000 fax service, you must have a fax modem installed on the HP DSS server.

- 1 Select **MS Windows 2000 Fax** from the drop-down list on the **Fax** tab.
- 2 Click the **Fax Properties** button. The Windows fax configuration dialog box appears. Type in any required information.
- 3 Click **Apply** to save the Windows 2000 fax settings.

Using the Folders tab

The **Folders** tab is used to set up the send to folder feature. To enable this option, select the **Enable Send to Folder** check box.

- 1 Click **Add...** to add a new folder. The **Add Predefined Folder** dialog box appears.
- 2 Type a name for the folder into the **Alias Name** text box. This name appears in the device control-panel interface.

- 3 Click **Browse...** to browse to a folder location, and then click **OK** to accept it.

Note

Supported operating systems for folder destinations are Windows 98, Windows NT, Windows 2000, Windows XP, Windows 2003, and Novell.

- 4 Select the credentials you want to use for access to the folder from the **Access Credentials** drop-down list. If **Public** is selected, the program uses the **Credentials to Access Public Folders** from the **Folders** tab. If **MFP User** is selected, the program uses the credentials with which the user has logged into the device.
- 5 Click **OK** to save the settings. The new folder is added to the list.
- 6 Repeat steps 1 through 5 to add more folders.
- 7 Type in the public access credentials for accessing folders in the **Credentials to Access Public Folders** area of the **Folders** tab. This information is required before you can save the folder list.
- 8 Click **Apply** to save the new folders.

Using the Workflows tab

Using workflows, users can scan a document and send it to a custom workflow destination. The workflow feature gives you the ability to send additional information in the form of a file that is saved with the scanned document in a specified network or FTP location. Prompts at the control panel are used to collect specific information. A third-party software program monitoring the network folder or FTP site can then retrieve and decipher the information, performing the specified operation on the scanned image. You can also set up a printer as a workflow destination, which allows users to scan a document and then send it directly to another network printer to be printed.

Use the **Workflows** tab to set up workflow processes for use with third-party software programs. To enable this feature, first select the **Enable Workflows** check box at the top of the tab.

Creating a workflow process consists of three parts:

- the workflow group
- the workflow menu
- the workflow form

To create a workflow group

- 1 Click the **Add Group...** button. The **Workflow Group** dialog box appears.
- 2 Enter the name of the new group. The name must be unique.

Note

The "Common MFP Group" name cannot be changed.

- 3 Click **OK** to save the new group.

To create a workflow menu

- 1 In the workflow tree, select the group you have just created.
- 2 Click the **Add Menu...** button. The **Workflow Menu** dialog appears.
- 3 Enter the name of the new menu. This name must be unique within the workflow group.
- 4 Select the style of the workflow menu. The style determines which options are available for workflow forms within this workflow menu. The only available choice is **Enhanced**.
- 5 Click **OK** to save the new workflow menu.

To create a send to folder workflow form

- 1 Select the workflow menu you have just created.
- 2 Click the **Add Form...** button. The **Workflow Form** dialog appears.
- 3 Type a name for the new form into the **Form Name** text box.
- 4 Select the destination type from the **Destination Type** drop-down list. The options are Folder, FTP Site, and Printer.

Note

Based on the option you select, the options on the **Workflow Form** dialog box change. The remainder of this procedure applies to the Folder option. See the following procedures for instructions on creating a workflow form for an FTP site or a printer.

- 5 Type the path for the destination folder in the **Folder Path** text box, or use the browse button to select a path.
- 6 Select the access method for the folder from the **Access Credentials** drop-down list. The choices are Public and MFP User. If MFP User is selected, HP DSS uses the credentials of the user that is logged in to the device. If Public is selected, HP DSS uses the **Credentials to Access Public Folders** that are specified on the main **Workflows** tab.
- 7 Under **Image File Settings**, select the settings for the scanned file. These should be the settings that are required by the third-party software program that will be processing the file.
- 8 Select the file type for the metadata file from the **File Format** drop-down list. The options are None, .HPS, or .XML. This is the file that contains the data collected by the workflow prompts. If you are not creating any prompts, you can select None.
- 9 Select the **Generate OCR File** check box under **OCR Settings** if the processing software program needs an OCR (optical character recognition) file. Click the **Settings** button to specify the OCR settings for language and output file format.
- 10 In the **Prompts** area, you can define prompts and expected responses for the user of the workflow form. The prompts appear on the device control panel. The responses to the prompts are saved in the metadata file, which is stored with the document image for use by the third-party workflow software program. Follow these instructions to add prompts:
 - a Click the **Add...** button to add prompts.
 - b In the **Add Prompts** dialog box, click the **New** button to create a new prompt. This opens the **Workflow Prompt** dialog box.
 - c Under **Prompt Settings** in the **Workflow Prompt** dialog box, type the **Prompt Name**, the **Prompt Text**, and any **Help Text** for the prompt. The Help text appears if the user touches the **HELP** button on the MFP control panel while the prompt is on the screen.
 - d Under **Response Settings**, select the **Response Format** and the **Response Type**. The Response Format options are String, Numeric, Date, Time, or Privacy. The Response Type can be either user editable or selection list. If user editable is selected, you can select the **User must supply a response** check box to require a response.

Note

The Privacy response format uses asterisks (*) to hide what the user types in on the control panel. This response type can be used for private information such as a password or employee number.

- e If applicable, type a default response in the **Default Response** text box. The program uses the default response if the user does not provide a response to the prompt.
- f Click **OK** to save the prompt settings. The new prompt is added to the **Prompts List** in the **Add Prompts** dialog box.
- g Repeat steps b through f as needed to create more prompts.

- h After creating all of the required prompts, use the **Move** buttons at the bottom of the list to adjust the order of the prompts.
 - i Click **OK** to accept the new set of prompts. The new prompts appear in the **Prompts** area of the **Workflow Form** dialog box.
- 11 Click **OK** to accept all of the settings on the **Workflow Form** dialog box. The new form appears in the workflows list on the **Workflows** tab.

Note

A workflow form can be edited at any time by selecting it and then clicking the **Properties** button.

- 12 Type in the public access credentials for accessing workflow folders in the **Credentials to Access Public Folders** area of the **Workflow** tab. This information is required before you can save the workflow settings.
- 13 Click **Apply** to save the new workflow settings.

To create a workflow form for an FTP site

- 1 In the **Workflow Form** dialog box, select **FTP Site** in the **Destination Type** drop-down box.
- 2 Type the host name or IP address of the FTP server into the **FTP Server** text box.
- 3 Click the **Credentials** button, and then type in the user name and password required for the FTP server. Click **OK** to save the credentials.
- 4 In the **FTP Path** text box, type in the path to the directory on the FTP server that you want to use for the scanned documents.
- 5 Follow Steps 7 through 11 in the previous procedure to complete the rest of the workflow form settings and add any prompts.

To create a workflow for a printer

You can use a workflow form to send a scanned document to a network printer to be printed.

- 1 In the **Workflow Form** dialog box, select **Printer** in the **Destination Type** drop-down box.
- 2 Select a printer from the **Select Printer** drop-down box. It lists the available network printers.
- 3 Select one of the radio buttons to use the default or custom printer preferences. If you select custom printer preferences, click the **Preferences** button to set them up.
- 4 Click **OK** to save the workflow form.
- 5 Click **Apply** to save the settings on the **Workflow** tab.

Using the Addressing tab

The **Addressing** tab is used to configure HP DSS to make centralized address books available to MFP users.

The Digital Sending Software can give users the ability to access addresses in a centralized address book located on an LDAP server. However, to improve performance when accessing these addresses, a local copy of the address book can be downloaded from the LDAP server and replicated.

To set up automatic replication of the LDAP server:

- 1 Click the **Settings...** button. The **Replicating LDAP Address Book** dialog appears.
- 2 Select the **Enable LDAP Directory Replication** check box.
- 3 On the **LDAP Settings** tab, set up the necessary parameters for accessing the LDAP server and searching the LDAP database. See [“Using the LDAP configuration” on page 5](#) for more information.
- 4 On the **Replication** tab, select the schedule for replication of the LDAP database. If you

select **Daily**, **Weekly**, or **Monthly**, you will be able to set a specific time and day of the week for the replication process.

Personal address books

Select the **Enable PABs** check box to enable users to use their personal address books to address e-mail on the MFP. Personal address book support is only available if authentication is enabled and the authentication method is set to Microsoft Windows (see [“Using the Authentication tab” on page 5](#)). The Microsoft Messaging API (MAPI) is also required to interface with a user's personal address book. Make sure the Windows Messaging Component is installed. If you have a MAPI client software program installed (such as Microsoft Outlook), this component should already be in place.

DSS Address Books

HP DSS uses address books to store e-mail addresses that are manually typed by a user at the device. If user authentication is enabled on the device, addresses are stored in a user's individual HP DSS address book. Otherwise, the addresses are stored in a public HP DSS address book. HP DSS address books are available to every MFP that HP DSS supports. If the addresses contained in these address books are no longer needed, you can clear out any or all of the HP DSS address books by clicking the **Clear** button in the **DSS Address Books** section. A list of any existing address books appears, allowing you to clear one or more.

Using the Preferences tab

The **Preferences** tab specifies the path for the HP DSS temporary files. These files can be very large, so a location with plenty of disk space should be selected. Click the **Browse...** button to select a location.

Using the MFP Configuration tab

The **MFP Configuration** tab specifies which MFPs are using the HP DSS service, and also provides an interface for customizing HP DSS features for specific digital sending devices.

To add a new MFP

- 1 Click the **Add...** button near the bottom of the tab. The **Add MFPs** dialog box appears.
- 2 Click the **Find MFPs** button to find all MFPs on the network. Select the device you want to add from the list that appears.

Note

If you know the hostname or IP address of the device, you can type it in the **Hostname or IP Address** text box under **Manually enter an MFP's network name** rather than using the **Find MFPs** button.

- 3 If you want the device you are adding to use the same settings as a previously configured device, select the previously configured device from the **When adding new MFPs copy settings from** drop-down list.
- 4 Click the **Add-->** button to add the device to the MFP List.

Note

You can only add as many MFPs as you have "seats" in your HP DSS license. Near the top of the **Add MFPs** dialog box you can see how many sets you have available.

- 5 Click **Close** to close the **Add MFPs** window.

To configure an individual MFP

- 1 Select the MFP from the list on the **MFP Configuration** tab.
- 2 Click the **Configure MFP...** button. The dialog box that appears looks similar to the main Configuration program interface. Use this interface to customize the digital-send settings specifically for this device. Settings that are specified on these tabs override the settings that

are made on the general HP MFP DSS Configuration program tabs.

Note

You must use this interface to enable the digital sending features for the individual devices. Even if a feature is enabled on the DSS configuration tabs, it is not enabled on the device until it has been enabled in the **Configure MFPs** interface.

- 3 On the **Authentication** tab, select the **Enable Authentication** check box to enable authentication for the selected device. Select the check boxes next to the features you are enabling. This requires the user to log in before using that feature. Select the network domain from the **Default Domain** drop-down box.
- 4 On the **Send to Email** tab, select the **Enable Send to Email** check box, and select **via the Digital Sending service** in the **Send Emails** drop-down list.
- 5 If you would like the users to be able to add their own e-mail message when sending email (if supported by the MFP), click the **Advanced** button and select the **Editable by user** check box.
- 6 On the **Addressing** tab, select the **Allow MFP to directly access an LDAP Address Book** check box. Select the previously-configured LDAP server in the LDAP Server drop-down list.
- 7 On the **Send to Email (2)** tab, select the **Enable Send to Secondary Email** check box if you are using the secondary e-mail feature. Select the display name for the secondary email service from the **Home Screen Display Name** drop-down list.
- 8 On the **Send to Fax** tab, select the **Enable Send to Fax** check box if you are using the fax feature. Make sure that **via the Digital Sending service** is selected in the **Send Faxes** drop-down list.
- 9 On the **Send to Folder** tab, select the **Enable Send to Folder** check box if you are using this feature.
- 10 On the **Send to Workflows** tab, select the **Enable Send to Workflows** check box if you are using workflows. In the **Workflow Group** drop-down box, select the group that contains the workflow menu and form that you have created.
- 11 Click **OK** to save all of the changes.
- 12 Click **Apply** to update the MFP Configuration settings.

Note

The settings are not propagated to the MFP until the **Apply** button is clicked.

Using the Log tab

The **Log** tab provides access to the HP DSS activity log. Information included in the list for each log entry includes:

- Severity
- Event
- Time

Clicking on the **Details** button opens a **Details** dialog that provides additional information about the selected log event.

Using the About tab

The **About** tab provides HP DSS version information.

Uninstalling the software

Uninstall the HP DSS software by using the following directions.

To uninstall the software using the uninstall program

Note

To uninstall the software from Windows 2000 or XP, you must log on with administrator privileges.

- 1 Close all of the open programs.
- 2 On the **Start** menu, point to **Programs**, point to **Hewlett-Packard**, point to **HP MFP Digital Sending Software**, and then click **Uninstall**.
- 3 In the **Confirm Uninstall** dialog box, click **OK**.
- 4 The uninstall process removes the program from your computer. At the end of the process, you might have to restart your computer.

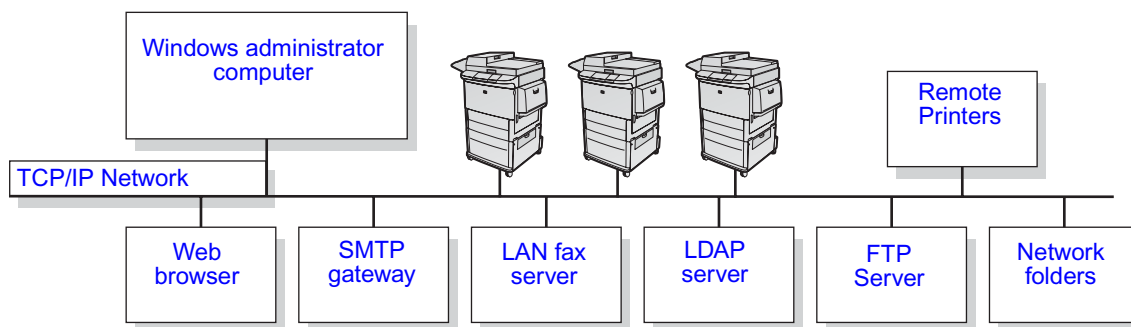
To uninstall the software by using Add or Remove Programs

An alternate method for uninstalling the digital sending software is to use the Windows Add or Remove Programs method.

- 1 Click **Start**, point to **Settings**, and click **Control Panel**.
- 2 Click **Add or Remove Programs**.
- 3 Scroll through the list of software programs and click **HP MFP Digital Sending Software**.
- 4 Click **Remove**.

Architectural overview

The illustration below shows a network that uses HP DSS v. 4.0.



Digital sending components of a network

Component	Description
Windows 2000, Windows XP Professional, or Windows 2003 server computer	The administrator computer contains the following: <ul style="list-style-type: none">● HP DSS v. 4.0● HP MFP DSS Configuration Utility—used to configure and monitor digital sending features once the software has been installed● Windows Fax service—required only when the Windows Fax service is the method of fax transport; a fax modem is also required
MFP products	HP DSS v. 4.0 can support up to 250 HP MFPs on the same server. Each MFP can be individually configured to support any or all of the digital sending options. The requirement for user authentication can also be individually configured for each MFP.

Digital sending components of a network (continued)

Component	Description
Web browser	A Web browser from any computer on the network can be used to configure and monitor HP DSS v. 4.0 via an HP Web Jetadmin tool.
SMTP gateway	This gateway is used for the e-mail and Internet fax digital sending options.
LAN fax server	This server is used for the LAN fax digital sending option.
LDAP server	HP DSS v. 4.0 supports LDAP, which allows you to find and use e-mail destinations on directory servers located elsewhere on a network. This server is used to obtain addresses for the MFP address book.

Legacy support

HP Address Book Manager

The HP ABM is a legacy software program that is supported by HP DSS v. 4.0. It can be used to configure the public e-mail and fax books stored on the HP DSS server and made available to users at the MFP—in particular, if an enterprise does not have other types of access to address book information (such as an LDAP server). Specifically, the ABM lets you do the following:

- View, add, change, and delete information in the HP DSS server address books
- Import addresses from other e-mail systems

This guide contains brief information about how to reach the ABM. See the ABM Help file for more detailed information.

Older MFP models

HP DSS v. 4.0 supports the following older MFP models:

- HP 4100mfp series
- HP 9000mfp series

However, the following new digital sending features are not supported on these older models:

- Folder
- Workflow
- Secondary e-mail

Environments and protocols

Network operating systems

HP DSS v. 4.0 is directly connected to TCP/IP networks via a Windows server or workstation. It operates independently within the network requirements and Operating System (OS) requirements listed below.

- Server OS requirements
 - Windows 2000 Professional, Server, or Advanced Server
 - Windows XP Professional

- Windows 2003 Standard Server or Enterprise Server
- Pentium® III or higher computer
- 256 MB of RAM (512 MB if generating OCR output)
- 200 MB of hard-disk space
- CD-ROM drive
- Fast Ethernet 100Base-TX, Ethernet 10Base-T, or 10Base-2 (BNC)
- Microsoft Internet Explorer 4.0 (or later)

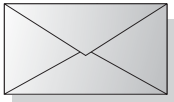
Novell NetWare support

Access to Novell file servers enables HP DSS v. 4.0 to write files into network folders and support network fax folders that reside on Novell servers. The Novell client software must be installed on the network and be configured properly before Novell-specific attributes can be configured in HP DSS v. 4.0.

In order to support access to Novell NetWare resources, HP DSS v. 4.0 requires the following:

- Novell NetWare version 3.12, 3.2, 4.11, 4.2, or 5 running on the Novell NetWare server and
- Novell NetWare Client version 4.6 (or later) installed on the Windows computer that runs HP DSS v. 4.0

Types of destinations



E-mail

HP DSS v. 4.0 can send MIME-compliant (Multipurpose Internet Mail Extension) e-mail messages to Internet addresses. It uses Simple Mail Transfer Protocol (SMTP) to deliver these messages. The SMTP is independent of the network operating system on which your e-mail server is running.

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

- Select e-mail addresses from an address book
- Enter SMTP-compliant e-mail addresses manually

The document that is scanned at the MFP becomes an attachment to an e-mail message. The attachment can be sent as one of the following file types:

- Portable Document Format (PDF)
- Tagged Image File Format (TIFF)
- Multipage Tagged Image File Format (MTIFF)
- Joint Photographic Experts Group format (JPEG)

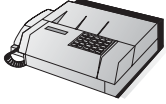
PDF is the file format most often used for the attachments and gives recipients the ability to both view and print the e-mail attachment. Adobe® Acrobat® Reader is required. A free copy can be obtained from the Adobe Systems Incorporated website (www.adobe.com).

If the document contains several pages and is sent using either the TIFF or JPEG format, the e-mail will have one attachment for each page. These file formats generate single-page attachments and can be used for scanning invoices for electronic archival, for example. The MTIFF and PDF formats let you send multiple page images as one file attachment.

Note

Sending pages as photo quality and as either the TIFF format or MTIFF format might result in attachments that cannot be read in some applications. TIFF files can be viewed using the Windows Paint application. This application can be found under the **Programs > Accessories** menu.

If your SMTP size limit is exceeded, the e-mail is distributed as multiple e-mail messages. This is based on the limit selected in the HP MFP DSS Configuration Utility.



Fax

Three different types of fax service are available with HP DSS v. 4.0, as shown in the table below. The HP MFP DSS Configuration Utility is used to configure scan settings.

Users can specify fax destinations at the control panel by typing fax numbers manually.

Fax methods

Method	Available file types	Description
LAN fax	● MTIFF	Requires a LAN fax product and a shared folder for the fax work area.
	● Printer Control Language 5 (PCL 5) (uncompressed)	
	● PCL 5 (packbits)	
Windows 2000/XP fax	● MTIFF	Lets you use a fax modem on the computer where HP DSS v. 4.0 is running, allowing that computer to act as a turnkey fax gateway.
Internet fax	● TIFF	Lets you use an Internet fax provider to process faxes. These providers use e-mail messages as a submittal mechanism, and deliver them either to a traditional fax machine or reroute them to an individual's e-mail inbox.
	● MTIFF	



Folder

Send-to-folder lets you send a document to one or more shared folders. You can select from a list of pre-defined folders or, if authenticated, can specify a destination from the control panel.



Workflow

Send to workflow lets you send additional information along with the scanned document to a specified network location. Prompts at the MFP control panel are used to query the user for specific information. The third-party applications monitoring the network folder can then retrieve and decipher the information, performing the desired operation on the scanned image.

Authentication

HP DSS v. 4.0 allows you to set up MFPs so that a user must be authenticated before using some or all of the digital sending features. When authentication is enabled, the user at the MFP needs to supply valid credentials (such as a user name and password) to gain access to the digital-sending features.

There are two interdependent parts to authentication. First, the MFP verifies the user's credentials using the selected authentication method. Then, an attempt is made to find the user's e-mail address in the database of an LDAP server using settings specific to your LDAP server. If either step fails, the user is denied access to the MFP's digital-sending features. These two steps utilize two distinct technologies (an Authentication server and an LDAP server), except in the case of the LDAP server method, where both steps are accomplished using the LDAP server alone.

Authentication Methods

Microsoft Windows

This method integrates with the Microsoft Windows domain.

LDAP server

This method uses an LDAP server to both authenticate the user and obtain the user's e-mail address.

Novell Client Software

The following methods are only available if your computer is running the Novell Client software.

- Novell NDS: This method integrates with Novell Directory Services.
- Novell Bindery: This method integrates with Novell Bindery.

Obtaining an e-mail address from an LDAP database

After the MFP user has entered valid credentials and has been authenticated, the HP MFP Digital Sending Software must then determine the user's e-mail address using an LDAP server. At this point, several things are known about the user (such as the user's logon credentials). To find the user in the LDAP server's database, this information is used to match with an attribute in the LDAP database. Once the match is made, thus identifying the user in the database, the user's e-mail address is retrieved using another database attribute.

Four key sets of information are required to configure the LDAP server:

- network address of the LDAP server
- method for connecting to the LDAP server
- search root
- attributes to locate and retrieve user e-mail address

For full explanation of these settings, reference the topic "Obtaining an E-mail Address From an LDAP Database" in the "Authentication Settings" topic in the online help.

Addressing capabilities

An address book is available at each MFP to speed up the process of selecting e-mail and fax destinations from the control panel. The e-mail addresses and fax numbers in the address book come from several sources:

- The LDAP server on the network
- Destinations previously specified by users at the control panel
- E-mail and fax address books created with the HP ABM

You can use one of two methods to synchronize MFP address books with the LDAP server.

Method	Description	Effect at the control panel
Using a replicated LDAP address book	<p>HP DSS v. 4.0 takes a snapshot of the LDAP server's database and populates the MFP address book with the addresses that it finds.</p> <p>The HP MFP DSS Configuration Utility can be used to either manually initiate the task or schedule it to run automatically at a certain time.</p>	As you type the initial characters in a name, the MFP attempts to complete the name from the names in the address book. You type more characters until a match is found. When you select a name, the associated e-mail address is automatically selected.
Using an LDAP address book directly	Firmware in the MFP initiates and resolves name queries directly with the LDAP server. You do not have to synchronize the address book with the LDAP server, either manually or according to a schedule.	You type a partial name. The MFP displays the list of resulting names from the LDAP server. When you select a name, the associated e-mail address is automatically selected.

Note

If the MFP is configured to use an LDAP address book directly, the MFP cannot access the replicated address book.

Authentication and address book availability

Addresses entered directly by the user are saved differently depending on whether the user has been authenticated at the control panel.

- Authenticated: Saved to a "Personal" address book.
- Not Authenticated: Saved to a "Guest" address book. All non-authenticated users will see the contents of the "Guest" address book.
- E-mail addresses stored in Outlook contacts are available to the authenticated user.
- E-mail addresses typed directly at the control panel are cached in a private address book.

Personal address books

HP DSS v. 4.0 accesses an authenticated user's personal e-mail addresses stored in their Outlook contacts folder. The MFP displays a list of personal e-mail addresses combined with addresses from other available public address books.

Note

Personal address book availability has the following requirements: Authentication to a Windows OS. Novell is not supported. The HP DSS server must have an MAPI-compliant e-mail client installed.

Local MFP address book preservation

E-mail addresses typed directly at the control panel of MFPs not connected to HP DSS v. 4.0 are stored in a local address book. When the MFP is added to HP DSS v. 4.0, the local address book is imported into a "Guest" address book stored on the HP DSS server. This address book combines all the address books of the MFPs that have been added, making previously cached e-mail addresses available from any MFP.

The MFP control panel provides the user with a choice between two views of the address book, "All" and "Personal." The "Personal" view is provided when the MFP user has been authenticated. Each view presents to the user a single sorted list of e-mail addresses merged from all address books currently active in that view. The following table shows which of the address books are merged in each view.

Dynamic LDAP Enabled	Authentication Enabled	View “Local”	View “Personal”
No	No	Guest Global (Replicated LDAP/ABM) Public Distribution List	Guest
No	Yes	Private Personal Personal Distribution List Guest Global (Replicated LDAP/ABM) Public Distribution List	Private Personal Personal Distribution List Guest
Yes	No	Guest Dynamic LDAP	Guest
Yes	Yes	Private Personal Personal Distribution List Guest Dynamic LDAP	Private Personal Personal Distribution List Guest

Private

The Private Address Book is unique to each authenticated user and provides the user a place to store (add and delete) e-mail addresses entered from the MFP front panel. The Private Address Book is accessible by the user from any MFP that is configured to use the E-mail Authentication.

Personal

The Personal Address Book is unique to each authenticated user and is a copy of the user’s Microsoft Exchange Contact database. The e-mail addresses from the user’s contact list are loaded into the Personal Address Book and the contact lists are loaded into the Personal Distribution List. The loading of these addresses and lists are initiated when the user becomes authenticated.

Personal Distribution List

Personal Distribution Lists are named lists of e-mail addresses obtained from the Microsoft Exchange Server as Contact Lists and maintained in the Personal Address Book.

Guest

The Guest Address Book provides unauthenticated users a place to store (add and delete) e-mail addresses entered from the MFP control panel. The Guest Address Book is accessible by all users from any MFP that is configured to use the Digital Send Service.

Global (Replicated LDAP/ABM)

The Digital Send Service can be configured to import address book records from an LDAP server. The Global Address Book populated from LDAP is commonly referred to as Replicated LDAP.

The Address Book Manager provides functionality to populate the Global Address Book directly from user input or from files generated from other databases.

Public Distribution List

A Public Distribution List is a named list of e-mail addresses created or imported by the Address Book Manager and maintained in the Global Address Book.

The main purpose of the ABM is to give the administrator a way to create and change the e-mail address books stored in the HP Digital Sending Software. You must be an administrator to use the ABM.

Specifically, you use the ABM to accomplish the following:

- View, add, change, and delete information in the public address books
- View, add, change, and delete information in the private address books of authenticated users

To open the Address Book Manager:

- 1 From your computer, click **Start**, and then point to **Programs**. Point to **Hewlett-Packard**, and then click **HP Address Book Manager**. The **Address Book Manager** window appears.
- 2 In the **Digital Sender** name field, type the DNS name or IP address for the HP DSS server, or choose a previously entered DNS name or IP address from the drop-down list.

Note

ABM must be installed separately. Insert the HP DSS application CD, browse to the “ABM” folder and run “Setup.exe”.

- 3 In the **User name** field, type **ADMINISTRATOR**.
- 4 In the **User password** field, type your password (if one is required) and click **OK**. If all of the information is valid, the ABM main window appears.

HP DSS v. 4.0 licensing

Trial License Period

When the HP Digital Sending Software is installed for the first time, the software will be fully functional in trial mode for a set period of time. The License section of the HP MFP DSS Configuration Utility will display a “Trial License” entry. The remaining trial period is displayed in this entry.

When the trial period expires, the software becomes inactive until a valid license is installed. All HP MFP DSS Configuration Utility settings are retained, allowing the configuration used during the trial period to be reactivated.

Licenses

In order to use the features of this version of the DSS, you must install at least one workflow Process and Document Management license (licenses can be purchased from your local Hewlett-Packard Sales Representative). These licenses comes in 1, 5, 10, 50, and 250 seat varieties. Each seat allows you to enable DSS features on one MFP device.

Note

You can install as many licenses as you want in order to accumulate seats, but 250 is the recommended limit. If, by removing a license, your total number of seats falls below the number of MFPs you currently have configured for digital sending features, you will be required to remove MFPs from the MFP list until you no longer have more digital-sending-configured MFPs than you have seats

Node locking

Purchased Workflow Process and Document Management licenses can only be applied to a specific DSS 4.0 server. This process combines the license certificate with a unique ID from the DSS server. The unique ID is displayed on the **About** tab of the HP MFP DSS Configuration Utility as the **MAC Address**. This ID is displayed during and after the trial license period.

To activate your license certificate, record the “MAC Address” from the **About** tab of your DSS server and proceed to www.software.hp.com.

Licenses from prior versions

DSS v. 4.0 will support both the Secure Access and Communications license types that activated the features of the prior version of this product (3.x). These license types will be automatically converted to Workflow Process and Document Management licenses when used with v. 4.0. Although this will give you full functionality of all DSS features for current MFP models, older model devices will still only support their original Digital Sending feature set when serviced by DSS v. 4.0.

Add and remove licenses in the General tab of the HP Configuration Utility. See [“Using the General tab” on page 3](#).

2 Support tools and procedures

Support tools

See the following table for information about the tools that you can use to support HP DSS v. 4.0.

Support tools

Tool	Purpose
Windows services	<ul style="list-style-type: none">● Stop and start HP DSS v. 4.0 See “Using Windows service to start and stop” on page 21.
HP MFP DSS Configuration Utility	<ul style="list-style-type: none">● Reach configuration options:<ul style="list-style-type: none">• Enable or disable authentication and set the method• Enable or disable digital sending for e-mail, fax, and configure all send options• Change the folder for holding temporary files● Find software version numbers● Set administrator information and e-mail alerts● Set addressing options See “Using the HP MFP DSS Configuration Utility” on page 22.
Activity log	<ul style="list-style-type: none">● View messages for HP DSS v. 4.0 and each MFP that uses it See “Using the activity log” on page 22.
Windows event log	<ul style="list-style-type: none">● View messages about digital sending generated by the Windows operating system See “Using the Windows event log” on page 23.
HP Address Book Manager (ABM)	<ul style="list-style-type: none">● Change ABM administrator password● Configure destinations in the public address book See “Using the HP Address Book Manager (ABM)” on page 23.

Using Windows service to start and stop

Use the Windows service to start and stop HP DSS v. 4.0.

To start and stop the HP DSS v. 4.0 service

- 1 From your computer, click **Start** and then point to **Settings**.
- 2 Click the following in turn:
Control Panel
Administrative Tools
Services
- 3 Select **HP MFP Digital Sending Software**.

- 4 Click either the **Start**, **Stop**, or **Restart** button.

To determine if the DSS 4.0 service is running, go to **Start**, click on **Control Panel**, click **Administrative Tools**, and then click **Services**. Check the status column for the HP MFP Digital Sending Software. If the service is running, Status should have a value of Started. Also, if the service is running, the **Stop** button should be available.

Using the HP MFP DSS Configuration Utility

You can reach the HP MFP DSS Configuration Utility through either of the following:

- Administrator computer on which the utility is installed
- A web browser running HP Web Jetadmin with the HP DSS configuration plugin

See the HP MFP DSS Configuration Utility Help file for detailed information about configuration options.

To reach configuration options through the administrator computer

- 1 From the computer on which HP DSS v. 4.0 is installed, click **Start** and then point to **Programs**. Point to **Hewlett-Packard**, point to the **HP MFP Digital Sending Software** program group, and then click **Configuration Utility**.

Using the activity log

The activity log is an important tool for monitoring digital sending activities. Up to 1,024 entries are stored in the activity log. New events overwrite the oldest events. See the HP MFP DSS Configuration Utility Help file for a list and explanation of the messages.

Clearing the log is useful if you are troubleshooting problems. After you clear the log, entries reflect only current conditions. Clearing the log is also useful when you have made major configuration changes.

Icons appear in the activity log to identify the type of message:



information

No action required.



warning

Indicates a failure of some kind that might require action. Generally, the MFP can still be used for other functions.



error

Indicates a problem that requires administrator intervention and possibly a call to an HP-authorized dealer.

Events recorded in activity log

- Each digital sending job (for all types of destinations)
- Success or failure of an activity
- Shutdown and restart
- Deletion of address book contents
- System errors

Information recorded about each event

- Severity of event (information, warning, error)
- User
- Description of event
- Date and time
- Supplementary details (such as list of destinations, size and number of pages, and format)

You can sort messages by the type of information (for example, by severity in order to list all error messages first). To do this, click the top of the column containing that information.

To view the activity log for HP DSS v. 4.0 and all MFP products

- 1 Start the HP MFP DSS Configuration Utility.
- 2 Click the **Log** tab.
- 3 Messages for HP DSS v. 4.0 and all MFP products appear. Select the **Entries** check box.

To view the activity log for an individual MFP

- 1 Start the HP MFP DSS Configuration Utility.
- 2 Click the **MFP Configuration** tab.
- 3 Highlight the MFP you want.
- 4 Click **Configure MFP...**
- 5 Click the **Log** tab.

Using the Windows event log

The event log, available through Microsoft's Event Viewer, lets you monitor events in the Windows operating system that are related to digital sending. The event log service starts automatically when you start the HP DSS server computer.

To reach the event log

- 1 From your computer, click **Start** and then point to **Settings**.
- 2 Click **Control Panel**, click **Administrative Tools**.
- 3 Click **Event Viewer**, then view the Application or system logs.

Using the HP Address Book Manager (ABM)

The ABM is a legacy application that is supported for HP DSS v. 4.0. It lets you configure the public e-mail and fax address books, and private address books for authenticated users stored on the DSS server.

See the HP Address Book Manager Help file for detailed information on using the ABM.

Note

ABM must be installed separately. Insert the HP DSS application CD, browse to the "ABM" folder and run "Setup.exe".

To reach the ABM

- 1 From your computer, click **Start** and then point to **Programs**. Point to **Hewlett-Packard**, point to the **Address Book Manager** program group, and then click **HP Address Book Manager**. The **HP Digital Sender Login** dialog box opens.
- 2 In the **Digital Sender name** or IP address field, type the DNS (Domain Name Server) name or IP (Internet Protocol) address of the HP DSS server.
- 3 In the **User Name** field, type **ADMINISTRATOR**.
- 4 In the **User password** field, type your password (if one is required) and then click **OK**. The main window for the ABM opens.

3 Troubleshooting

Introduction

This chapter is your guide to resolving problems that might occur while you are using HP DSS v. 4.0 or the HP MFP DSS Configuration Utility. The chapter is divided into the following sections:

- [“Sources for information about problems” on page 26](#)
- [“Common digital sending problems” on page 27](#)
- [“Windows viewer log messages” on page 31](#)
- [“Control panel messages” on page 33](#)
- [“HP MFP DSS Configuration Utility messages” on page 36](#)

Sources for information about problems

Sources for information about problems

Source	Description
MFP online Help system	MFPs feature an online Help system that provides instructions for resolving common problems. To gain access to Help, press ? on the control panel.
Activity log messages	The activity log is a record of digital sending events and is probably your best tool for troubleshooting. It contains information, warning, and error messages that can help you resolve problems. See the following: <ul style="list-style-type: none">● “Using the activity log” on page 22 for information about how to open and use the activity log● The Help file for the HP MFP DSS Configuration Utility for a list of messages and recommended actions
Event log messages	The event log is a record for HP DSS v. 4.0 running on the Windows server computer. See the following: <ul style="list-style-type: none">● “Using the Windows event log” on page 23 for information on how to open the event log● “Windows viewer log messages” on page 31 for a list of messages and recommended actions
Control panel messages	Messages appear on the MFP control panel to report digital sending problems. See the following: <ul style="list-style-type: none">● “Control panel messages” on page 33 for a list of messages and recommended actions
HP MFP DSS Configuration Utility messages	Messages appear in the HP MFP DSS Configuration Utility when problems occur. See the following: <ul style="list-style-type: none">● “HP MFP DSS Configuration Utility messages” on page 36 for a list of messages and recommended actions
Alert notifications	You can choose to receive e-mail alert notifications when digital sending problems occur. See “Using the General tab” on page 3

Common digital sending problems

Use the table below to solve common digital sending problems.

As a general rule for all problems, check the control panel, event log, and activity log for relevant messages. See the following for an explanation of messages:

- Control panel messages—[“Control panel messages” on page 33](#)
- Event log messages—[“Windows viewer log messages” on page 31](#)
- Activity log messages—HP MFP DSS Configuration Utility Help file

Common digital sending problems

Problem	Description and actions
Image quality is poor	<ul style="list-style-type: none">● If scanned pages are blank, or white, or have repeated patterns, make sure that a page is not already on the glass.● Make sure that the document you are trying to send is placed correctly in the automatic document feeder (ADF) or on the glass.● Make sure that the glass is clean. If the glass is dirty, clean it with a dry, soft cloth.● Increase the default resolution using the HP MFP DSS Configuration Utility.
MFP is sending jobs very slowly	<ul style="list-style-type: none">● You might have selected a setting that is making the document into a large file that is sending slowly (for example, Fine resolution or Color scan preference). To speed up the sending process, try choosing a different setting (for example, Standard resolution or Black and White scan preference).
HP DSS v. 4.0 is processing very slowly	<ul style="list-style-type: none">● Too many programs might be running on the computer. Try closing open programs that you are not using. Also, try restarting the computer.● Enough free space might not be available 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 the system's disk defragmenter. You might need to install a disk defragmenter tool on your Windows server computer. For more information, see the Windows documentation.
Following configuration of the MFP, digital sending does not appear to work	<ul style="list-style-type: none">● Turn the MFP off and then back on again.

Common digital sending problems (continued)

Problem	Description and actions
An e-mail transmission did not arrive at the destination e-mail address	<ul style="list-style-type: none"> ● If you typed the e-mail address at the control panel, resend the e-mail message, making sure you type the address correctly and that it is in the correct format (no spaces, required @ sign, required period). ● Resend the e-mail message, making sure you use the correct name format in the From: field. This ensures that the message is not rejected and that you receive a message back if the e-mail transmission fails. ● Make sure the e-mail server is running. To do this, click the Test button on the E-mail tab in the HP MFP DSS Configuration Utility. ● Verify that digital sending e-mail configuration is correct by sending a test e-mail message to yourself. ● Check the "returned mail" message (if one was received) for the reason the e-mail message was not delivered. ● Use the HP MFP DSS Configuration Utility to adjust the maximum file size setting in the Edit dialog in the SMTP gateway to a smaller size, if the attachment was too big to transmit, or raise the maximum e-mail message size that your e-mail server accepts (see the documentation for that server).
A fax transmission did not arrive at the destination fax machine	<ul style="list-style-type: none"> ● If you typed the fax number at the control panel, resend the document, making sure that you type the fax number correctly. ● The receiving fax machine might be turned off or experiencing an error condition (such as out of paper or toner). Contact the recipient. ● The system might be busy sending other faxes or waiting to redial other faxes. The system might also have reached its maximum limit of pending fax transmissions. Wait and try again. ● Check any fax notifications that might have been returned (for example, e-mail notifications in your e-mail inbox or printed transaction reports, if these reports are available with your fax service). ● Check the activity log in the HP MFP DSS Configuration Utility for information about the transmission. ● Check any log maintained by the fax service that you are using: <ul style="list-style-type: none"> • LAN fax service: LAN fax server activity log • Windows 2000/XP fax: Windows event log • Internet fax: log maintained by the Internet Service Provider (ISP) for your account ● For LAN fax only, make sure HP DSS v. 4.0 has network access to the work folder (common folder) set in the HP MFP DSS Configuration Utility. ● Check for a notification report at the MFP, if print notification was selected.
The From: address cannot be specified	<ul style="list-style-type: none"> ● Authentication has been enabled for the MFP. Disable authentication to allow entry in the From: field. ● Configure the e-mail send option so that a default sender is not used.

Common digital sending problems (continued)

Problem	Description and actions
Because of a network problem, a previously scanned document was not received	<p>Once the document has been completely scanned, its contents are held within the MFP until a successful connection to HP DSS v. 4.0 is made. Once communication is reestablished, processing is completed. If the MFP loses power, the document is retained on the hard disk. However, until HP DSS v. 4.0 is contacted, new digital sending jobs will not be accepted.</p> <ul style="list-style-type: none"> ● Try sending the job later. ● Make sure HP DSS v. 4.0 service is running. <p>Once the document leaves HP DSS v. 4.0, subsequent delivery errors are reported by the SMTP gateways. Transmission error e-mails occurring after the document has been sent to the SMTP server are sent to the address shown in the From: field of the original message. If you do not allow user-provided From: addresses, error messages are e-mailed to the e-mail address that you configure.</p> <ul style="list-style-type: none"> ● Check the return e-mail message for information about the problem. ● Make sure HP DSS v. 4.0 service is running.
An error, indicating that the job failed, is reported at the control panel	<p>If there is insufficient space to hold the scanned document on the MFP hard disk, the scanning operation is aborted. Disk space is consumed by private jobs, held jobs, and e-mail messages that have not yet been transmitted to HP DSS v. 4.0. Jobs waiting for transmission are stored on the disk.</p> <ul style="list-style-type: none"> ● Try sending the job later. ● Increase the amount of available disk space. Note: Deleting files on the MFP hard disk might cause unpredictable behavior, such as lost e-mail messages without sender notification.
The MFP loses power during digital sending	<p>Any job information stored on the hard disk is automatically deleted when the MFP is turned off.</p> <ul style="list-style-type: none"> ● Resend the document.
The user provided an invalid e-mail address in the From: field	<ul style="list-style-type: none"> ● If the e-mail is actually delivered, the recipient will be unable to reply to the message. If the e-mail bounces, an error message will not be delivered. Resend the message using a valid address in the From: field. ● Enable authentication.
One or more addresses in the To: field are invalid	<p>The SMTP validates e-mail addresses only if they reside on the local SMTP gateway. Otherwise, a gateway farther down the pipeline performs validation. HP DSS v. 4.0 generates error messages to the sender when it detects an "unknown user" error from SMTP. Other SMTP servers are responsible for generating error e-mail messages if addresses are later found to be invalid.</p> <ul style="list-style-type: none"> ● Enter a correct address.
HP DSS v. 4.0 generates an error while processing an e-mail	<p>HP DSS v. 4.0 generates an e-mail message to the sender, indicating that an unrecoverable error has occurred.</p> <ul style="list-style-type: none"> ● Resend the document.
HP DSS v. 4.0 loses contact with the SMTP server	<p>Before the scanning process begins, HP DSS v. 4.0 contacts the SMTP gateway to ensure it is available. If it is not available, the job does not proceed. If it subsequently loses contact, HP DSS v. 4.0 periodically retries the connection. After a fixed period of time, it places an error message in the activity log.</p> <ul style="list-style-type: none"> ● Make sure that the SMTP server is running. ● Verify that the network is working properly. ● Choose a different SMTP server.

Common digital sending problems (continued)

Problem	Description and actions
Job scans but does not print	<ul style="list-style-type: none">● Make sure that the remote printer is online.● Verify that the remote printer is not out of paper.● Make sure the remote printer is loaded with correct paper size/type.● Verify that the print driver is installed.● Make sure that the print driver was not renamed.● Make sure that there has not been a driver failure.
Job prints, but not as expected	<ul style="list-style-type: none">● The driver settings are incorrect.
Job does not arrive at FTP destination	<ul style="list-style-type: none">● Make sure that there is not a networking problem.● Verify that the credentials are correct.● Make sure that the remote directory exists.● Verify that the appropriate permissions to change the directory have been made.● Make sure that the appropriate permissions to write to the directory have been made.
Job does not arrive at folder destination	<ul style="list-style-type: none">● Make sure the folder directory exists.● Verify folder permissions for the user.● Verify the folder path if entered at control panel by authenticated user.

Windows viewer log messages

The following table lists and explains the Windows event log messages generated by HP DSS v. 4.0 running on the Windows server computer.

If the problem persists, contact an authorized HP dealer.

See [“Using the Windows event log” on page 23](#) for information about how to reach the event log.

Windows viewer log messages

Message	Description and actions
DSS v. 4.0 - Started with Warnings	HP DSS v. 4.0 was unable to start because of missing files or memory limitations. <ul style="list-style-type: none">● Restart HP DSS v. 4.0.
DSS v. 4.0 - Aborted	<ul style="list-style-type: none">● Restart the computer on which HP DSS v. 4.0 is installed.
DSS v. 4.0 - Internal Initialization Failed	<ul style="list-style-type: none">● Uninstall and reinstall HP DSS v. 4.0.● Add more memory to the computer.
DSS v. 4.0 - TCP/IP Initialization Failed	
DSS v. 4.0 - IMSP Server Initialization Failed	
DSS v. 4.0 - Email Server Initialization Failed	
DSS v. 4.0 - Log Server Initialization Failed	
DSS v. 4.0 - Downloader Initialization Failed	
DSS v. 4.0 - Job Manager Initialization Failed	
DSS v. 4.0 - JetSend Initialization Failed	
DSS v. 4.0 - Timer Initialization Failed	
DSS v. 4.0 - Error Server Initialization Failed	HP DSS v. 4.0 was unable to start because of missing files or memory limitations. <ul style="list-style-type: none">● Restart HP DSS v. 4.0.
DSS v. 4.0 - Pipe Server Initialization Failed	<ul style="list-style-type: none">● Restart the computer on which HP DSS v. 4.0 is installed.● Uninstall and reinstall HP DSS v. 4.0.● Add more memory to the computer.
DSS v. 4.0 - Unknown Error X; Internal (X; X,X) Mode X; Job ID X; Gravity X	
DSS v. 4.0 - Internal Error IMSP Server;0	Failure initializing address books. <ul style="list-style-type: none">● Restart HP DSS v. 4.0.● Reset address books.

Windows viewer log messages (continued)

Message	Description and actions
DSS v. 4.0 - Internal Error IMSP Server,50 through IMSP Server,56	Failure initializing address books. <ul style="list-style-type: none">● Restart HP DSS v. 4.0.
DSS v. 4.0 - Internal Error IMSP Server,57	Internal error in managing address books. <ul style="list-style-type: none">● Restart HP DSS v. 4.0.
DSS v. 4.0 - Internal Error IMSP Server,58 through IMSP Server,59	Unrecoverable problem with address books. <ul style="list-style-type: none">● Contact an authorized HP dealer.
DSS v. 4.0 - Internal Error IMSP Server,60	Address book contents lost. <ul style="list-style-type: none">● Restart HP DSS v. 4.0.● Re-import the addresses into the address books.
DSS v. 4.0 - Internal Error IMSP Server,100 through IMSP Server,206	Failure loading address books. <ul style="list-style-type: none">● Restart HP DSS v. 4.0.
DSS v. 4.0 - Internal Error IMSP Server,300 through IMSP Server,304	The network link to the address book is missing. This indicates a possible problem with the network connection. <ul style="list-style-type: none">● Make sure all cabling is securely connected.● Restart HP DSS v. 4.0.
DSS v. 4.0 - Internal Error IMSP Server,400 through IMSP Server,403	A problem exists in the address book hard drive (computer), or another internal problem exists. <ul style="list-style-type: none">● Restart HP DSS v. 4.0.
DSS v. 4.0 - Address Book Error	An internal problem gaining access to address books has occurred. <ul style="list-style-type: none">● Restart HP DSS v. 4.0.

Control panel messages

The following table lists and explains the messages that appear on the MFP control panel for digital sending.

If the problem persists, contact an authorized HP dealer.

Control panel messages

Message	Description and actions
No Send Options are currently available.	<p>There are no licensed Digital Sending services available, and the MFP is not configured for embedded e-mail or fax.</p> <ul style="list-style-type: none">● Use the HP MFP DSS Configuration Utility to enable one or more send options.● Restart the HP DSS v. 4.0.● Use the HP MFP DSS Configuration Utility to verify that the license for the MFP was entered correctly.● Use the HP MFP DSS Configuration Utility to configure embedded e-mail.
E-mail Gateway is not configured. Contact administrator.	<p>The user attempted to select e-mail as a send option, but no IP address for an SMTP gateway has been configured.</p> <ul style="list-style-type: none">● Use the HP MFP DSS Configuration Utility to configure the e-mail gateway.
E-mail Gateway is not responding. Contact administrator.	<p>An e-mail gateway is configured, but is not responding.</p> <ul style="list-style-type: none">● Verify the SMTP server is running.● Choose another SMTP server.● Verify the SMTP server and the MFP are on the network.● Try sending the job later.
Error executing Digital Send job. Job failed.	<p>An error occurred while the product was sending a Digital Send job that caused the transmission of the job to fail.</p> <ul style="list-style-type: none">● Check the activity log in the HP MFP DSS Configuration Utility for more details on the error.● Try sending the job again.● Turn the MFP off and then on again.● Restart HP DSS v. 4.0.● Restart the computer on which HP DSS v. 4.0 is installed.
Address book is full. To add an address, you must first delete an address.	<ul style="list-style-type: none">● Delete unneeded addresses from the address book so that you can add more addresses.
Too many addresses were found to display. Please refine your search.	<p>When the user initiated an address book search, the number of addresses in the address book that matched the search criteria was more than the MFP could display on the control panel.</p> <ul style="list-style-type: none">● Refine the search by typing more characters before initiating the search.
E-mail Gateway did not respond. Job failed.	<p>In the midst of sending the job, the e-mail gateway stopped responding and the MFP was unable to finish sending the job.</p> <ul style="list-style-type: none">● Verify the SMTP server is running.● Choose another SMTP server.● Verify the SMTP server and the MFP are on the network.● Try sending the job later.

Control panel messages (continued)

Message	Description and actions
E-mail Gateway rejected the job because of the addressing information. Job failed.	<ul style="list-style-type: none">● Correct the e-mail address and send the job again.
E-mail Gateway did not accept the job because the attachment was too large.	<ul style="list-style-type: none">● Increase the attachment size allowed by the e-mail gateway (see the documentation for your e-mail package).● Check the “returned mail” message (if one was received) for the reason the e-mail message was not delivered. Use the HP MFP DSS Configuration Utility to adjust the maximum file size setting in the Edit dialog in the SMTP gateway to a smaller size, if the attachment was too big to transmit, or raise the maximum e-mail message size that your e-mail server accepts (see the documentation for that server).
LDAP Server is not responding. Contact administrator.	<ul style="list-style-type: none">● Verify the LDAP server is running.● Choose another LDAP server.● Verify the LDAP server and the MFP are on the network.● Try sending the job later.
Network connection required for Digital Sending. Contact administrator.	<p>The MFP was unable to communicate over the network.</p> <ul style="list-style-type: none">● Verify the MFP is on the network.● Verify the status of the network.
Unable to send Fax. Please check fax configuration.	<p>The fax accessory must be configured before faxing can take place.</p> <ul style="list-style-type: none">● Configure the fax accessory through the CONFIGURE DEVICE menu. See the fax accessory documentation for specifics. Then, send the job again.
Login failed. Please try again.	<p>The information the user entered for authentication resulted in a failure to login, that is, the user name or password was invalid.</p> <ul style="list-style-type: none">● Try the action again, making sure that the user name and password are entered correctly. <p>NOTE: The user name and password are case-sensitive.</p>

Control panel messages (continued)

Message	Description and actions
Authentication failed: Error Code xxxx	<p>Authentication failed for a reason other than the user-entered information was incorrect. The following error codes might appear:</p> <ul style="list-style-type: none">● 201: Unexpected failure. Something unexplained occurred.● 202: Authentication not available. The service is too busy to accept the request.● 203: Authentication not supported.● 204: Encryption not supported.● 205: Invalid parameter.● 206: Invalid LDAP logon method; logon method not supported by the LDAP server.● 207: Unexpected LDAP failure. Either the LDAP server or the connection is bad.● 208: LDAP server not available; it is either not a server or not running LDAP.● 209: LDAP server is too busy.● 210: Invalid LDAP user name. User does not have access to the LDAP server.● 211: Invalid LDAP user password.● 212: Invalid LDAP user credentials.● 213: Invalid LDAP user domain.● 214: Invalid LDAP privileges; user does not have proper permission to access the LDAP database.● 215: Invalid LDAP user record; user does not have an entry in the LDAP database.● 216: Invalid LDAP container; invalid search root.● 217: Invalid LDAP name attribute.● 218: Invalid LDAP e-mail name attribute.● 219: Invalid fax attribute.● 220: Invalid LDAP display name attribute.● 221: No e-mail address at the specified attribute.● 222: Tested user does not have an account on the domain.● 223: Tested user's password is not valid.● 224: Tested user's credentials are not valid.● 225: Tested user's domain is invalid.● 226: Test account exists but is not accessible.● 227: The server did not contain the necessary information to locate the user's home mail server.
The Digital Sending Service at 15.xx.yy.zz does not service this MFP. Contact administrator	<p>The license for the MFP was removed from the Digital Sending service at IP address 15.xx.yy.zz, but the service was unable to communicate with the MFP at the time. Therefore, the MFP was not notified that it was no longer licensed. When this error occurs, the MFP will be updated to indicate that it is not licensed by a Digital Sending Service, so the message will only appear once.</p> <ul style="list-style-type: none">● Re-license the MFP.
Digital Send Communication Error.	<p>The MFP was unable to connect to HP DSS v. 4.0.</p> <ul style="list-style-type: none">● Verify HP DSS v. 4.0e is running.● Verify HP DSS v. 4.0 and the MFP are on the network.● Turn the MFP off and back on.● Restart HP DSS v. 4.0.● Restart the computer on which HP DSS v. 4.0 is installed.

HP MFP DSS Configuration Utility messages

The following table lists and explains messages that might appear on the screen while you are using the HP MFP DSS Configuration Utility.

If the problem persists, contact an authorized HP dealer.

HP MFP DSS Configuration Utility messages

Message	Description and actions
<computer network name> is not responding or is not a valid SMTP gateway server.	The named computer is either not currently running, not available through the network, or not running as an SMTP gateway. <ul style="list-style-type: none">● Make sure the computer is turned on, available through the network, and running as an SMTP gateway.
Access violation Read access is denied.	The HP MFP DSS Configuration Utility could not read from the specified folder on the specified file server. <ul style="list-style-type: none">● Make sure the folder exists.● Make sure you have read permission for the folder.
Access violation Unable to log off from the file server.	The HP MFP DSS Configuration Utility could not logoff from the specified file server. <ul style="list-style-type: none">● Try testing the file server again to make sure that it is still running and available through the network.
Access violation Unable to log on to the file server.	The HP MFP DSS Configuration Utility could not logon to the specified file server. <ul style="list-style-type: none">● Make sure you entered valid logon credentials to gain access to the file server.● Make sure the file server is running (if not the local computer).● Make sure the file server is available through the network (if not the local computer).
Access violation Write access is denied.	The HP MFP DSS Configuration Utility could not write to the specified folder on the specified file server. <ul style="list-style-type: none">● Make sure the folder exists.● Make sure you have write permission for the folder.
The account for user <user name> is currently inaccessible.	The named user does not currently have logon privileges—either because the account is locked or the user password has expired. <ul style="list-style-type: none">● Unlock the user account.● Update the user password.
The domain <domain name> is unknown.	The named domain is not recognized as valid. <ul style="list-style-type: none">● Make sure the named domain is correct.● Make sure your computer can gain access to the named domain.
The HP Configuration Utility is already being run on <computer network name>.	The HP MFP DSS Configuration Utility is already running remotely on the named computer. More than one instance of the HP MFP DSS Configuration Utility cannot run at the same time. This eliminates the possibility of configuration conflicts. <ul style="list-style-type: none">● Wait until the HP MFP DSS Configuration Utility that is running remotely is closed.
The LDAP server is currently too busy to handle your request.	The LDAP server ended the connection with the HP MFP DSS Configuration Utility because resources were insufficient. <ul style="list-style-type: none">● Test the LDAP settings again later.
The LDAP server or the connection has failed.	The HP MFP DSS Configuration Utility lost its connection with the LDAP server. <ul style="list-style-type: none">● Make sure the LDAP server is working properly.● Test the LDAP settings again later.

HP MFP DSS Configuration Utility messages (continued)

Message	Description and actions
The license <license number> is for a previous version of this product and is not supported in the current version.	You entered a license number that enables the send to e-mail feature. However, that feature is now free in your version of the product. <ul style="list-style-type: none">● Do not enter this license number.
The specified LDAP server is invalid or is not running LDAP.	An LDAP connection could not be established with the specified server. <ul style="list-style-type: none">● Make sure the specified server is functioning and that it is running the LDAP server.● Make sure the correct TCP/IP port is specified in Advanced Settings.● Make sure the specified server is available through the network.
Unable to start DSS v. 4.0 service. You may need to reinstall the software.	HP DSS v. 4.0 must be running before you can start the HP MFP DSS Configuration Utility. However, an attempt to start HP DSS v. 4.0 was unsuccessful. <ul style="list-style-type: none">● Manually start HP DSS v. 4.0 service by means of the Windows Control Panel.● Restart the computer on which HP DSS v. 4.0 is installed.● Uninstall and reinstall HP DSS v. 4.0.
Unexpected failure.	An unspecified error occurred while the connection with the LDAP server was being tested. <ul style="list-style-type: none">● Make sure the LDAP settings are correct.● Restart HP DSS v. 4.0.● Restart the computer on which HP DSS v. 4.0 is installed.
User has no e-mail address in the LDAP database.	The user record that was located did not contain an e-mail address. <ul style="list-style-type: none">● Make sure that the Obtain e-mail address from setting is correct.● Make sure that the user's LDAP record contains an e-mail address.
User not found in the LDAP database.	No user record matched the search criteria that was entered. <ul style="list-style-type: none">● Make sure the user has a record in the LDAP database.● Make sure the Find addresses in address book using setting is correct.● Make sure the Search Root information is correct.● Make sure the logon credentials are correct.

Distributed Session Management Protocol (DSMP) error codes

DSMP error codes

Error	Description and actions
1-100	These are DSMP protocol errors indicating network communication problems. <ul style="list-style-type: none">● Verify network connectivity.● Contact an authorized HP dealer.

4 Customer support and warranty information

HP customer care service and support

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Hewlett-Packard limited warranty statement

HP PRODUCT

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HP MFP DIGITAL SENDING SOFTWARE v. 4.0 90 days

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