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# HP Network ScanJet 5 Scanner Technical Solutions Support Guide

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# HP Network ScanJet 5 Scanner

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## Technical Support Solutions Guide

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operate the equipment.

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# About This Guide

## Purpose

This guide is designed as a reference for people who provide post-sale technical support for HP Network ScanJet 5 scanners. This guide provides answers to frequently asked questions.

Use this guide with other product documentation, such as:

- *Administrator's Guide* and *User's Guide*.
- The product notes available from HP FIRST, the HP facsimile information retrieval system. (To retrieve HP FIRST information via your fax machine, call the appropriate number listed in chapter 6, "Service and Support").

This guide uses the standard format for an HP Technical Support Solutions Guide (TSSG). TSSG documents contain information about the product and its installation, operation, problem resolution, and service and support.



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# Product Information

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## Product Positioning

The HP Network ScanJet 5 scanner is a network scanner that captures paper-based information in electronic form for distributing, sharing, and filing within a workgroup. It is a high-speed, 300-dpi scanner that attaches directly to Novell NetWare, Microsoft® Windows® NT, and IBM LAN Server networks. It includes an automatic document feeder that feeds paper at 15 pages per minute (ppm), and desktop software, including optical character recognition (OCR). The desktop software can be installed on an unlimited number of workstations, and it is licensed for use by 25 concurrent users.

The HP Network ScanJet 5 scanner users are workgroups in small-to-medium-sized networks (5-25 seats) in information-intensive departments of medium to large companies. Users are the corporate sharer and corporate communicator.

The HP Network ScanJet 5 scanner takes advantage of the networked office to provide better productivity for the workgroup. It is accessible and easy to use by all of its members. The HP Network ScanJet 5 scanner is the most cost-efficient method for a networked workgroup to convert hardcopy information into an electronic format and add it to e-mail or groupware applications. The benefits for the workgroup are increased productivity and efficiency.

Network scanning (or “scan-to-share”) is entirely different from traditional scanning. A networked scanner’s primary purpose is to improve communication in a workgroup environment through electronic distribution and sharing of documents. Network scanners also facilitate the management of information. Traditional scanners are used primarily for desktop publishing and graphics.

## Product Description

The HP Network ScanJet 5 scanner enables users to “pick up” information printed on paper and turn it into an electronic format to attach to e-mail messages for further distribution, plug into groupware databases, edit text to improve or create new documents, and send out using a LAN (local area network) fax solution.

Anyone can use the public destination list displayed at the scanner control panel to send scanned documents to any destination on the list. The network administrator creates and maintains this public destination list. The list can include combinations of users, user groups, and fax numbers.

In most instances, users walk to their scanning station, select their name, scan the document, return to their computer, and see the scanned document as a “thumbnail” on a desktop to be dragged and dropped on an application icon for further processing. The scanner software is commonly used in conjunction with groupware, e-mail, OCR, store and retrieve, and workflow applications.

The scanner provides users with a direct and seamless connection to their network, eliminating the need for a dedicated personal computer. The scanner uses Simple Network Management Protocol (SNMP) and Management Information Base (MIB), which ensure network manageability.

## Network Scanner Benefits

The HP Network ScanJet 5 scanner includes the following benefits:

- **Flexible location**—the scanner can be placed anywhere on a network and eliminates the need to attach the scanner directly to a server or personal computer, enabling it to be placed closer to the network users.
- **Performance**—scanner performance is improved by fast paper handling through the Automatic Document Feeder (ADF), and network performance is protected by data compression techniques.
- **Easy-to-use software**—the scanner comes with three easy-to-use software packages: HP JetAdmin software, for configuring the device and other system administrator activities; HP Network ScanJet 5 Utility, for determining and adjusting user settings; and PaperPort™ software for HP by Visioneer for manipulating scanned documents and items.
- **Network management**—the network scanner interface allows remote monitoring; the scanner appears as an intelligent node on the network and is accessible through various diagnostic utilities.

Workgroup scanning uses a network to connect its members to a single scanner, much like users are connected to a network printer. Data flows from the scanner to the network file server, and then to your computer.

# Product Features

## Performance

- 15 ppm at 1 bit/pixel
- Duty cycle of 500 scans/day (or 10,000 per 20-day month)
- Grayscale definition: 1, 4, and 8 bits/pixel
- 300-dpi optical resolution, up to 1200-dpi interpolated
- Comes with embedded optical character recognition (OCR) software
- Supports image scanning, e-mail, LAN fax, and groupware software
- Uses G4 and Packbits compression to reduce disk space requirements

## Paper Handling

- Supports multiple paper sizes
  - Letter (215.9 x 279.4 mm, 8.5 x 11 in)
  - A4 (210 x 297 mm, 8.2 x 11.6 in)
  - Legal (215.9 x 355.6 mm, 8.5 x 14 in)
- Holds up to 50 pages in the Automatic Document Feeder (ADF)
- Scans text, graphics, and photos

## Software

- **User software**
  - HP Network ScanJet 5 Utility allows users to define destinations and user scanner settings.
  - PaperPort software can be installed by users to receive, view, and manipulate documents scanned with the HP Network ScanJet 5 scanner.
- **Administrator software**
  - HP JetAdmin software allows network administrators to quickly configure scanners and their associated user pools, print queues, faxes, and distribution lists.
- **Recipient software**
  - PaperPort Viewer software allows recipients of scanned documents, who don't have PaperPort software, to view the documents.

## Interface Support

- Ethernet (also supports 10Base-T and 10Base-2/BNC)
- Token Ring (RJ-45 and DB9 connectors)
- 100Base-VG (also supports 10Base-T Ethernet)
- 100Base-TX (also supports 10Base-T Ethernet)

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## Ordering Information

This section provides ordering information for the HP Network ScanJet 5 scanner. Availability and technical information are subject to change without notice. Contact HP's North American Distribution Organization (NADO), European Distribution Operation (EDO), or an HP sales representative to order items.

### Scanner Product Numbers

The HP Network ScanJet 5 scanner comes in four versions:

- C1307A: Ethernet (also supports 10Base-T and 10Base-2/BNC)
- C1308A: Token Ring (RJ-45 and DB9 connectors)
- C1309A: 100Base-VG (also supports 10Base-T Ethernet)
- C1310A: 100Base-TX (also supports 10Base-T Ethernet)

### Replacement Parts, Accessories, and Documentation

Order replacement parts by contacting your sales representative or the Hewlett-Packard dealer where you bought the scanner. In the U.S., you can order the parts below directly from HP at (800) 538-8787.

Item	Part Number*
English Administrator's and User's Guides	C1306-99000
French Administrator's and User's Guides	C1306-99001
German Administrator's and User's Guides	C1306-99002
Italian Administrator's and User's Guides	C1306-99003
Spanish Administrator's and User's Guide	C1306-99004
Replacement CD-ROM (full set, all languages)	C1306-13600
English Replacement 3.5-inch disks (full set)	C1306-60100
English Replacement 3.5-inch disks (does not include OmniPage Limited Edition)	C1306-60106
French Replacement 3.5-inch disks (full set)	C1306-60101
German Replacement 3.5-inch disks (full set)	C1306-60102
Italian Replacement 3.5-inch disks (full set)	C1306-60103
Spanish Replacement 3.5-inch disks (full set)	C1306-60104
Delivery guide	FB3-0308-000CN
Lower rollers	FF3-4710-000CN

\*Software and manual part numbers are U.S. and Canada only. Contact your HP dealer for part numbers outside the U.S. and Canada.

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## Unit Exchange Program

HP's Unit Exchange Program allows customers to exchange faulty scanners (as diagnosed by an HP Customer Support Center) for refurbished units.

The support center will be required to determine the problem. In this, they will be aided by information from:

- **Physical inspection**—cracked glass, power indicators, switch-on test
- **Control panel**—error codes that appear on the control panel (if it is still working)
- *Technical Support Solutions Guide* (this document)

Check the electronic services listed in chapter 6, "Service and Support," or the HP Support Assistant CD-ROM for the latest information on supporting the HP Network ScanJet 5 scanner.

## Exchange Assembly Part Numbers

Product exchanges are made on complete assemblies. The part numbers for the exchange assemblies are the same as for new units.

- C1307A: Ethernet (also supports 10Base-T and 10Base-2/BNC)
- C1308A: Token Ring (RJ-45 and DB9 connectors)
- C1309A: 100Base-VG (also supports 10Base-T Ethernet)
- C1310A: 100Base-TX (also supports 10Base-T Ethernet)

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## Scanner Specifications

Feature	Specification
Scanner Type	Flatbed
Maximum Document Size	215.9 x 297 mm (8.5 x 11 in)
Scanning Element	Charged-coupled device
Light Source	Xenon lamp
Interface	LAN: Ethernet or Token Ring
Optical Resolution	300 dpi
Scanning Speed (text mode)	15 pages per minute
Image Processing Options	Text, Photo, or Text & Photo
AC Line Voltage	100 to 240 Vac, 50 to 60 Hz
Power Consumption	70 W maximum
Weight	About 15.2 kg (33.5 lbs)
ADF Capacity	50-page maximum
Duty Cycle	500 scans/day (or 10,000 pages per 20-day month)

## Environmental Ranges

Temperature	
Operating	10 to 40° C (50 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)

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# Network Architecture

## Network Components

A typical workgroup on a LAN has some personal computer client stations, a file server, a network printer, and the HP Network ScanJet 5 scanner. The HP Network ScanJet 5 scanner acts as a normal client. The scanning process begins from the network scanner's front panel. The user selects the network destination, presses the **Go** button, and the pages are scanned. The scanned images are compressed and then transferred to the network server, where they are stored temporarily on a shared disk workarea directory. See chapter 4 for more information about the network architecture, including directory structures.

Scanned items are stored in the workarea until a user connects to the network. Each client personal computer (PC) can be configured to automatically search for, import, and display all new scanned documents.

Data transfer on the network is transparent to the user. Data is transferred from the server to the personal computer client using the standard MS-DOS® driver I/O to access network disks. Each new document is completely transferred and decompressed before it is displayed on the client PC.

## Software Components

The HP Network ScanJet 5 scanner has the following main software modules (the first four listed are visible to the user):

- **HP JetAdmin software**—system administrator software that displays the most important information related to all connected and working network scanners.
- **HP Network ScanJet 5 Utility**—a Windows program that enables end users to customize their scanning profiles and create private destination lists.
- **PaperPort software**—the desktop software program (Windows-executable). PAPERPORT.DRV is the virtual device driver.
- **Caere OmniPage Limited Edition (OPLE)**—an OCR package installed together with the PaperPort software.
- **SSNet (DLL)**—a Windows .DLL interface between the HP Network ScanJet 5 scanner and the network.

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# System Requirements

## User Systems

- A personal computer, 386 or above (486 recommended)
- Microsoft Windows 3.1, Windows 3.11, Windows for Workgroups 3.11, Windows 95, or Windows NT 3.51 (and above)
- 4 megabytes (MB) or more of internal memory (RAM); 8 MB to use the OCR software included with the network scanner
- 15 MB of free hard disk space if running software from a standalone installation; 3 MB of free hard disk space for a shared network installation
- VGA or SVGA monitor (recommended settings for your monitor: 256 or more colors, and 640 x 480 resolution)
- 3 MB of free temporary memory for decompressing files and file comparisons

## Network Server

- NetWare: 3.1x with IPX, 4.x NDS with IPX
- Windows: NT 3.51, 4.0
- IBM LAN Server: 3.0, 4.0 with TCP/IP
- Disk space for standalone client software: 16-bit only, 12 MB; 32-bit only, 13.5 MB; both, 20.2 MB
- Disk space for shared client software: 16-bit only, 22 MB; 32-bit only, 25.3 MB; both, 42 MB
- 15.5 MB of available disk space for installation to allow users to run the user software from a shared directory
- At least 10 MB for temporary storage of user documents (50 MB recommended)
- At least one network user with supervisor capability for NetWare 4.x
- For network LAN fax support: Castelle or Biscom services

## Supported Environments

The HP Network ScanJet 5 scanner behaves on the network as any other client personal computer. The scanner connects to the file server, where it has been configured as any client. The scanner comes with administrative software and end-user software.

The **end-user software** operates in the following environments:

Network Operating Systems	Clients		
	Windows 3.1x and WfW 3.11	Windows 95	Windows NT 3.5x and 4.0
Novell NetWare 3.1x	NIOS	NIOS MSNW MSNDS	Novell Client for NT (3.5x only)
Novell NetWare 4.x	NIOS	NIOS	Novell Client for NT (3.5x only)
Microsoft Windows NT 3.51 and 4.0	MSNet	MSNet	MSNet
IBM LAN Server 3.0	MSNet	MSNet	Not supported
IBM LAN Server 4.0	MSNet	MSNet	Not supported

### Legend

WfW	Windows for Workgroups
NIOS	Novell Network Input/Output System (Netware 32 client shell)
MSNW	Microsoft Windows 95 Client for NetWare
MSNDS	Microsoft Service for NetWare Directory Services
MSNet	Microsoft network client shell

The **administrative software** operates in the following environments:

Network Operating Systems	Windows 3.1x and WfW 3.11	Clients	Windows NT 3.5x and 4.0
		Windows 95	
Novell NetWare 3.1x	Not supported	NIOS MSNW MSNDS	Novell Client for NT (3.5x only)
Novell NetWare 4.x	Not supported	NIOS	Novell Client for NT (3.5x only)
Microsoft Windows NT 3.51 and 4.0	Not supported	Not supported	MSNet
IBM LAN Server 3.0	Not supported	MSNet	Not supported
IBM LAN Server 4.0	Not supported	MSNet	Not supported

**Legend**

WfW	Windows for Workgroups
NIOS	Novell Network Input/Output System (NetWare 32 client shell)
MSNW	Microsoft Windows 95 Client for NetWare
MSNDS	Microsoft Service for NetWare Directory Services
MSNet	Microsoft network client shell

## Nonsupported Environments

The HP Network ScanJet 5 scanner is not supported in the following environments:

- Non-DOS client operating systems (Macintosh, UNIX)
- Windows 3.1x standard mode
- Windows emulations from other operating systems that are not certified
- NetWare for UNIX

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## Supported Links

With the PaperPort software, users can send scanned items to other applications using icons on the Link Bar. The PaperPort software automatically displays the link icons for supported applications that are installed on your computer. Users can drag-and-drop thumbnails onto a link icon to launch that application.

### How Links Work

At startup, the PaperPort software launches library files to identify supported applications. These library files (.GLK files) are similar to standard .DLL files and are located in the PaperPort software directory. If a .GLK file returns “application found,” the PaperPort software displays the icon for that application.

Each .GLK file can support one or more applications and contains all the calls necessary to load and operate the supported link. There are also generic .GLK files for fax or text applications; therefore, various word processing applications can use a common .GLK file.

Icons for applications that are not automatically supported by the PaperPort software can be displayed if they have their own .GLK file. These applications can also install the .GLK file in their own directory, as long as the proper entry is created in the MAXLIN.INI file under the Windows directory.

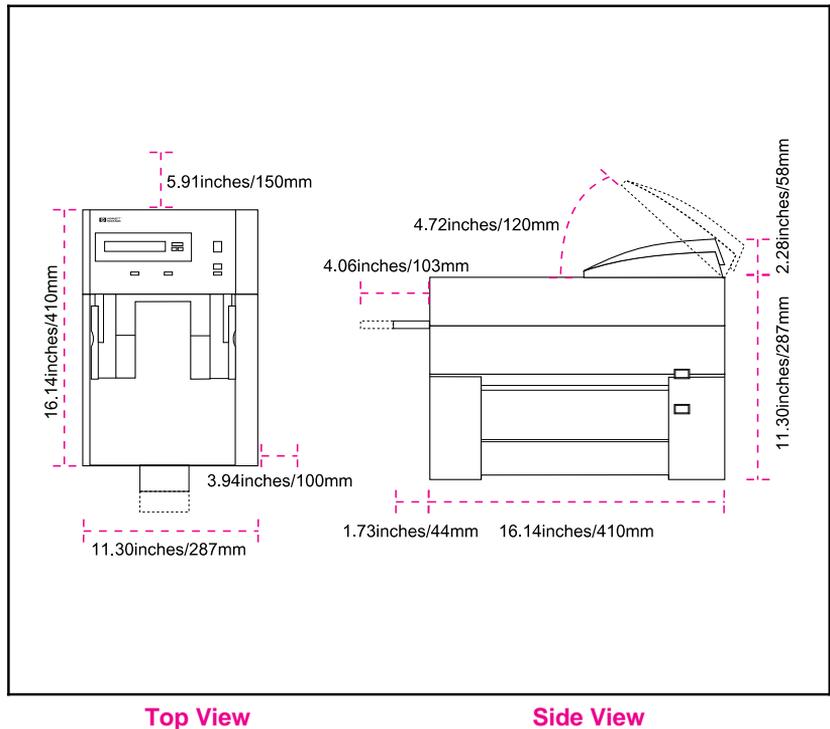
For more information on using the PaperPort software links, see chapter 3. A list of supported applications and links can be found on the World Wide Web at <http://www.visioneer.com>.



# Installation and Configuration

## Location Requirements

Figure 2-1



- Space allowance around scanner as shown
- Room temperature: 10° to 40° C (50° to 104° F)
- Relative humidity: 10% to 80%
- Stable environment with no abrupt temperature or humidity changes
- A sturdy, level surface for placement
- No exposure to chemicals or direct sunlight
- A well-ventilated room
- Location free of constant vibrations

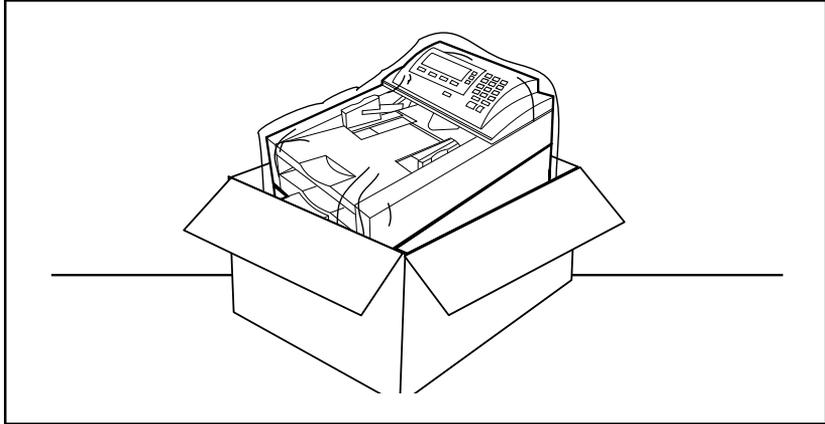
---

# Installation Procedures

## Step 1. Unpack the Scanner

- 1 Lift the scanner out and remove all shipping bags.

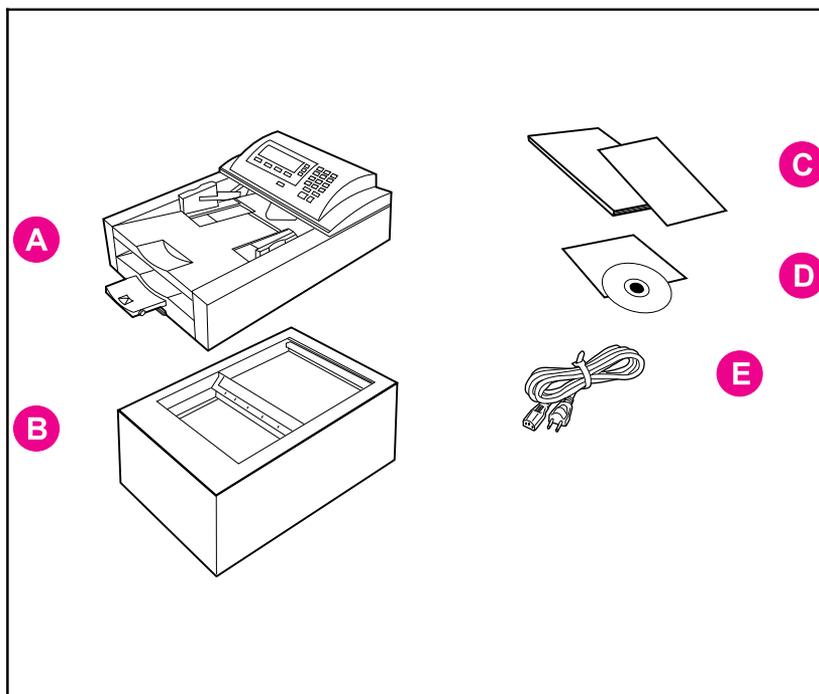
Figure 2-2



- 2 Remove all tape from the Automatic Document Feeder (ADF).
- 3 Save the carton and all packaging material for repackaging.

## Step 2. Check the Package Contents

Figure 2-3

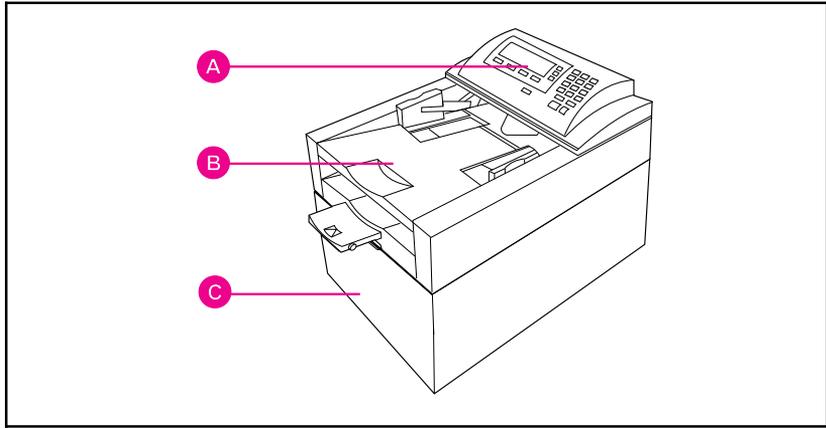


- A Automatic Document Feeder
- B Scanner
- C Documentation
- D Compact Disc
- E Scanner Power Cord

## Step 3. Identify the Scanner Parts

The following illustrations give the location and names of key scanner parts.

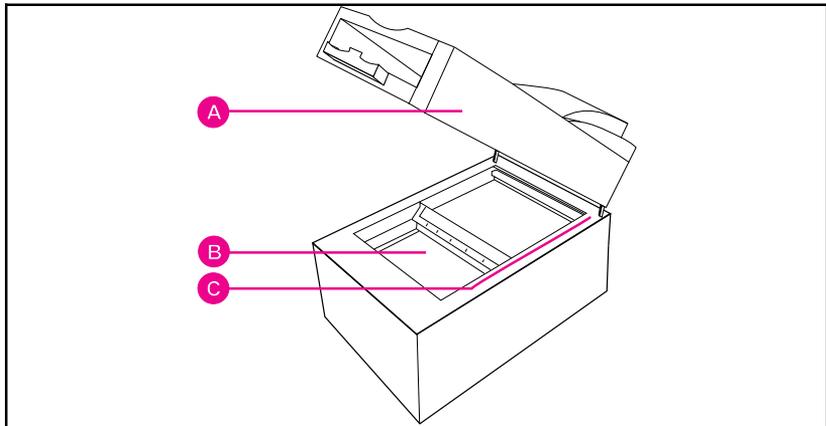
Figure 2-4



HP Network ScanJet 5 scanner, Front View

- A Control Panel
- B Automatic Document Feeder (ADF)
- C Scanner Unit

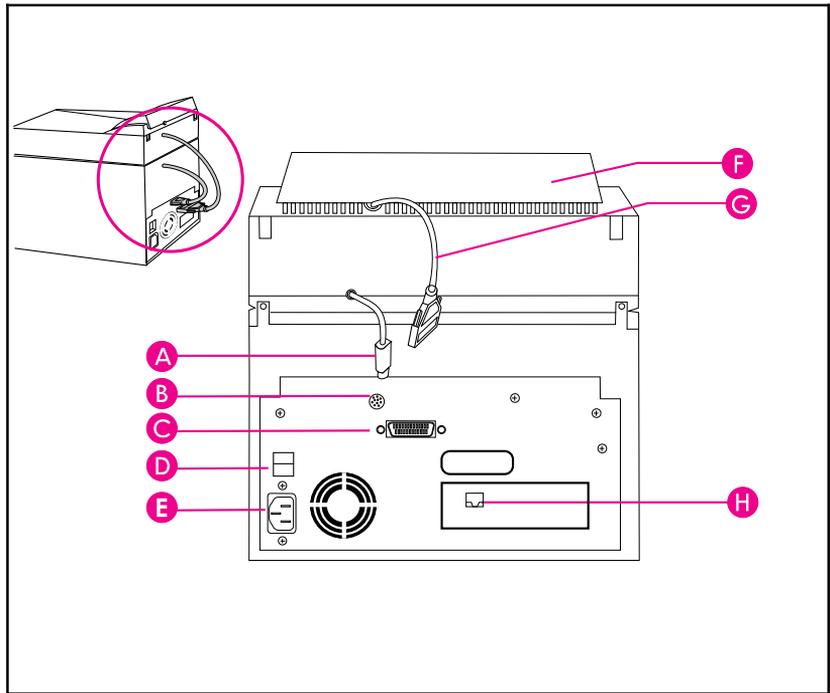
Figure 2-5



HP Network ScanJet 5 scanner, Front View with Cover Lifted

- A ADF
- B Scanner Glass
- C Document Setmark

Figure 2-6



HP Network ScanJet 5 scanner, Rear View

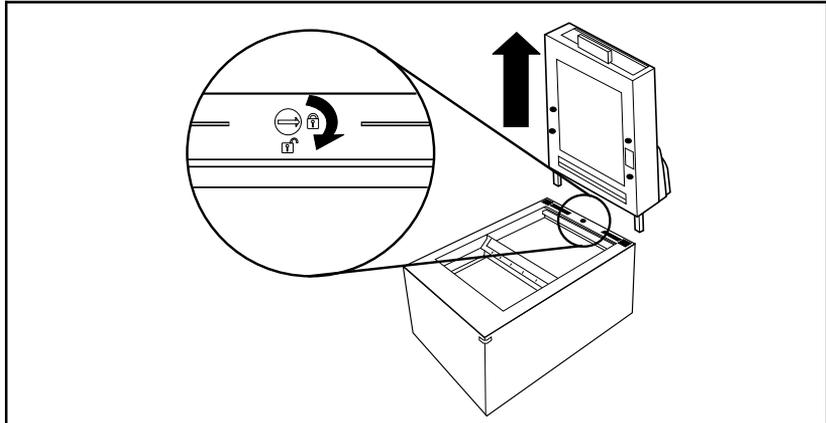
- A ADF Connector Cable
- B ADF Connector Socket
- C Control Panel Connector Socket
- D Scanner Power Switch
- E Scanner Power Connector Socket
- F Control Panel
- G Control Panel Connector Cable
- H LAN Connector

## Step 4. Unlock and Lock the Scanner

A locking mechanism secures and protects the internal mirror assembly during shipment. It must be unlocked before you can use the scanner.

- 1 Lift the ADF clear of the scanner and place it on a clean stable surface.
- 2 Unlock the scanner by rotating the locking screw 90 degrees clockwise.

Figure 2-7

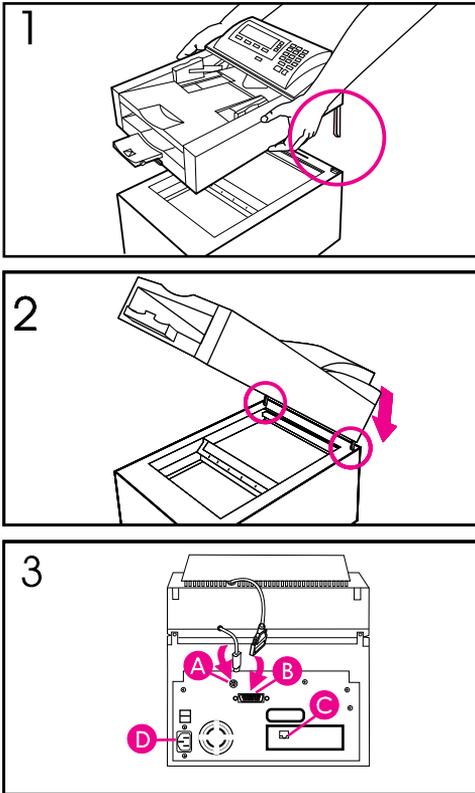


### Locking the scanner

#### Caution

Relock the scanner whenever you move it to prevent damage.

- 1 Return the light bar to the home position:
  - Turn the scanner on.
  - Wait until the lamp in the light bar is off.
  - Turn the scanner off.
- 2 Disconnect the cables on the back of the scanner.
- 3 Remove the automatic document feeder.
- 4 Locate the locking screw.
- 5 Lock the scanner by rotating the locking screw 90 degrees counter-clockwise.



## Step 5. Install the ADF

- 1 Hold the automatic document feeder (ADF) with the mounting posts above the corresponding holes on the back end of the scanner.
- 2 Lower the ADF until the mounting posts are inserted all the way into the holes and the ADF is in contact with the scanner.

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### Note

Ensure that all cables are out of the way for proper installation.

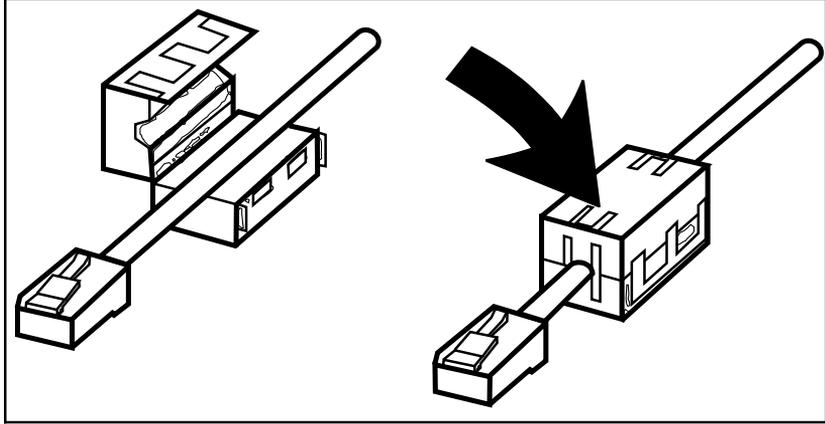
---

- 3 Connect the scanner cable (A), the control panel cable (B), the network cable (C), and the power cable (D). Plug the power cable into an electrical outlet.

## Step 6. Install the Anti-EMI Collar

- 1 If using an unshielded network cable (Token Ring or 10BaseT 10-megabit option), clamp the collar around the cable to avoid EMI (electromagnetic interference).

Figure 2-8



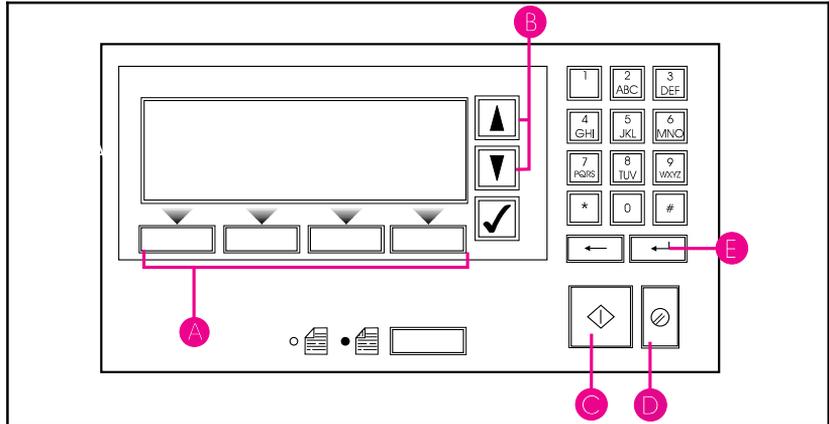
- 2 Place the collar as close as possible to the scanner end of the cable.

## Step 7. Configure the Control Panel

The HP Network ScanJet 5 scanner can be configured to display another language, to change the default paper size for the Automatic Document Feeder, and to change the Token Ring speed and the frame type.

Figure 2-9 shows the control panel keys, with a description of how they work within the configuration menu below.

Figure 2-9



- A Softkeys**—The functions change depending on which screen you are viewing. Use **Enter**, **Change**, and **Save** softkeys to set up configuration parameters.
- B Scroll keys**—Press to move through the list of configuration parameters.
- C Go** key—Press during the first 5 seconds of scanner startup to enter the configuration menu (while the Self Test Initializing message is displayed).
- D Abort** key—Ignores changes and returns scanner to normal use.
- E Enter** key—Saves changes and exits to normal use.

## To enter the configuration menus

---

### Note

Before configuring the scanner on the server, use the HP JetAdmin software to configure the control panel following the steps below. The configuration menu appears automatically the first time you turn the scanner on.

If the scanner has been moved to a different location on the network, it will have to be reconfigured at the control panel.

---

- 1 Turn the scanner off, then on.
- 2 Press the **Go** key during the first minute of scanner startup (while the Self Test Initializing message is displayed).

## To set up configuration parameters

List of parameters:

- IPX Frame type (NetWare)
  - IP Frame type (TCP/IP)
  - IP address
  - SubNet mask
  - Gateway address
  - Control panel language
  - Default paper size
  - Token Ring speed (Token Ring interface only)
  - Connector type
- 1 First, select the protocol stack: TCP-IP, NetWare, or NetWare and TCP/IP.
  - 2 Use the scroll keys (up and down arrows) to move between parameters.
  - 3 For each parameter, press the **Change** softkey to select your choice.
  - 4 Press the **Enter** softkey to confirm your IP, SubNet Mask, and Gateway address.
  - 5 After setting all parameters, press the **Save** softkey.
  - 6 Press the **Exit** softkey to reboot the scanner.
  - 7 Record your MAC address for future reference.
  - 8 Perform a backup after completing the scanner configuration.

## Step 8. Install the Daemon Software (Windows NT networks only)

- 1 Log onto the physical network with administrator privileges.
- 2 Insert the compact disc into the CD-ROM drive (local or mapped).
- 3 **For Windows NT 3.51:** from the **File** menu, choose **Run**, then **Browse**.  
**For Windows NT 4.0:** choose **Start, Run**, then **Browse**.
- 4 Select D:\DAEMONS\NT\*your language*\SETUP.EXE (if D: is not the CD-ROM drive, use the drive for your machine).
- 5 Click **OK**.
- 6 Follow the instructions on the screen.

## Step 9. Install the Daemon Software (LAN Server networks only)

- 1 Log onto the physical server with administrator privileges.
- 2 Insert the compact disc into the CD-ROM drive (local or mapped).
- 3 Double-click the **OS/2 System** icon, the **Drives** icon, then the **CD** icon.
- 4 Use Tree View to find the \DAEMONS\OS2 directory.
- 5 Double-click **HPSETUP.EXE**.
- 6 Follow the instructions on the screen.

## Step 10. Install the Administrator Software

- 1 Log onto the network server with administrator privileges.
- 2 Insert the compact disc into the CD-ROM drive.
- 3 **For Windows NT 3.51:** from the **File** menu, choose **Run**, then **Browse**.  
**For Windows 95 and NT 4.0:** choose **Start, Run**, then **Browse**.
- 4 Select D:\ADMINSW\*your language*\SETUP.EXE (if D: is not the CD-ROM drive, use the drive for your machine).
- 5 Click **OK**.
- 6 Follow the instructions on the screen.

## Step 11. Install the Client Software

- 1 Log onto the network.
- 2 Insert the CD into the CD-ROM drive.
- 3 **For Windows 3.1x and NT 3.51:** from the **File** menu, choose **Run**, then **Browse**.  
**For Windows 95 and NT 4.0:** choose **Start, Run**, then **Browse**.
- 4 Select D:\CLIENTSW\*your language*\SETUP.EXE (if D: is not the CD-ROM drive, use the drive for your machine).
- 5 Follow the instructions on the screen.

### Client Software

You will need to designate how the client software will be run by end users. You may allow them to run it from:

- Standalone—local directory only
- Workstation—shared directory only
- Local or Shared—users choose between the items above

Allowing users to run the client software from a shared directory saves client disk space and allows easier updates of software upgrades; however, the software will run slower using this kind of installation.

Allowing users to run the client software from a local directory means the software may run quicker; however, it uses more client disk space.

If you choose one of the last two options, the setup program will create a subdirectory to contain the shared programs under the installation directory you specified.

---

# Network Configuration Procedures

## Configuring the HP JetAdmin Software

HP Jet Admin software runs on the following:

- Novell NetWare: only on Windows 95 and NT
- Windows NT: only on an NT client or an NT server
- LAN Server: only on Windows 95

You configure the scanner starting from the main window of the HP JetAdmin software. First connect to a network environment (with supervisor status). In Windows 95, start the HP JetAdmin software by double-clicking the HP JetAdmin icon in the Windows Control Panel; in Windows NT 3.51 or 4.0, double-click the HP JetAdmin icon in the HP LaserJet program group. The main window is displayed, listing all scanners, printers, plotters, and copiers.

---

**Note**

If you think a device is missing from the list, press the **F5** key to update (refresh) the window.

All devices are listed in the HP JetAdmin software main window under the following types:

- IPX name
- TCP/IP name

To select the preferred name, from the **Options** menu, choose **Preferences**. On the default protocol tab of the Preferences dialog box, select the desired name in the Default Name box:

- If you select IPX, the scanner is named with the bindery name (which is the MAC/address displayed in the configuration menu at the control panel).
- If you select TCP/IP, the scanner is named with the network name defined in the DNS server, or (if this is not named) with the scanner IP address.

In the **Options** menu, you can determine the mode in which you want to work:

- Interview mode (the default), where you answer questions and configure information in the order you are asked.
- Expert mode, where you enter information on the tabs of the Configuration dialog box, in the order you choose.

To switch to Expert mode, choose **Interview mode** from the **Options** menu. Although the instructions provided here are in Expert mode, the information you enter is the same regardless of the mode you choose.

## To begin scanner configuration

- 1 From the HP JetAdmin software main window, select the scanner you want to modify.

---

### Note

If you don't see the scanner listed, press the **F5** key to refresh (update) the window.

- 2 From the Device menu, choose **Modify**, or click the **Modify** icon on the toolbar. The Configuration for HP Network ScanJet 5 Scanner dialog box appears.
- 3 Enter information on the tabs of the Configuration dialog box.
- 4 Click **OK** to close the dialog box (or **Finish** if you are in Interview mode). The changes take effect.

---

### Note

The information included in this chapter describes how to configure the scanner initially. Please refer to the online Help for information regarding how to maintain the configuration.

Now that you have installed the scanner software, you will need to use the HP JetAdmin software to connect the scanner to the network.

## To complete scanner configuration

- 1 In the Configuration dialog box, click the General tab.
- 2 In the Description box, type a description of the scanner, such as its location or an explanation of the model. This field is optional. The description appears in the main window of the HP JetAdmin software. The scanner name is shown here and cannot be changed.

## Configuring the Network Environment

The network environments on which the selected scanner is currently configured are listed on the Networks tab, under Configured Network Environments.

---

**Note**

You may not need to enter any information on this tab. The network environment (such as an NT domain name, a LAN Server domain name, a NetWare 3.51 server name, or an NDS tree name) is added automatically to the list, either when you add the first resource (for example, user, user group, or print queue) belonging to that environment to the public destination list or when you configure a fax server link.

The Synchronize Time With box displays the network environment with which the scanner's internal time is synchronized.

### To configure additional environments

- 1 On the Networks tab, click **Change** to display the Network Environments dialog box.
- 2 In the Available box, select a network environment with which you want the scanner to work. This list shows all available networks for which the scanner has not yet been configured and for which you have supervisor access privileges. Only networks using the same protocol stack as the scanner are displayed.
- 3 Click **Add**. The network environment is added to the Configured box. The first environment added becomes the environment with which the scanner's internal time is synchronized, unless you specify otherwise.
- 4 Click **OK**.

If you have added an NT or NetWare 4.x NDS network environment, the appropriate network environment dialog box appears.

If you have added a LAN Server environment, the HP JetAdmin software displays a dialog box with the current settings of the LAN Server running the network scanner service.

### To configure a server in an NDS network environment

- 1 In the NetWare NDS Network Environment dialog box, enter the Scanner NDS Context, which defines the context where the scanner object is created in the NDS tree.
- 2 Select the Scanner Server, which is the name of the server used by the scanner.

## To configure an NT network environment

In the NT Network Environment box, select a server from the Server Running Network Scanner Service dialog box. This box lists all the servers belonging to the domain running the scanner service.  
Recommendation: select the server closest to the scanner.

## To view or change properties for a network environment

- 1 On the Networks tab, click **Change**.
- 2 In the Configured box of the Network Environments dialog box, select the environment for which you want to change information and click **Properties**.

For information regarding changing or deleting network environments, see the online Help.

You can do the following:

- For NDS environments, you can change the Scanner Server if you've logged in with supervisor access.
- For NT environments, you can change the reference to the server currently running the network scanner service.
- For LAN Server environments, you can view the current settings.
- For NetWare 3.1x environments, no settings are needed.

See the HP Network ScanJet 5 scanner readme file for information about multiple domain environments.

## Adding End Users to the Scanner

Add users to the public destination list shown at the scanner control panel using the Users tab of the Configuration dialog box. The Control Panel Users box on this tab displays the user destinations that are currently configured for the selected scanner.

### To add users to the control panel destinations list

- 1 On the Users tab of the Configuration dialog box, click **Change** to display the Users dialog box. The Available Users box lists, by network type, all available network users who have not yet been added to the public destination list. (Network types include NT domain, LAN Server, NetWare 3.1x, and NDS.)

---

**Tip**

Before adding users, make sure the default settings described in steps 2, 3, and 4 (below) are correct. These settings will be applied to all users you add in this dialog box. Changing the default settings does not affect user destinations that have already been added.

- 2 In the Naming Convention box, select a default naming convention that will apply to all users added in this dialog box. The naming convention defines how the user is identified in the destination list. The following naming conventions are available:
  - **User name** (default)—The name used to identify the user on the network.
  - **Full name**—The full network name associated with the network user.
  - **Ask each time**—Stipulates that you will be asked to enter a name in the User Properties dialog box every time a user destination is created.
- 3 In the User Rights box, assign a default user permission.
  - **Receive only**—Allows the user to receive only documents from HP Network ScanJet 5 scanners.
  - **Full access** (default)—Allows the user to receive documents and also send documents from the scanner control panel to destinations configured on the same network scanner.
- 4 Identify the default workarea root location by typing a path, or use  (Browse) to enter the path. The workarea root is the parent directory to where individual users' workareas will be stored. The user workarea is the directory used by the scanner to temporarily store scanned data. Each user has just one workarea; if a user has already been assigned a workarea because he or she is using multiple scanners, this location is used automatically.
- 5 In the Available Users box, for each network type, click the leftmost icon (the plus or minus sign) to expand or collapse the list.

- 6 Add a user from the list by selecting a user name and then clicking **Add**. The name appears in the Control Panel Users list. If this is the first user to be added to an NDS or NT environment, you will be prompted for more information, as described previously under “Configuring the Network Environment.”
- 7 If you have selected Ask Each Time for the Naming Convention, you will be asked to select a user name to display at the scanner control panel. This will also happen whenever a naming conflict occurs.
- 8 When you have finished adding users to the Control Panel Users list, click **OK**.

To change the name displayed at the scanner control panel, the user rights, or the workarea for a specific user, select the user name in the Control Panel Users box in the Users dialog box and click **Properties**. In the User Properties dialog box, make the appropriate changes and click **OK**.

For more information about maintaining user destinations, see the online Help.

## Selecting Configuration Options

In addition to the previous installation steps, you can configure network printers or print queues (to enable the copy function), fax servers and fax destinations, and distribution lists of users.

### Adding Printers

Printer destinations, available using the Copy function at the scanner control panel, are configured on the Printers tab of the Configuration dialog box. The printers can be direct network printers that are physically connected to the network or print queues that are logical printers configured on a server.

#### To configure a direct network printer

TCP/IP must be selected as the protocol stack on the scanner before you can configure a direct network printer.

- 1 On the Printers tab of the Configuration dialog box, click **Direct Network Printers** to display the Direct Network Printers dialog box.
- 2 Under Current Settings, click **New**.
- 3 In the Control Panel Name box, type a unique name that will identify the printer at the scanner control panel.
- 4 In the Printer Address box, type the IP address.
- 5 In the Printer Type box, select a printer class (model name) that will allow the scanner to optimize the print quality.
- 6 Click **Apply**. The printer name appears in the Control Panel Printers list.

## To configure a print queue

- 1 On the Printers tab of the Configuration dialog box, click **Print Queues** to display the Print Queues dialog box. The print queues that can be added to the scanner control panel appear, by network environment, in the Available Print Queues box.

---

### Note

Before adding print queues, make sure the default settings described in steps 2 and 3 are correct. These settings apply to all print queues you add in this dialog box. Changing the default settings affects only print queues added after the change.

---

- 2 In the Naming Convention box, select a default naming convention that will apply to all print queues that will be added in this dialog box. The naming convention defines how the printer is identified in the destination list. The following naming conventions are available:
  - **Print queue name** (default)—The name used to identify the print queue on the network.
  - **Ask each time**—You will be asked to enter a name in the Print queue Properties dialog box every time a print queue destination is created.
- 3 In the Printer Type box, select a printer class (model name) that allows the scanner to optimize print quality. The default is None.
- 4 In the Available Print Queues box, for each network type, click the leftmost icon (the plus or minus sign) to expand or collapse the list.
- 5 Add print queues by selecting a print queue in the Available Print Queues box and clicking **Add**. The print queue name is displayed in the Control Panel Print Queues box.
- 6 If you have selected Ask Each Time for the Naming Convention, you will be asked to enter a print queue name to display at the scanner control panel. This will also happen whenever a naming conflict occurs.
- 7 When you have finished adding print queues to the Control Panel Print Queues list, click **OK**. The network environment to which the print queue belongs is automatically added, if it has not previously been added.

## To configure fax servers and add fax destinations

Configure installed fax servers and fax destinations through the Faxes tab of the Configuration dialog box. This tab displays supported fax server products in the Fax Server box and a list of fax destinations for the currently selected scanner in the Control Panel Faxes box.

A fax server must be configured and then selected for the scanner before a user can scan a document to a fax destination.

Supported fax servers in Novell and NT environments are Biscom and Castelle.

For information regarding maintaining fax servers and fax destinations, see the online Help.

## To configure and then select a LAN fax server

- 1 In the Fax Server box on the Faxes tab, click **Configure** to display the LAN Fax Configuration dialog box.
- 2 In the Supported LAN Fax Product box, select the vendor for the LAN fax that is connected to the network.
- 3 Click **Configure** to display the Fax Server Selection dialog box.
- 4 In the Available Network Servers box, select the network server to supply the first part of the Fax Server Directory location.
- 5 In the Fax Server Directory box, type the server and directory where the fax system files are stored, or click  (Browse) to locate the directory.
- 6 In the Scanner ID box, type the ID for the scanner, if appropriate. For Biscom servers, this is the name used in the Biscom administration software to define the print queue associated with the scanner.
- 7 Click **OK**. The LAN Fax Configuration dialog box is once again displayed.

## To specify fax transmission options

- 1 On the Faxes tab, in the Fax Server box, click **Configure**.
- 2 In the LAN Fax Configuration dialog box, in the Supported LAN Fax Products box, select the vendor for the LAN fax that is connected to the network.
- 3 In the Fax Option box, click **Advanced** to display the Fax Transmission Advanced Options dialog box.
- 4 In the Transmission Options box, enter the number of retries and the retry rate, and select the maximum transmission speed and the resolution. Select ECM to enable the Error Connection Mode, which checks the fax for accuracy every few thousand pixels. ECM takes longer than manual transmission, but results in clearer fax images.
- 5 In the File Format box, select the file format in which the faxes will be transmitted.

---

### Note

This option is not available for all LAN fax products.

- 6 If the fax server does not support sending notifications to users, select Disable Notification To Users.
- 7 If the scanner is connected to a network printer, select Enable Transaction Report Printing; in the Selected Printer box, you can select a printer to print the fax transaction reports.
- 8 When you've finished configuring the server, click **OK**.

## To add new fax destinations

- 1 On the Faxes tab of the Configuration dialog box, in the Control Panel Faxes box, click **Change** to display the Faxes dialog box.
- 2 Under Current Settings, click **New**.
- 3 In the Control Panel Name box, type a name for the fax destination, as it will appear on the scanner control panel.
- 4 In the Fax Number box, type the fax number for the new fax destination. Use the format specified by your fax server.
- 5 In the Retry box, type the number of attempts that should be made to dial the fax destination before canceling the request.
- 6 In the Accounting Code box, enter the accounting name you've associated with the fax destination. This is optional. If left empty, the HP JetAdmin software uses the accounting information entered for the fax server.
- 7 Click **Apply** to confirm the fax destination. The fax destination is displayed in the Control Panel Faxes list.

## To add distribution lists

You can create distribution lists consisting of an entire network user group or of a custom combination of users and fax destinations, and add them to the public destination list. Distribution lists are displayed and configured from the Distributions tab.

For information regarding maintaining distribution lists, see the online Help.

## To create a distribution from a network user group

- 1 On the Distributions tab, click **Change** to display the Distributions dialog box. The user groups that can be added as a distribution list to the public destination list are displayed, by network environment, in the Available User Groups box. Only user groups belonging to networks for which you have supervisor privilege are listed.

---

**Tip**

---

Before adding a user group, make sure the default settings (described in the steps below) are correct. These settings will apply to all users and distribution lists you add in this dialog box.

- 2 In the Naming Convention box, select a default naming convention that will apply to all user groups added in this dialog box. The naming convention defines how the user group is identified in the destination list. The following naming conventions are available:
  - **User group name** (default)—The name used to identify the user group in the network.
  - **Ask each time**—You will be asked to enter a name in the Distribution Properties dialog box every time a user group distribution is added.
- 3 In the User Defaults box, select Ask Each Time if you want to display the User Properties dialog box for every network user who has not previously been added to the user pool.
- 4 Select a user group from the Available User Groups list and click **Apply**. The user group name appears in the Control Panel Distributions box.
- 5 If you have selected Ask Each Time for the Naming Convention, the Distribution Properties dialog box is displayed whenever a naming conflict occurs. Enter a new name for the distribution list in this dialog box.

- 6 If you have selected Ask Each Time under User Defaults, the User Properties dialog box appears whenever a user included in the user group has not already been added through the Users tab. Add user properties. This happens even if Ask Each Time is selected in the user dialog.
- 7 When you have finished adding user groups to the Control Panel Destinations list, click **OK**.

---

**Note**

---

If the network to which the selected user group belongs has not been added to the scanner environment, it will automatically be added at this time.

### **To add a custom distribution list**

- 1 On the Distributions tab, click **Change** to display the Distributions dialog box.
- 2 In the Distributions dialog box, click **New** to display the Distribution Properties dialog box. All user and fax destinations belonging to the scanner are listed in the Available Destination box.
- 3 In the Control Panel Name box, type a name by which the distribution list will be identified on the scanner control panel.
- 4 In the Available Destinations box, select a destination to be included in the distribution list and click **Add**. The destination is displayed in the Included Destinations list.
- 5 When you have finished adding the destinations to be included in the distribution list, click **OK**.

# Operation and Use

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## Scanner Usage Model

How a user operates and interacts with the HP Network ScanJet 5 scanner is considerably different than with traditional scanners. The following steps describe the general process from start to finish. The user:

- 1 Goes to the scanner and loads a document in the ADF.
- 2 Selects destinations (users, distribution lists, or fax numbers).
- 3 Selects his or her user name on the control panel.
- 4 Presses the **Go** key. The document is scanned through the ADF to the Paper Output Slot. The user collects the originals. The scanned information is sent to the selected destinations.
- 5 Returns to computer, where, if the user was selected as a destination, the scanned information will appear as an untitled thumbnail on the PaperPort software desktop.

---

**Note**

The scanned document may appear in other applications, depending on how the user has set up his or her inbox. See “Configuring an Inbox” later in this chapter.

- 6 Uses drag-and-drop via the PaperPort software links to move the scanned information to the desired application.

Note the features described in this process that are different from traditional scanners:

- **Scanning process**—The user begins scanning the document at the scanner. The interaction with the scanner itself is as simple as selecting the recipients, pressing the **Go** key, and collecting the originals. The scanned items are sent to the destinations over the network.
- **Simple document manipulation**—Scanned items can be manipulated easily and quickly using the PaperPort software and, using drag-and-drop, can be sent to other applications, such as word processing, fax, and e-mail applications.

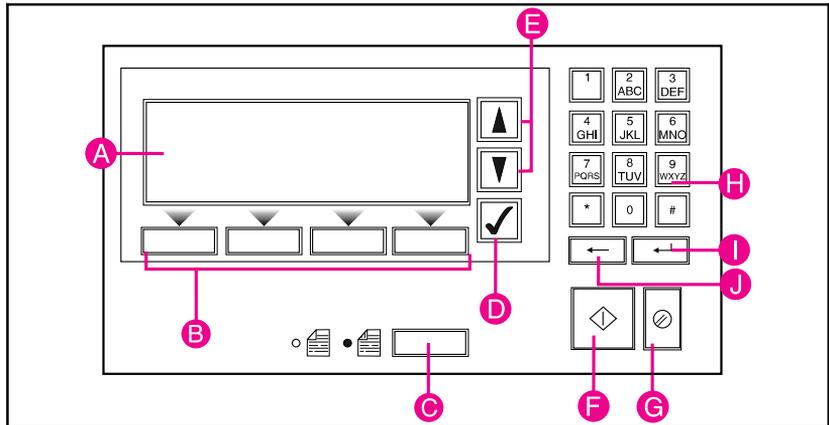
The following steps describe the general convenience copy process from start to finish. The user:

- 1 Goes to the scanner and loads a document in the ADF.
- 2 Presses the **Copy** softkey to select the print queue from the control panel.
- 3 Presses **Go** and selects the number of copies.
- 4 Presses **Go**. The document is scanned through the ADF to the Paper Output Slot. The user collects the originals. The scanned information is sent to the selected printer.
- 5 Goes to the printer to retrieve the copies.

## Using the Scanner Control Panel

Use the scanner control panel to identify yourself to the scanner if you have a private destination list you want to use and to select destinations for a scanned document.

Figure 3-1



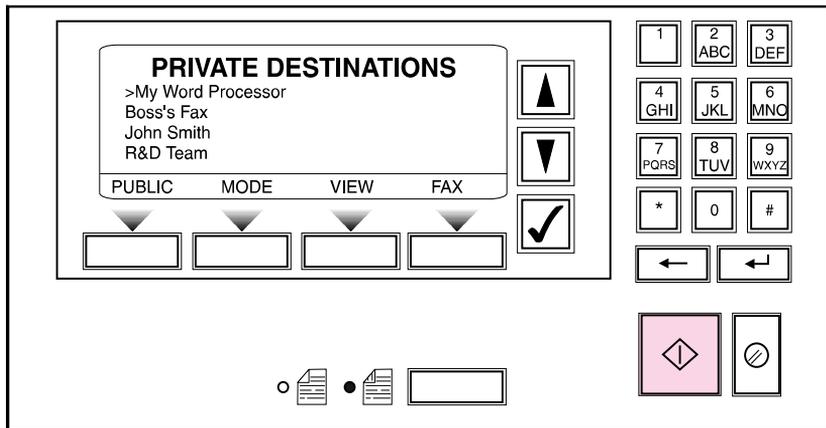
- A Display**—Displays user and destination lists, and status and error messages.
- B Softkeys**—Press to perform the function displayed above the key.
- C Single/double-sided key**— Press to select single or double-sided original (indicated by the light next to the icon).
- D Select key**—Press to select a user name or a destination.
- E Scroll keys**—Press to move up and down in the user and destination lists.
- F Go key**—Press to scan the document.
- G Abort key**—Press to stop the scanning or return to the main display screen.
- H Keypad**—Use to type your name, password, destinations, and fax numbers.
- I Enter key**—Press to send information to the scanner.
- J Backspace key**—Press to move the cursor to the left.

# Scanner Users

Two groups of users can scan and distribute documents with the HP Network ScanJet 5 scanner:

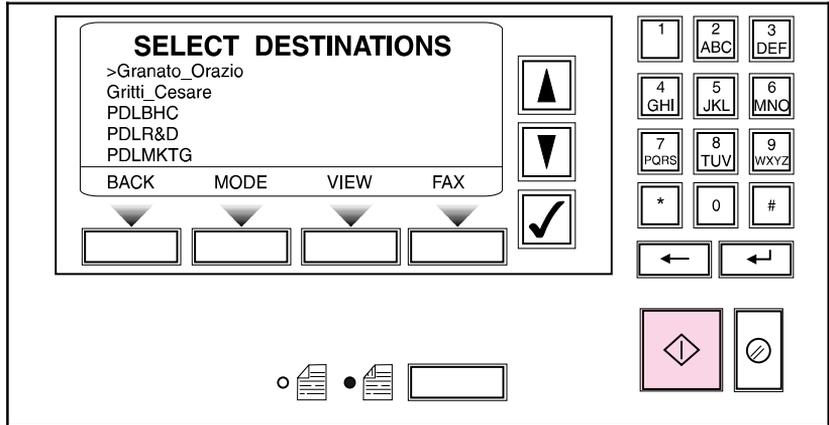
- **Registered users**, who have been added to the public destination list by the network administrator and who have the HP Network ScanJet 5 Utility installed on their local computers. Registered users can create private destination lists by copying destinations from the public destination list and creating their own destinations. From the scanner control panel, registered users can access both their private destination list and the public destination list to build a temporary destination list to distribute the document they are currently scanning.

Figure 3-2



- **General users**, who have not been added to the public destination list and who do not have the HP Network ScanJet 5 Utility installed on their local computers. From the scanner control panel, they can access the public destination list to build a temporary destination list for the document they are currently scanning, and they can scan to a printer. (The network administrator has the option of preventing general users from using the scanner.)

Figure 3-3



Information the general users need to operate the scanner is included in the quick reference card.

---

## Document Destinations

Scanned documents are sent to the destinations you select at the scanner control panel using public and private destination lists. When you send a scanned document, it can arrive at one or more of the following destinations:

- The inbox you have designated in the HP Network ScanJet 5 Utility. From the inbox, it can be further distributed to other users, imported as a graphic into other applications, or read into word processing applications using the OCR feature.
- The inbox of another registered user or multiple registered users.
- A fax machine.
- One of the applications you have previously designated as your Automatic Workflow in the HP Network ScanJet 5 Utility.

If you have the PaperPort software installed on your computer or on your network, you can send a scanned document directly to the application you have designated in your Automatic Workflow in the HP Network ScanJet 5 Utility. In addition, at the scanner control panel you can select the printer at which you wish to copy a scanned document.

## Receiving Scanned Documents at Your Desktop

Use the HP Network ScanJet 5 Utility to identify an application installed on your computer as an inbox. An inbox is a container where all the documents sent to your computer from the HP Network ScanJet 5 scanner are collected. An inbox can be a thumbnail desktop, a file system directory, or a printer.

After a scanned document arrives at your computer, you can use a program such as the PaperPort software to organize and store your documents or annotate them before sending them to another computer program or distributing them to other people.

## Recipients of Your Scanned Documents

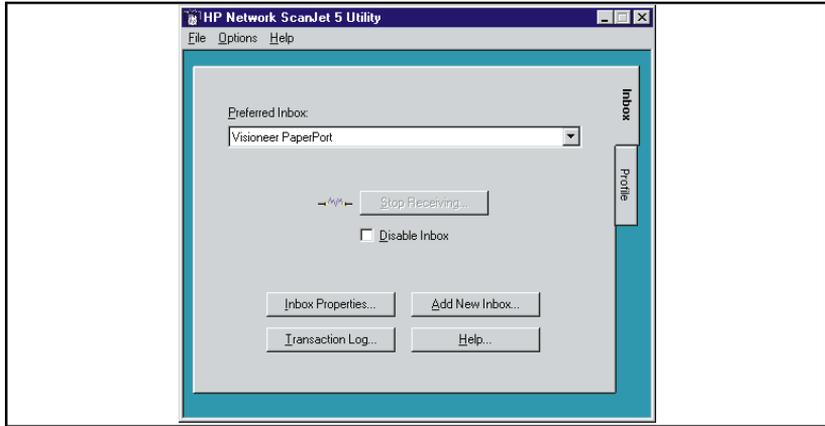
If you scan documents to other registered users, they will receive them in the inbox they have designated through the HP Network ScanJet 5 Utility. If you send a scanned document to a nonregistered user, as an e-mail attachment for example, you should make sure that user has a means of viewing the document, which will arrive as a .MAX file. You can attach a copy of the PaperPort Viewer software for this purpose if necessary. For more information, see “Using the PaperPort Viewer” later in this chapter.

Alternatively, you can export the scanned document into another file format that the recipient can view (such as .TIF or .BMP), as described in chapter 7 of the *User's Guide*, “Importing and Exporting with the PaperPort Software.”

# Using the HP Network ScanJet 5 Utility

The HP Network ScanJet 5 Utility is available to all registered users of the HP Network ScanJet 5 scanner and has been installed on your computer. Use the HP Network ScanJet 5 Utility to define your inbox, where you'll receive all scanned documents (see figure 3-4 for an illustration of the Inbox window).

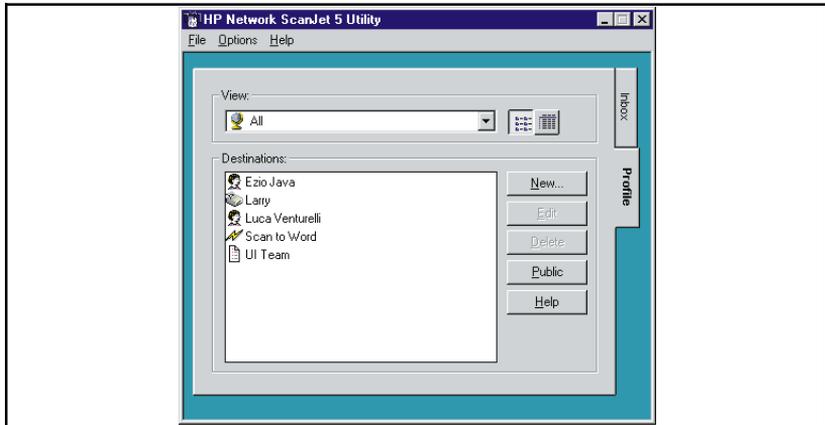
Figure 3-4



You can also use the HP Network ScanJet 5 Utility to create and maintain a private profile where you can copy destinations from public scanner lists, create new destinations, and define automatic workflows (see figure 3-5 for an illustration of the Profile window).

After defining your private profile, you can access it from the scanner control panel.

Figure 3-5



## Starting the HP Network ScanJet 5 Utility

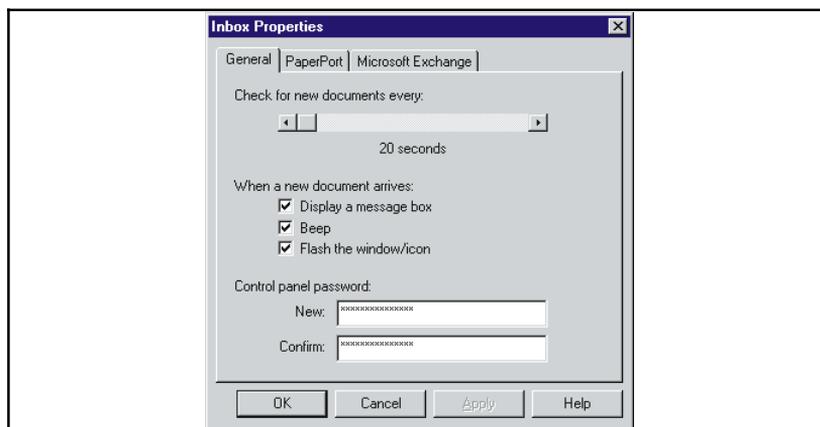
The HP Network ScanJet 5 Utility starts automatically when Windows is started, or you can double-click the HP Network ScanJet 5 Utility icon in the HP Network ScanJet 5 scanner program group or folder.

## Configuring an Inbox

You can change inbox properties after an inbox has been created (see figure 3-6). The information you can configure depends on the type of inbox, for example:

- **All inboxes**—Specify an inbox name.
- **Directory inboxes**—Specify the directory path for the folder that will hold incoming documents. Also specify the desired file format for these files.
- **Launch-application inboxes**—Specify the path to the application and a file format.
- **MAPI (Microsoft Applications Programmer Interface)**—Specify your e-mail address and file type.
- **VIM (Virtual Interface for Messaging)**—Specify your e-mail address, password, post office location, and file type.
- **Printers used as inboxes**—Specify the printer name.

Figure 3-6



## To configure an inbox

- 1 On the Inbox tab of the HP Network ScanJet 5 Utility dialog box, click **Inbox Properties**.
- 2 In the Inbox Properties dialog box, click the tab with the name of the inbox you want to configure.
- 3 Change inbox properties and click **OK**.

## Disabling the Current Inbox

When you disable your current inbox, other people cannot send scanned documents to you, either by selecting your name or by selecting a distribution list that contains the name of the scanner control panel. When they attempt to send you a document, the control panel displays a message saying that the document can't be delivered to you because your inbox is disabled.

To disable your current inbox, select Disable Inbox on the Inbox tab.

---

### Note

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Even when your inbox is disabled, you can still send scanned documents to yourself as part of an automatic workflow you have defined.

## Configuring the PaperPort Software to Open Automatically

You can set the PaperPort software to automatically open when you receive a new scanned document in your inbox. When the scanned document is received, it will automatically be opened and placed as an untitled item in the PaperPort software. For more information, see “Using the PaperPort Software and Links” later in this chapter

## To configure the PaperPort software to open automatically

- 1 On the Inbox tab of the HP Network ScanJet 5 Utility dialog box, click **Inbox Properties**.
- 2 Click the PaperPort tab.
- 3 Select Yes to set the PaperPort software to open when receiving a scanned document.
- 4 Click **OK**.

## Creating or Changing Your Password

If you are a registered scanner user, you can use a password to access your private destination list on the scanner control panel.

### To create or change your password

- 1 On the Inbox tab of the HP Network ScanJet 5 Utility dialog box, click **Inbox Properties**.
- 2 Type a new password in the New box.
- 3 Type the new password once again in the Confirm box.

## Viewing Your Transaction Log

The transaction log lists all scanned documents you have sent and received. You can print the transaction log, save it, and clear it. For each job, the following information is given: user name, date, time, number of pages scanned, destinations, and the success or failure of delivery.

### To view the transaction log

- 1 On the Inbox tab of the HP Network ScanJet 5 Utility dialog box, click **Transaction Log**.
- 2 Select one of the following:
  - To print the transaction log, click **Print**.
  - To save the transaction log to a file, click **Save** to display the Save As dialog box. The log is saved as unformatted text in the directory and under the name you specify.
  - To delete all log entries, click **Clear Log**.

---

## Using the HP JetAdmin Software

The HP JetAdmin software shows the most important information related to all the network scanners configured on the network. If a scanner does not appear on this screen, it means that the software cannot receive Service Advertising Protocol (SAP) messages from the scanner (for example, the scanner might be powered off or configured incorrectly). To use this software, you must be logged in with supervisor privileges.

For more information on using the HP JetAdmin software to configure and maintain the scanner, see chapter 2.

---

## Using the PaperPort Software and Links

With the PaperPort software you can send scanned items to other applications using icons on the Link Bar. The links available to the PaperPort software depend on the applications installed on your computer. The PaperPort software automatically displays the link icons described as follows:

- **Printer**—Print items instead of selecting the **Print** command from the **File** menu.
- **Fax** —Fax items using your fax software. If you are using one of the fax applications that the PaperPort software supports, the icon for that application appears. If you are using another fax application, the icon will be a generic fax icon. You can select that fax application in the PaperPort Preferences dialog box.
- **Word Processor**—Open items after the text is converted by your OCR software. The PaperPort software will create a link icon for each supported OCR application on your computer. You can then convert text directly to that application using the drag-and-drop techniques.
- **Spreadsheet**—Displays the spreadsheet selected for the OCR software provided with the PaperPort software. Use this link when you want to convert a scanned spreadsheet into editable numbers and text. Like the word processor link, this link will process an item, convert the text and numbers, and then open the item in the selected spreadsheet application.
- **E-mail**—Send a PaperPort item as an attachment to an e-mail message. The Link Bar displays an e-mail icon for each supported e-mail application installed on your computer.
- **OCR**—If other OCR applications are installed on your computer, their icons will appear on the Link Bar. When you use an OCR link, the OCR application will ask what format to convert the file to.
- **Graphics (and other applications)**—The PaperPort software adds icons for other applications, such as graphics applications, to the Link Bar as needed.

## Using Links

The steps for using links are similar regardless of the type of link.

### To use links

- 1 Scan the item into the PaperPort software.
- 2 Drag the item onto the appropriate link icon on the Link Bar.
  - Or -
  - From the **File** menu, choose **Links** and select the appropriate link application from the **Links** submenu.
  - Or -
  - Select the item and click the link icon.
- 3 Continue using the linked application as described in its documentation.

---

#### Note

Some applications limit the number of pages that can be received from the PaperPort link. If you have trouble with large stacks of pages, try sending the pages in smaller batches.

---

## Using Printer Links

You can print items from both Page View and Desktop View in black and white and in grayscale.

### To print an item

- 1 In Desktop View, select the item to print. If you're displaying the item in Page View, you do not have to select it.

---

#### Note

If the item has annotations that you don't want to print, display the item in Page View. Then clear the **Show Annotations** command on the **Annotations** menu.

---

- 2 Drag the item onto the **Printer** icon on the Link Bar.
  - Or -  
Click the **Printer** icon.
  - Or -  
From the **File** menu, choose **Print**.

---

#### Note

If you have cleared Display Print Dialog in the PaperPort Preferences dialog box, printing starts immediately. Skip steps 3 and 4.

---

- 3 In the Print dialog box, select the print options as described in the following table.

Print Option	Description
Print Range	<b>All:</b> Prints all pages of the selected item. <b>Pages:</b> Prints a range of pages from the selected stack. Type the pages to print from and to.
Print to File	Prints pages to a file instead of to a printer. When you click <b>OK</b> , a dialog box appears in which you designate which file to print to.
Copies	Prints the number of copies you specify.
Collate Copies	Prints each set of copies as specified in Copies, with all pages in consecutive order.

- 4 Click **OK** to begin printing.

## Using Fax Links

You can scan an item into the PaperPort software, add annotations, and then fax the item if your computer has access to a fax modem and fax software.

### To send items using the fax link

- 1 In Desktop View, select the item you want to fax.

---

**Note**

---

If you don't want the PaperPort annotations to appear in the faxed item, clear **Show Annotations** from the **Annotations** menu.

- 2 Drag the item onto the **Fax** icon on the Link Bar.
  - Or -  
From the **File** menu, choose **Links**. Then select the fax name from the submenu.
  - Or -  
Click the **Fax** icon.
  - Or -  
To send a fax from Page View, from the **File** menu, choose **Links**.
- 3 To complete the fax, refer to the documentation that came with your fax software.

## Using Word Processor OCR Links

Once text is scanned into the PaperPort software, the text becomes an image that cannot be edited. However, the installation software includes optical character recognition (OCR) software (Caere OPLE 4.0 for 16-bit applications, and 5.0 for 32-bit applications) for processing scanned text when using a **Word Processing** or **Spreadsheet** link icon. The OCR software converts the scanned text image to editable text; it does not translate photos or graphics. You can process an entire item or only the text that you select. You have several options for using OCR software with the PaperPort software, as described in the following procedures.

### To use the provided OCR software

- 1 In Desktop View, select an item.
- 2 Drag the item onto the **Word Processing** or **Spreadsheet** icon on the Link Bar.
  - Or -
  - Click the **Word Processing** or **Spreadsheet** icon.
  - Or -
  - From the **File** menu, select **Links** and then select the word processing or spreadsheet software from the submenu.

The OCR software converts the item to editable text. The word processing or spreadsheet application opens and the converted text is displayed as an untitled document.

### To process text using another OCR software link

- 1 In Desktop View, select an item.
- 2 Drag the item onto that **OCR** icon on the Link Bar.
  - Or -
  - Click the **OCR** icon.
  - Or -
  - From the **File** menu, choose **Links** and then select the OCR software from the submenu.

The file is processed by the OCR software and then opens in your selected word processing or spreadsheet application.

## To process text using the Copy As Text command

- 1 In Desktop View, select an item.
- 2 From the **Edit** menu, choose **Copy As Text**. The PaperPort software processes the text with the OCR software and places the editable text on the Windows Clipboard. You can then paste the text into another application, such as a word processor.

---

### Note

If you want to process only a portion of a page, display the item in Page View. On the Annotation Tool Bar, click **Edit Annotations**, and then select the portion of text that you want to process.

---

## Using E-Mail Links

You can send an item from the PaperPort software using your e-mail software.

### To send items using e-mail

- 1 In Desktop View, select the item you want to send.
- 2 Drag the item onto the **E-Mail** icon on the Link Bar.
  - Or -  
Click the **E-Mail** icon.
  - Or -  
From the **File** menu, select **Links**, then select the e-mail software name from the **Links** submenu.
- 3 If necessary, log on to your e-mail software.
- 4 Fill in the message information and send the message.

The PaperPort software creates a file with a .MAX extension and attaches the item to an e-mail message. If the item is a single page, the file name begins with PAGE and is followed by the item's number, for example PAGE0002.MAX.

---

#### Note

If you want to send a PaperPort item to someone who doesn't currently have the PaperPort software, you can attach the PaperPort Viewer software. For more information, see "Using the PaperPort Viewer Software" later in this chapter.

---

### Receiving PaperPort Files in E-Mail

When you receive an e-mail message with an attached PaperPort file, you can view the attached file in one of the following ways, depending on your e-mail software:

- Double-click the attachment to display it.
- Press **Shift** and double-click the attachment to automatically run the PaperPort software and display the attachment.
- Save the attached file using your e-mail **Save** or **Save As** command, and then open the attachment in the PaperPort software or PaperPort Viewer software.

## Setting Preferences for Links

Each link icon on the Link Bar has a set of preferences for customizing the way the link operates.

### To set preferences for the links

- 1 From the **Edit** menu, choose **Preferences**.  
- Or -  
Right-click the link icon, and choose **Preferences**.  
Use the scrollbar to see the link icons on the list.
- 2 Select the icon you want to customize. The options in the Preferences dialog box will apply to the icon you selected.
- 3 Select the options for the link and click **OK**.

---

#### Note

Use the generic fax and word processor links to specify software that is not automatically supported by the PaperPort software. To use one of these links, select it. Then assign the desired application's .EXE file to it.

---

### PaperPort Link Preferences

The options available in the PaperPort Preferences dialog box depend on the applications that reside on your computer. Therefore, some of your PaperPort preference options may differ from those shown in the following table.

Link Icon	Option	Description
All that appear on the Link Bar	Display Link Icon	Select to see the icon on the Link Bar. If this option is not selected, the icon does not appear, but you can still use the link by choosing it from the <b>Links</b> submenu.
E-Mail	File Format to Use	Select the file format in which to save the item when it is attached to an e-mail message. The available formats may include PaperPort (.MAX) and several Windows graphics formats. If you choose PaperPort (.MAX), the recipient must have the PaperPort software or the PaperPort Viewer software installed to read the attached PaperPort file.
	Save Password	Select if you want the PaperPort software to require a password before starting the e-mail application. If you save your password, the PaperPort software bypasses the Login dialog box. Not all e-mail links support this preference.
	Receipt	Select for a return receipt when the e-mail message is received and opened by a recipient.
	Log	Select if you want a copy of the message to be put into the user's log.

Link Icon	Option	Description
Fax, Generic Fax	Automatic Page Orientation	Select to determine whether the page is in portrait or landscape mode, and send it in that mode.
	Setup	Click to display other fax setup options, such as page size and orientation. Options depend on the fax software.
Generic Fax	Select a Fax Driver	Assign a fax driver to your fax software (one not automatically configured by the PaperPort software). The PaperPort software will add the fax icon to the Link Bar.
Graphics and additional OCR	File Format to Use	Select the file format in which to save the graphic item. The options will be Windows graphics formats.
	Replace Desktop Item if Modified	Select if you want an image you modified in a graphics program to replace the original in the PaperPort software.
	Show Annotation Warning	If selected, a warning message appears when you drag an image onto the graphics link, reminding you that if you make any changes to the image in the graphics software and save the changes, all annotations made to the item in the PaperPort software are deleted.
Printer	Collate Copies	Select to print pages of each copy in sequence.
	Automatic Page Orientation	Select to change the page orientation of the printer to match the selected item's page orientation.
	Display Print Dialog	Select to display the Print dialog box before the item is printed.
Word Processor, Spreadsheet, Copy as Text, Generic Word Processor	Word Processor Software	Enter the path name for the software to receive text from OCR software. You can also set this link to send converted text to a word processor or spreadsheet.
	Browse	Click to select the software file (.EXE) for the OCR link. When you find and select the .EXE file, the full path name is entered in the Application field.
	Document Format	Select the format for converted text. For supported software, the PaperPort software will automatically choose the correct format. The format must be supported by both the OCR software and the word processor software.
	OCR Package	Select supported OCR software to assign a word processor link on the Link Bar.
	OCR Settings	Click to see special settings for the OCR software you selected. Two typical options are: <b>Auto Orientation:</b> Matches the orientation of the converted text to the original text. <b>Decolumnized Output:</b> Organizes the text into a single-column format, even if the original document has multiple columns such as those in a newspaper article.

---

## Using the PaperPort Viewer Software

You can share PaperPort items with others who do not own the PaperPort software. With the PaperPort Viewer, others can view and print PaperPort items.

## Obtaining Copies of PaperPort Viewer Software

PaperPort Viewer software for Windows is included with the installation software. You can distribute PaperPort Viewer software to others free of charge.

PaperPort Viewer software is also available at the Visioneer World Wide Web site (<http://www.visioneer.com>). To download the files from CompuServe, type `GoPaperPort` in the Office Automation Forum.

## Installing PaperPort Viewer Software for Windows

To run PaperPort Viewer software for Windows, you need the following software and hardware:

- IBM or 100%-compatible personal computer with a 386 or higher microprocessor
- Windows 3.1x or later
- 4 MB of memory
- 1 MB of hard disk space
- VGA monitor or better

### To install PaperPort Viewer software on your workstation

- 1 Start Windows.
- 2 Choose **Run** from the Program Manager **File** menu and enter the drive and path information. The first time you start a shared copy of the PaperPort Viewer software from a workstation, it displays a messages asking if you want to complete the workstation installation.
- 3 Choose **Install Viewer** to complete the installation. A message indicates when the workstation installation is complete.
- 4 Click **OK** to close the message.

---

## Working with Folders

Create folders in the PaperPort software to help you organize your scanned items and stacks.

### Filing Items in Folders

The PaperPort software provides you with an initial set of folders that appears in a column down the left side of Desktop View. The default names for these folders are:

- Main Folder
- Articles & Clippings
- Bank Accounts
- Investments
- Medical
- Phone Numbers
- Real Estate
- Receipts
- Taxes
- Travel

#### To file an item in a folder

- 1 In Desktop View, select the item to file.
- 2 Drag it to the target folder. When the folder title is highlighted, release the mouse button. The folder flashes to let you know the selected item has been filed.

#### To move items between folders

- 1 Open the folder in which the item currently resides.
- 2 Select the item.
- 3 Drag the item onto another folder. When the title of the target folder is highlighted, release the mouse button. The folder title flashes to let you know the selected item has been filed.

- Or -

From the **Desktop** menu, choose **Move to Folder**, select the target folder, and click **OK**. The PaperPort software moves the item into the new folder.

## To copy items to another folder

Hold down **Ctrl** as you select an item and drag the item into the new folder. The title of the target folder flashes to let you know the selected item has been copied and filed.

- Or -

Select the item. From the **Desktop** menu, select **Copy to Folder**, select the target folder, and click **OK**. The PaperPort software copies the item into the new folder.

## Displaying Items in Folders

Display either thumbnails of the contents of a single folder or a list of the contents of all your folders (with a thumbnail of the item selected). The contents of a folder are always displayed in the order in which they appeared when you last opened the folder.

### To display items in a folder

- 1 Click the folder icon. Thumbnails of the contents of the folder are displayed on the Desktop.
- 2 Click another folder icon to close the currently open folder.

### To display a list of folder contents

- 1 From the **Edit** menu, choose **Browse**, or click **Browse** on the Command Bar. The Browse dialog box appears. In Desktop View, the dialog box lists all of the folders and their contents. In Page View, only the contents of the open folder are listed.
- 2 Select an item in the list to display its thumbnail.
- 3 Double-click the selected item. The item is displayed in Desktop View. The icons to the left of the item's name indicate which items are stacks and which are single pages. You can see the pages of a selected stack by clicking the Page Navigator on the thumbnail.

## Creating, Renaming, and Deleting Folders

Create, rename, or delete new folders to match the way you organize information. The Main Folder, at the top of the column, cannot be deleted. It is the default folder into which all scanned items are placed if the PaperPort software is not running when you scan the item. If the PaperPort software is running and a folder is open, the item is filed automatically in the open folder.

---

### Note

You can create only one level of folders; that is, you can't create folders within folders.

---

### To create a folder

- 1 From the **File** menu, choose **New Folder**.
- 2 In the New Folder dialog box, type the title for the folder. The title can be up to 30 characters.
- 3 Click **OK**. The folder appears in the folder column. Folders are arranged in alphabetical order, but the Main Folder is always first.

### To rename a folder

- 1 Select the folder you want to rename. Its current title is highlighted.
- 2 Click the title again to select it for editing.
- 3 Type the new title and press **Enter**.

### To delete a folder

- 1 Select the folder you want to delete.

---

### Note

When you delete a folder, you delete all the items in it. If you want to save any items, first move the items to another folder.

---

- 2 From the **Edit** menu, choose **Delete**. A message asks you to confirm the deletion. If the folder contains items, a message also asks if you want to delete each item. You can delete items one by one or all at the same time.
- 3 Click **Yes** to delete the folder, or click **No** to keep it.



# Network Architecture

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## Network Operating Systems

The HP Network ScanJet 5 scanner supports the following network operating systems:

- Novell NetWare 3.1x and 4.x (NDS)
- Windows NT 3.51 and 4.0
- IBM LAN Server 3.0 and 4.0

---

## PC Client Platforms

The HP Network ScanJet 5 scanner supports the following client operating systems:

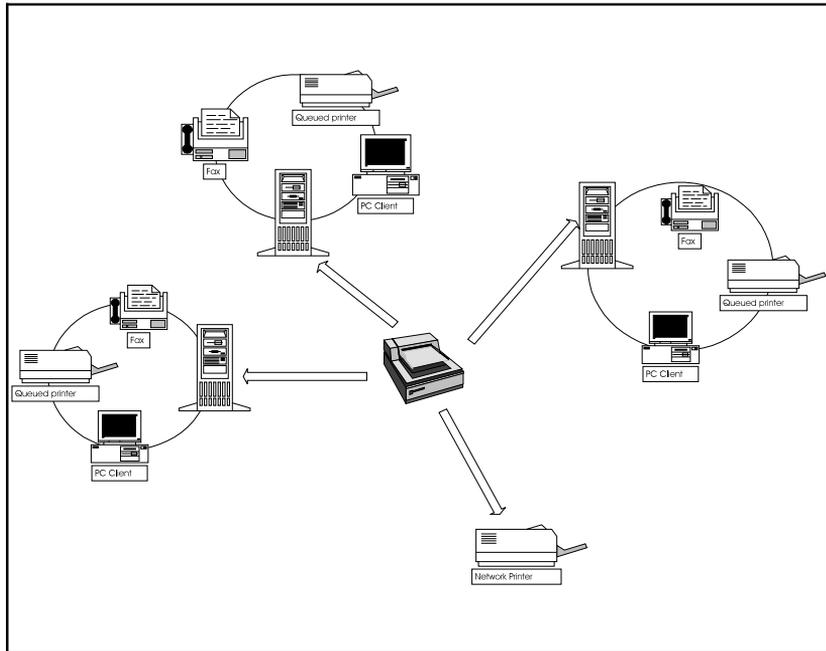
- Windows 3.1
- Windows for Workgroups 3.11
- Windows 95
- Windows NT 3.51 and 4.0

# Network Model

The HP Network ScanJet 5 scanner uses the scanner-centric model (refer to figure 4-1). The scanner is not linked to a particular server, nor does the boot phase include an attach or logon to any server.

The HP JetAdmin software configures all destinations in a database located on the internal scanner hard drive. The scanner can be configured to send documents to each server where there are usable (configured on the server) destinations or fax services, and directly to printers configured on the network.

Figure 4-1



HP Network ScanJet 5 Scanner Network Model

---

## Network Protocols

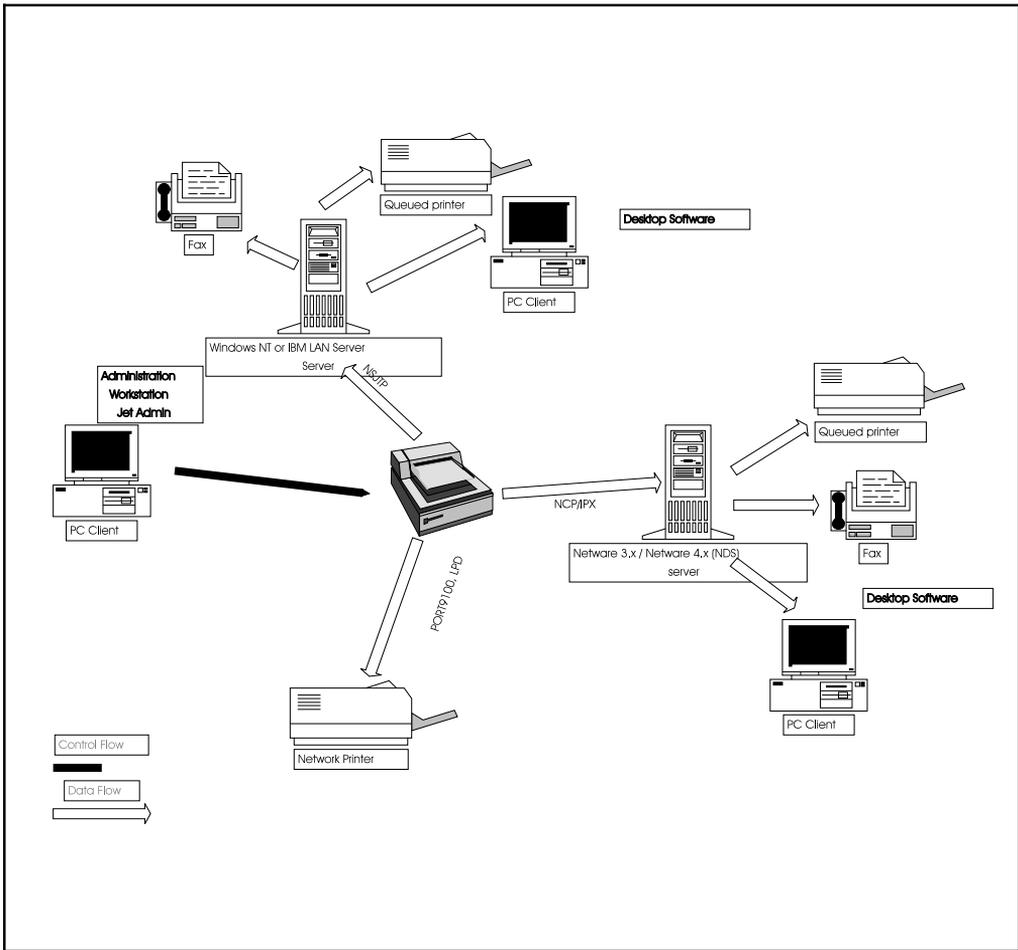
The HP Network ScanJet 5 scanner uses the following protocols to send documents through the network (refer to figure 4-2):

- IBM LAN Servers, NSJTP (Network ScanJet Transfer Protocol)
- Windows NT Servers, NSJTP service Daemon activated on the server
- Novell NetWare 3.1x and 4.x, NCP/IPX protocol
- Direct Network Printers, LPD and Port 9100 (HP proprietary)

## Data Compression

To achieve better transfer performance and cause less impact on the overall network, data is compressed (G4 and Packbits) internally and then sent to the server. The table below shows approximate file sizes per page and compression schemes for the HP Network ScanJet 5 scanner-server and server-client transactions:

Data Type	Average File Size	Compression
1-bit	30 KB	G4
4-bit	1 MB	Packbits
8-bit	8 MB	None



**Figure 4-2** HP Network ScanJet 5 Scanner Network Protocols

---

# Directory Structures

## NT Daemons

The Daemon installation creates the following directories on the NT server:

- C:\HPNSJTP, the default name for the working directory (which can be modified to any other local drive)
- C:\HPNSJTP\HPSSCAN, a shared directory

The Daemon installation installs the following files on the NT server:

- C:\HPNSJTP\nsjtp.ver, a flag file used by modules in the server applet to determine if the Daemon is present
- C:\WINNT\SYSTEM32\nsjtp.exe, the Daemon executable

The Daemon installation adds the following key to the Windows 95 registry database:

- HKEY\_LOCAL\_MACHINE\SOFTWARE\Hewlett-Packard\HP Network Scanner Service\*<version number>*

This key points to the working directory (default directory name shown) with the value:

- Working Directory: REG\_SZ:C:\HPNSJTP

## To uninstall the Daemon

From the NT domain server where the Daemon is installed, run C:\WINNT\SYSTEM32\nsjtp.exe.

## File Server Directories

### Master setup files

Directory: SYS:\HPNSJET5\CLIENTSW\SETUPNSJ

Files: Master Setup Files

- SETUP.EXE, the master setup executable
- The master setup compressed libraries and support files

### Windows 3.1 client setup files

Directory:

SYS:\HPNSJET5\CLIENTSW\SETUPNSJ\PAPRPORT\WIN16\DISK1

Files: Visioneer's PaperPort Desktop, version 3.6

- SETUP.EXE, the PaperPort 16-bit setup executable
- PaperPort 16-bit compressed libraries and support files

Directory:

SYS:\HPNSJET5\CLIENTSW\SETUPNSJ\PAPRPORT\WIN16\DISK<sub>n</sub>

Files: Visioneer's PaperPort Desktop, version 3.6

- PaperPort 16-bit compressed libraries and support files

Directory:

SYS:\HPNSJET5\CLIENTSW\SETUPNSJ\SKETCH\WIN16\DISK1

Files: HP's Network ScanJet 5 Utility

- SETUP.EXE, the HP client 16-bit setup executable
- HP client 16-bit compressed libraries and support files

## Windows 95 and Windows NT client setup files

Directory:

SYS:\HPNSJET5\CLIENTSW\SETUPNSJ\PAPRPORT\WIN32\DISK1

Files: Visioneer's PaperPort Desktop, version 4.0

- SETUP.EXE, the PaperPort 32-bit setup executable
- PaperPort 32-bit compressed libraries and support files

Directory:

SYS:\HPNSJET5\CLIENTSW\SETUPNSJ\PAPRPORT\WIN32\DISK<sub>n</sub>

Files: Visioneer's PaperPort Desktop, version 4.0

- PaperPort 32-bit compressed libraries and support files

Directory:

SYS:\HPNSJET5\CLIENTSW\SETUPNSJ\SKETCH\WIN32\DISK1

Files: HP's Network ScanJet 5 Utility

- SETUP.EXE, the HP client 32-bit setup executable
- HP client 32-bit compressed libraries and support files

## HP Network ScanJet 5 scanner manuals setup files

Directory: SYS:\HPNSJET5\CLIENTSW\SETUPNSJ\DOC\DISK1

Files: Setup files for Adobe Acrobat Reader and the online *Administrator's Guide* and *User's Guide*

- SETUP.EXE, the 16-bit setup executable
- Compressed libraries and support files, including the Acrobat Reader and the .PDF files for the manuals

## Client Workstation Directories

### Windows 3.1, NT, and 95 shared client files

Directory: SYS:\HPNSJET5\CLIENTSW\SHARENSJ\OPLE

Caere OmniPage Limited Edition 5.0 files:

APSL.EXE	README.TXT
OCRAWARE.EXE	WSCOM.RES
OPLIMIT.EXE	WSENG.RES
WINOCRK0.EXE	DISK.SRC
XOCR32.EXE	SCAN.SRC
WSENG.HLP	SAMPLE.TIF
OPLIMIT.OCR	*.BIN, *.BMP, *.DAT, *.PXW, *.PXI

### Windows 3.1 shared client files

Directory: SYS:\HPNSJET5\CLIENTSW\PAPRPORT\WIN16

Visioneer's PaperPort Desktop version 3.6 files:

PAPRPORT.EXE	PORTMGR.EXE
PPORTDRV.DRV	REMOVE.EXE
UNINSTAL.EXE	README.WRI
CALLHPEXE	
RUNPPDRV.EXE	
GUIDE.EXE	
MAXFIX.EXE	

Directory: SYS:\HPNSJET5\CLIENTSW\HPNSU\WIN16  
Files: HP's Network ScanJet 5 Utility

SSNET 16-bit .DLL files:

CALWIN16.DLL	LOCWIN16.DLL
CLNWIN16.DLL	NCPWIN16.DLL
CLXWIN.DLL	NETWIN16.DLL
HPSSN16.DLL	

HPNSU 16-bit files:

HPNSU16.EXE	HPNSU16.HLP
ACUIFGL.DLL	README.TXT
ACUGLD5.DLL	*.PDF

## Windows 95 and Windows NT shared client files

Directory: SYS:\HPNSJET5\SHARENSJ\PAPRPORT\WIN32

Visioneer's PaperPort Desktop, version 4.0 files:

PAPRPORT.EXE	README.WRI
PPORTDRV.DRV	PAPRPORT.HLP
UNINSTAL.EXE	MAXLINK.INI
CALLHPEXE	PRINTERS.INI
RUNPPDRV.EXE	PAPRPORT.REG
GUIDE.EXE	NETWORK.TAG
MAXFIX.EXE	MSVIDEO.XXX
PORTMGR.EXE	*.GLK (all links)
REMOVE.EXE	*.DLL, *.ANN, *.BIN, *.FLT

Directory: SYS:\HPNSJET5\CLIENTSW\SHARENSJ\HPNSU\WIN95  
Files: HP's Network ScanJet 5 Utility

SSNET Windows 95 .DLL files:

HPNT16.DLL	NWCALLS.DLL
HPNT32.DLL	NWIPXSPX,DLL
HPNW416.DLL	NWLOCALE.DLL
HPNW432.DLL	NWNET.DLL
HPSSN95.DLL	NWPSRV.DLL

HPNSU 32-bit files:

HPNSU32.EXE	README.TXT
ACCUGNT5.DLL	*.PDF
HPNSU32.HLP	

Directory: SYS:\HPNSJET5\CLIENTSW\SHARENSJ\HPNSU\WINNT  
Files: HP's Network ScanJet 5 Utility for Windows NT

SSNET Windows NT .DLL files:

CALWIN32.DLL	LOCWIN32.DLL
CLNWIN32.DLL	NCPWIN32.DLL
CLXWIN32.DLL	DETWIN32.DLL
HPSSNNT.DLL	

HPNSU 32-bit files:

HPNSU32.EXE	README.TXT
ACCUGNT5.DLL	*.PDF
HPNSU32.HLP	

# Problem Solving

---

## Introduction

This chapter describes problems that can occur during the scanning process, including error messages you may encounter. Error messages can originate from several sources:

- **At the scanner.** Most of the messages displayed on the control panel of the scanner are status or information messages. However, error messages, requiring some action to be taken before scanning can proceed, are also displayed. These messages, together with recommended actions, are described in this chapter.
- **In the user software.** Messages are displayed in HP Network ScanJet 5 Utility when an error occurs while the user is performing some function connected with scanning. If the user is using the PaperPort software as an inbox, problems may occur and error messages may be displayed in connection with this software. Solutions to HP Network ScanJet 5 Utility and PaperPort software problems and error messages can be found both in this document and in the *HP Network ScanJet 5 Scanner User's Guide*.
- **In the administrative software.** Error messages are displayed in the HP JetAdmin software when an error occurs during an administrative process. Solutions to these problems can be found later in this chapter.

---

## Scanner Troubleshooting

### Scanner Is Not Working

Make sure of the following:

- The power cord is connected securely to the scanner and is plugged into an electrical outlet.
- The scanner is turned on. Check for fan operation (air flow outwards) at the rear of the scanner.
- The scanner is connected to the network.
- The scanner is unlocked. If you try to scan a document when the scanner is locked, it will emit a harsh, grinding sound.

If the scanner has been moved to a different network location, it needs to be reconfigured at the control panel and then reset before it will work. See chapter 2 for configuration steps; see “Resetting the Scanner (by hardware)” in this chapter for information on how to reset the scanner.

### Control Panel Is Not Working

Make sure of the following:

- The control panel is correctly connected to the network box.
- The power cord is plugged into an electrical outlet, and the scanner is turned on. Check for fan operation (air flow outwards) at the rear of the scanner.
- The control panel contrast is set properly. You can change the contrast in the Configuration menu with the arrow keys.

If the problem persists, call HP Support.

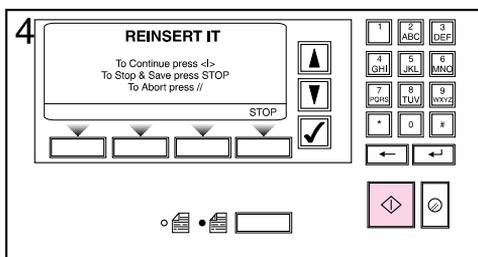
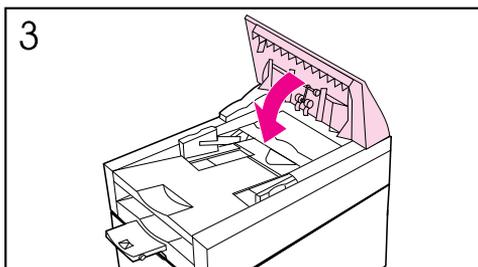
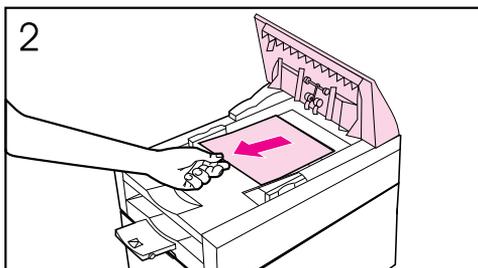
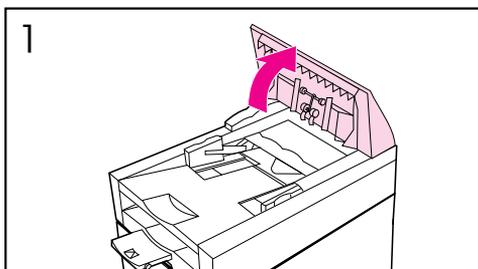
### Scanned Image Quality Is Poor

If scanned pages are blank, white, or have repeated patterns, first make sure that a page is not already on the scanner glass. Then check to see if the rollers, scanner glass, or delivery guide is dirty or needs replacement, as described in “Cleaning the Scanner” later in this chapter.

### Scanner Overheats

The scanner automatically shuts off if environmental conditions cause it to overheat. If this happens, switch the on/off switch to off, wait for the scanner to cool down, and switch on the scanner to operate. Resolve the environmental condition that caused the overheating.

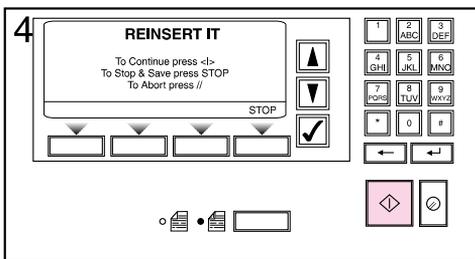
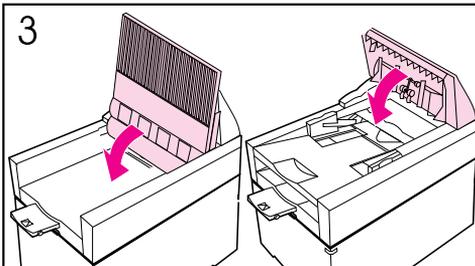
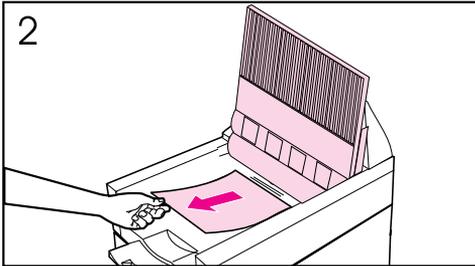
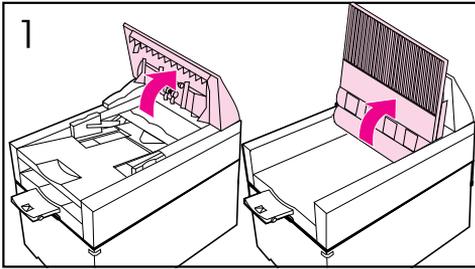
## Clearing Paper Jams



When you have a paper jam, the scanner control panel displays an error message directing you to where it occurred: the start of a page, the end of a page, or inside the ADF. Use one of the following procedures to clear the paper jam.

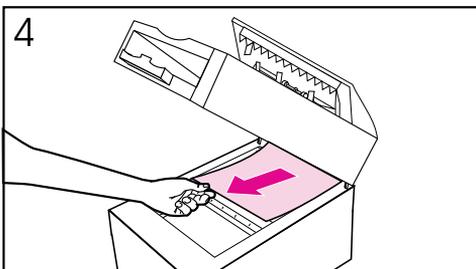
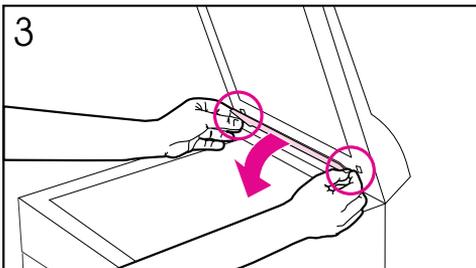
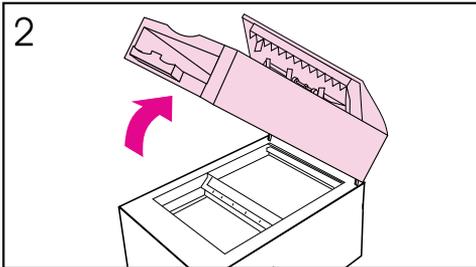
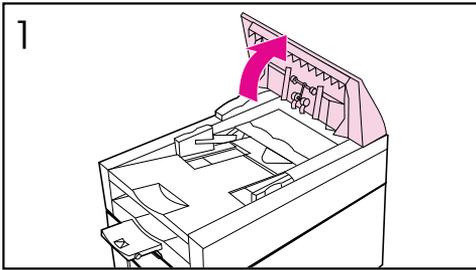
### To clear jams at the start of a page

- 1 Open the ADF cover.
- 2 Remove the jammed paper.
- 3 Close the ADF cover securely.
- 4 The control panel prompts you to do one of the following:
  - Reinsert the paper and press the **Go** key to continue scanning.
  - Stop scanning and save your data by pressing **Stop**.
  - Stop scanning without saving your data by pressing **Abort**.



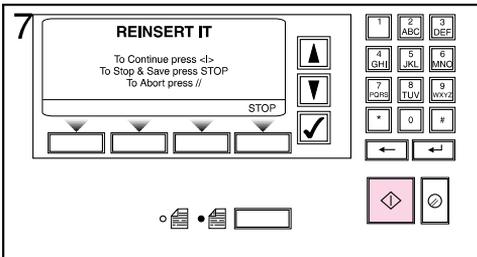
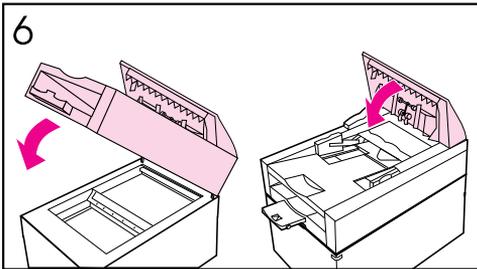
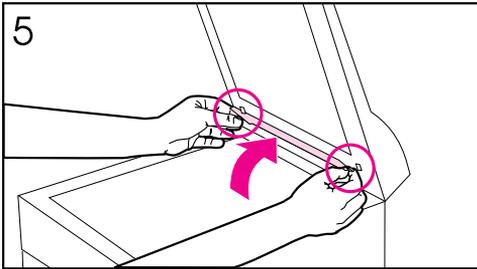
## To clear jams at the end of a page

- 1 Open the ADF cover and lift up the document tray.
- 2 Remove the jammed paper.
- 3 Close the document tray and the ADF cover securely.
- 4 The control panel prompts you to do one of the following:
  - Reinsert the paper and press **Go** to continue scanning.
  - Stop scanning and save your data by pressing **Stop**.
  - Stop scanning without saving your data by pressing **Abort**.



## To clear jams inside the ADF

- 1 Open the ADF cover.
- 2 Lift up 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.



- 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 document tray and the ADF cover securely.
- 7 The control panel prompts you to do one of the following:
  - Reinsert the paper and press **Go** to continue scanning.
  - Stop scanning and save your data by pressing **Stop**.
  - Stop scanning without saving your data by pressing **Abort**.

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## Cleaning the Scanner

You'll occasionally want to clean your scanner, as described in the following procedure.

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### Caution

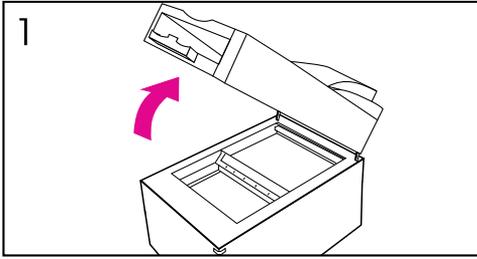
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Always turn off the scanner and unplug the power cords before cleaning.

### To clean the scanner

- 1 With a clean, soft cloth and a mild detergent, wipe off the outside of the scanner.
- 2 Dry the scanner with a clean, soft cloth.
- 3 Open the ADF. (If you remove the ADF, be sure to disconnect the cables first.)
- 4 Open the delivery guide by grasping the small plastic handles on either side of the delivery guide and pulling down.
- 5 Use a clean, soft, dry cloth to wipe the inside surface of the delivery guide sheet.
- 6 Close the delivery guide and wipe its outside surface with the cloth.

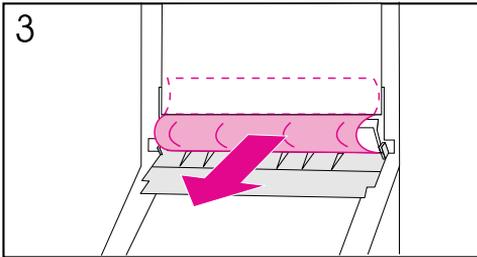
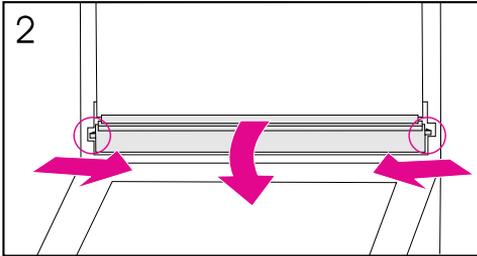
# Replacing the Delivery Guide Sheet



Replace the delivery guide sheet if the scanning quality is still poor after cleaning.

## To replace the delivery guide sheet

- 1 Lift up the ADF.
- 2 Open the delivery guide by grasping the small plastic handles on either side of the delivery guide and pulling down.
- 3 Remove the used delivery guide sheet.
- 4 Install the new delivery guide sheet by aligning its holes with the small plastic spindles on the delivery guide and pressing down.

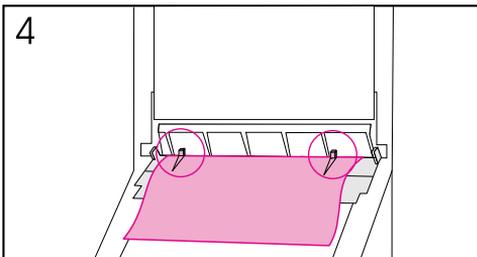


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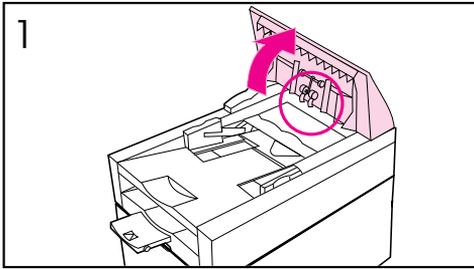
### Note

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

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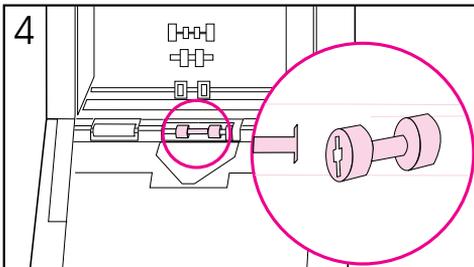
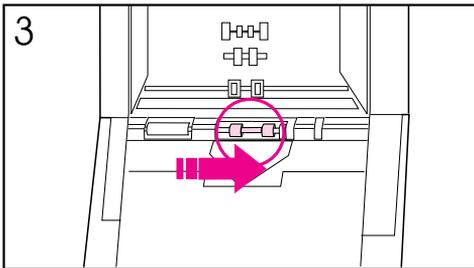
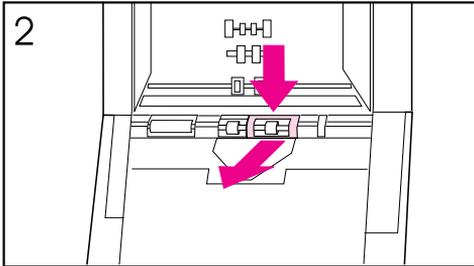
# Replacing the Lower Rollers

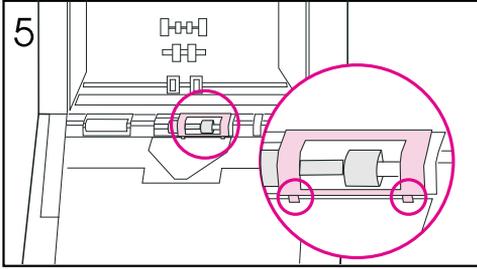


Replace the lower rollers if they are worn (if, for example, they are picking up multiple sheets of paper).

## To replace the lower rollers

- 1 Lift up the control panel.
- 2 Press down on the plastic cover located behind the right-hand roller, and pull the cover towards you.
- 3 Move the rollers to the right and remove the rollers and roller bar.
- 4 Install new lower rollers by inserting the left side into the matching bar in the scanner.





- 5 Replace the plastic cover, putting the bottom feet first.
- 6 Close the control panel.

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## Cleaning Up Workarea Files

In the unlikely event that a scanner, server, or network “crash” occurs while the scanner is updating a file in a user’s workarea, orphan pages might be created in that directory.

### To clean up the workarea files

You can clean orphan pages from the workarea directory by deleting all files with .HPS or .XXX extensions from the directory (where X is a number from 0 to 9).

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## Software Maintenance Procedures

The HP JetAdmin software provides you with tools to quickly perform scanner maintenance. For each of the procedures described on the following pages, you'll need to first select the scanner in the HP JetAdmin software and then select the procedure on the Tools tab of the Properties dialog box.

### To get to the Tools tab

- 1 Connect to a network environment (with supervisor status) and start the HP JetAdmin software. The main window appears, listing all configured scanners, printers, plotters, and copiers.
- 2 Select the scanner for which you want to perform a maintenance procedure.
- 3 From the **Device** menu, choose **Properties**.
- 4 In the Properties dialog box, click the Tools tab.

### Backing Up the Scanner Configuration

It's a good idea to back up your scanner configuration on a frequent and regular basis. Always do a backup before product exchange.

### To back up the scanner configuration

- 1 On the Tools tab of the Properties dialog box, click the **Backup** icon.
- 2 In the Commands box, click **Backup**.
- 3 In the Backup dialog box, specify the directory and filename in which the backup should be placed.
- 4 Click **OK**. Messages indicate when the backup is in progress and when it has completed.

To check the results of the backup, refer to the Events Log.

## Restoring the Scanner Configuration

You can restore a backup of previously saved configuration data to a selected scanner. Because you can choose a target scanner that is different from the original one, this procedure can be used when replacing a scanner. The new scanner must first be connected to the network and configured from the scanner control panel, as described in the *HP Network ScanJet 5 Getting Started Guide*.

### To restore the scanner configuration

- 1 On the Tools tab of the Properties dialog box, click the **Backup** icon.
- 2 In the Commands box, click **Restore/Exchange**.
- 3 In the Restore dialog box, enter the directory and filename in which the backup is stored.
- 4 Click **OK**. The directory and file you specified are verified. The restore procedure is canceled if files are missing. A message warns that the restore procedure overwrites the current configuration of the scanner.
- 5 Click **OK**. Messages indicate when the restore is in progress and when it has completed.

To check the results of the restoration, refer to the Events Log.

## Replicating the Scanner Configuration

You can replicate (copy) the configuration of one scanner to another. This provides a simple method for aligning the configurations of multiple scanners. Of course, the first scanner must already have been configured from the scanner control panel.

### To replicate the scanner configuration

- 1 On the Tools tab of the Properties dialog box, click the **Backup** icon.
- 2 In the Commands box, click **Replicate**.
- 3 In the Source Scanner box of the Replicate Scanner dialog box, select the scanner from which the configuration will be copied. The Target Scanner box displays the name of the currently selected scanner.
- 4 Click **OK**. The message `Scanner replicate in progress` appears both for the download from the source scanner and for the upload to the target scanner. The message `Scanner replicate successfully completed` appears at the end of the process. You can stop the operation at any time before it completes.

To check the results of the replication, refer to the Events Log.

## Displaying the Activity Log

The activity log displays the last 128 activities logged for the currently selected scanner. For each activity, the log displays the date, time, user, activity, and destination.

### To display the activity log

- 1 On the Tools tab of the Properties dialog box, click the **Reports** icon.
- 2 In the Commands box, click **View Activity Log**.
- 3 To save the log to a file, click **Save to File**.
- 4 To clear all log entries, click **Clear Log**.
- 5 When you have finished viewing the log, click **OK**.

## Displaying the Events Log

The events log displays the last 128 internal scanner events (such as errors and failures) logged for the currently selected scanner. For each event, the log includes the date, time, event, and description.

### To display the events log

- 1 On the Tools tab of the Properties dialog box, click the **Reports** icon.
- 2 In the Commands box, click **View Events Log**.
- 3 To save the log to a file, click **Save to File**.
- 4 To clear all log entries, click **Clear Log**.
- 5 When you have finished viewing the log, click **OK**.

## Displaying Accounting Information

The accounting report displays the following totals for each configured user: distributed documents, distributed pages, scanned documents, scanned pages, faxed documents, faxed pages, the total number of scanned pages, and date and time of the last time the user accessed the scanner.

### To display the accounting information

- 1 On the Tools tab of the Properties dialog box, click the **Reports** icon.
- 2 In the Commands box, click **Accounting**.
- 3 To save the accounting information to a file, click **Save to File**.
- 4 To reset the currently selected user accounts, click **Reset Accounts**.
- 5 When you have finished viewing the accounting information, click **OK**.

## Rebooting the Scanner

You can reinitialize (reboot) the currently selected scanner remotely if you have supervisor privileges on at least one of the network environments configured in the scanner.

### To reinitialize the scanner

- 1 On the Tools tab of the Properties dialog box, click the **Reset** icon.
- 2 In the Commands box, click **Re-initialize**.
- 3 When the message Reinitialize the scanner appears, click **OK**.

## Resetting the Scanner (by software)

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### Caution

This action will erase all scanner configuration information. You will need to reconfigure the scanner after a reset. Refer to chapter 2 for instructions.

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You can restore the original factory defaults on the selected scanner, erasing all data stored on the scanner's internal hard disk. Only those network environments currently running and on which you have supervisor access will be cleared.

### To reset the scanner by software

- 1 On the Tools tab of the Properties dialog box, click the **Reset** icon.
- 2 In the Commands box, click **Reset to Factory Defaults**.
- 3 When the message This will erase ALL data from the selected scanner. Reset scanner to factory defaults? appears, click **OK**.

## Resetting the Scanner (by hardware)

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### Caution

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This action will erase all scanner configuration information. You will need to reconfigure the scanner after a reset. Refer to chapter 2 for instructions.

The only time it is appropriate to reset the scanner physically is after you have changed the scanner's location on the network. You will need to reconfigure the scanner after a reset. Refer to chapter 2 for instructions.

### To reset the scanner by hardware

- 1 Turn the scanner off, wait 30 seconds, and turn the scanner back on.
- 2 During the self-test, simultaneously press the following three keys:
  - 3** key on keypad
  - Abort** key
  - Leftmost softkey
- 3 The control panel will ask for confirmation that you want to reset.

## Upgrading the Scanner

You can upgrade the firmware for the selected scanner (or restore the firmware to the previous version). You must have supervisor privileges on at least one network environment for which the scanner is configured, and the scanner must be fully configured in order to be upgraded.

### To upgrade the scanner

- 1 On the Tools tab of the Properties dialog box, click the **Upgrade** icon.
- 2 In the Commands box, click **Firmware Upgrade** to display the Upgrade dialog box.
- 3 In the FW Image box, type the location of the firmware (for new upgrades, usually a floppy drive) or click **Browse** to locate the firmware.
- 4 In the Network Environments box, select the network environment you want to use in the upgrade. This box lists all network environments on which the scanner has been configured and for which you have supervisor privileges.
- 5 Click **OK**.

To check the results of the upgrade, refer to the Event Log.

## Setting Scanner Configuration Limits

The following table lists the maximum limits for each configuration category.

Files	Values
Users	512
Printers	32
Faxes	256
Distribution Lists and Distribution List entries	64 lists with 512 entries each
Settings	16
Printer Classes	32
Users (private)	256
Faxes (private)	128
Distribution Lists and Distribution List entries (private)	32 lists with 384 entries each
Settings (private)	16
Autoflows (private)	32

### Maximum Dynamic Combinations for Each Scan Job

Maximum selected destinations = 512 (number of selected users + number of selected faxes + number of destinations in selected distribution lists)

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## Control Panel Error Messages

Error messages displayed at the control panel are identified by a number, which HP Support uses to resolve the problem, if necessary. In some cases a second number, further identifying the problem, will also be included. Record these numbers and report them to your support representative.

### Internal Errors

Error Message	Error Description	Actions
— Self-test Error: XY	The control panel is not working. If the error is “OD,” a key was pressed during the control panel boot and it is a warning message.	Turn the scanner off and then on.  If the problem persists, call HP Support.
— Self-test Initializing...Wait	If the message is displayed for more than one minute, the control panel is working but something is wrong with a connection.	Check if all cables are properly plugged in.  If the problem persists, call HP Support.
<b>10</b> Internal Error HP Network ScanJet 5 Halted	Internal information in temporary storage cannot be accessed.	Turn the scanner off and then on.  If the problem persists, call HP Support.
<b>11</b> Internal Error Internal Memory Error	Internal memory error.	Turn the scanner off and then on.  If the problem persists, call HP Support.
<b>12</b> Internal Error Out of Memory	Internal memory error.	If the error message appears just after booting, too many destinations or print queues are defined. In the HP JetAdmin software, remove some of the destinations from the scanner configuration and reset the scanner.  If message appears when a user is selected, the user has too many destinations defined. Use the HP Network ScanJet 5 Utility to remove private destinations, then use the <b>Reinitialize</b> option on the Tools tab to reset the scanner.

<b>Error Message</b>	<b>Error Description</b>	<b>Actions</b>
<b>13</b> Internal Error Communication Error	The control panel is working but something is wrong with the connection.	Check if the cable connecting the control panel is properly plugged in.  Turn the scanner off and then on.  If the error persists, call HP Support.
<b>14</b> Internal Error Control Panel Error	The control panel LCD is not working.	Turn the scanner off and then on.  If the problem persists, call HP Support.
<b>15</b> Internal Error HP Network ScanJet 5 halted	There is a connection problem with the scanner.	Check if all cables are properly plugged in.  Turn the scanner off and then on.  If the problem persists, call HP Support.
<b>16</b> Internal Error Internal Memory Error	Internal memory error.	Turn the scanner off and then on.  If the problem persists, call HP Support.
<b>65, 66</b> Internal Error HP Network ScanJet 5 halted	Bad internal behavior.	Turn the scanner off and then on.  If the problem persists, call HP Support.
<b>70, 71, 72</b> Internal Error Configuration Error	The internal configuration information is not accessible.	Try to reconfigure the scanner.  If the problem persists, call HP Support.
<b>73</b> Internal Error Internal Disk Error Press any key...	The internal message information for the language you've chosen cannot be accessed.	You can continue to use the scanner, which will display the messages in English.  Try to change the scanner language.  If the problem persists, call HP Support.

Error Message	Error Description	Actions
<b>74</b> Internal Error Internal Disk Error Press any key...	The internal message information for the language you've chosen is corrupted.	You can continue to use the scanner, which will display the messages partially in the language you've chosen and partially in English.  Try to change the scanner language.  If the problem persists, call HP Support.

## Network Errors

Error Message	Error Description	Actions
<b>101</b> Rebooting...	Please wait. The network scanner is rebooting.	No action is required. The scanner has received a reset command from the HP JetAdmin software. When the reboot finishes, the scanner will be ready for use again.
<b>102</b> Control Panel Locked...	The scanner is in a configuration phase.	No action is required. The scanner has received a configuration command from the HP JetAdmin software. When configuration finishes, the scanner will be ready for use again.
<b>103</b> Too Many Fax Numbers Entered Press any key...	The scanner reached the maximum allowed number of temporary fax numbers.	No action is required.
<b>104</b> No Users Found Press any key...	The scanner has been correctly initialized, but the destination pool is empty (not an error).	Add missing users/destinations/printers to the scanner.
<b>105</b> No Destinations Found Press any key...	Note: This could happen after a restore from an old backup if destinations were removed from the network after the date of the old backup.	In the HP JetAdmin software, configure the scanner and create a list of users/destinations/printers.  If the problem persists, unconfigure the scanner and configure it again from scratch.
<b>106</b> No Printers Found Press any key...		If the problem persists, call HP Support.

Error Message	Error Description	Actions
<p><b>107</b> No Prv Destinations Found Press any key...</p>	<p>The private destinations related to the user validated at the control panel have not been previously configured.</p>	<p>Check that the user has correctly configured private destinations.</p> <p>Install the HP Network ScanJet 5 Utility on the user's computer, then configure the user's private destinations.</p> <p>If the problem persists, call HP Support.</p>
<p><b>108</b> Destination Locked &lt;user name&gt;(err)</p>	<p>The selected destination has the workarea locked.</p>	<p>Use the HP Network ScanJet 5 Utility to unlock the workarea.</p>
<p><b>109</b> Invalid Destination &lt;user name&gt;(err)</p>	<p>The user corresponding to the selected destination is no longer defined in the configuration. The job has been canceled.</p>	<p>Use the HP JetAdmin software to reconfigure the destination name in the user pool.</p>
<p><b>110</b> Protocol Stack Unconfigured Press any key...</p>	<p>The correct Protocol Stack must be selected before exiting the special menus.</p>	<p>At the scanner control panel, select the correct Protocol Stack.</p>
<p><b>111</b> Printer not found &lt;printer name&gt;(err)</p>	<p>The print queue selected as the scanning destination cannot be found. The job has been canceled.</p>	<p>Use the HP JetAdmin software to configure the printer.</p>
<p><b>112</b> Send to User Error &lt;user name&gt;(err)</p>	<p>The HP Network ScanJet 5 scanner detected an error while sending a job to the user. The job has been canceled.</p>	<p>Check if the maximum available disk space for the workarea owner has been reached.</p> <p>Check if the server disk is full.</p> <p>Check the LAN cable.</p> <p>Check if the HP Network ScanJet 5 scanner has create and write permissions in the workarea owned by the selected destination.</p> <p>If the user workarea is configured in an NT or LAN Server environment, check if the HP Network ScanJet 5 scanner service (daemon) is still active.</p> <p>Check if the network scanner object still exists in the server bindery.</p>

Error Message	Error Description	Actions
<b>115</b> Internal Error Out of Memory (err)	Internal memory error.	<p>If this message appears just after booting, there are too many public destinations or print queues defined. Run the HP JetAdmin software to remove some destinations, then turn the scanner off and on.</p> <p>If the error message appears when the user is selected, the user has too many destinations defined. Use the HP Network ScanJet 5 Utility to remove some private destinations, then use the <b>Reinitialize</b> option on the Tools tab to reset the scanner.</p> <p>If the problem persists, call HP Support.</p>
<b>120, 121, 122, 123</b> Internal Error Internal Disk Error(err) HP Network ScanJet 5 halted	An error has occurred in opening, reading, or writing a file on the network scanner internal hard disk, or the file is corrupted.	<p>Reboot the scanner.</p> <p>If the problem persists, call HP Support.</p>
<b>124</b> Network Error Prv Destinations Access Error (err)	A user's private destinations list is configured in a wrong format.	<p>Run the HP Network ScanJet 5 Utility to reconfigure the user's private destinations list.</p> <p>If the problem persists, call HP Support.</p>
<b>130</b> Fax Server Not Found	The fax server destination could not be found.	Verify the installation match between the fax server and the HP Network ScanJet 5 scanner.
<b>131</b> Error Sending Fax	The scanner detected an error while sending data to the fax server.	<p>Verify that the HP Network ScanJet 5 scanner configuration is correct.</p> <p>Use the HP JetAdmin software to verify the status of the fax server.</p>
<b>132</b> Network Error	The scanner detected an error while receiving notification from the fax server.	<p>Verify that the HP Network ScanJet 5 scanner configuration is correct.</p> <p>Use the HP JetAdmin software to verify the status of the fax server.</p>

Error Message	Error Description	Actions
<b>133</b> General User Disabled Press any key...  <b>134</b> Fax Server Disabled Press any key...	The scanner is working, but the general user or fax server is disabled.	Use the HP JetAdmin software to configure the general user or fax server.
<b>135</b> Too Many Destinations Please Deselect Some of Them Press any key...	There are too many destinations selected on the scanner's control panel.	Deselect some destinations.
<b>140</b> Network Error Network Load Error(err) HP Network ScanJet 5 Halted	An error occurred while loading or connecting to the network stack (Ethernet), or there was a problem accessing the ring (Token Ring), or there was a problem initializing the TCP/IP stack.	Check the LAN cable.  Check if the server is available.  If the workarea is configured in an NT or LAN Server environment, check if the HP Network ScanJet 5 scanner service (daemon) is still active.  If the problem persists, call HP Support.
<b>141</b> Network Error NetWare Init Error (err) HP Network ScanJet 5 Halted	An error occurred during the NetWare protocol initialization.	Turn the scanner off and on.  If the problem persists, call HP Support.
<b>142</b> Network Error SNMP Init Error (err) HP Network ScanJet 5 Halted	An error occurred while initializing SNMP or when MIB was registered.	Call HP Support.
<b>143</b> Network Error SAP Init Error (err) HP Network ScanJet 5 Halted	An error occurred while initializing SAP.	Call HP Support.

Error Message	Error Description	Actions
<b>144</b> Network Error Log Init Error (err) Press any key...	There was a problem while initializing the logging file recorded on the scanner's hard disk. This does not affect other scanner functions.	Run the HP JetAdmin software and clear the event log and the activity log.  Turn the scanner off and on.  If the problem persists, call HP Support.
<b>145</b> Network Error Diagnostic Failed (err) HP Network ScanJet 5 halted	There was an error running a diagnostic on the scanner network interface.	Turn the scanner off and on.  If the problem persists, call HP Support.
<b>146</b> Network Error Network Card Changed NW ScanJet 5 Halted	The network card has been changed; this is an invalid operation.	Send the HP Network ScanJet 5 scanner to the Repair Center to have the network card changed.
<b>150</b> Network Error Password Not Found(err) Press any key...	The scanner cannot get the user's password from the server.	Check that the user has correctly configured his or her password.  If the problem persists, call HP Support.
<b>151</b> Network Error Download Private Error(err) Press any key...  <b>152</b> Network Error User Not Reachable(err)	There is a problem reading the private user files from the server, or the server is not available.	Try the operation again.  Check the LAN cable.  Check if the server is available.  If the user workarea is configured in an NT or LAN Server environment, check if the HP Network ScanJet 5 scanner service (daemon) is still active.
<b>155</b> Network Error Time Sync Error (err) Press any key...	An error occurred while the scanner was synchronizing the date and time with the server.	Check the LAN cable.  Check if the time server is available.  Check if the server date and time clock is working correctly.  In the HP JetAdmin software, check that the time server is configured correctly.

Error Message	Error Description	Actions
<p><b>156</b> Internal Error No Unique File Name Press any key...</p>	<p>A unique file name for the scanner document could not be created. This problem occurs if the server clock has been set to a value back in time.</p>	<p>Check if the server date and time are set correctly.</p>
<p><b>160</b> Open Remote File Error &lt;file name&gt;(err)</p>	<p>An error has occurred in creating or opening a file on the server disk. This happens when a file cannot be created in the destination workarea.</p>	<p>Check if the maximum available disk space for the workarea owner has been reached.</p> <p>Check if the workarea associated with the selected destination still exists on the server disk.</p> <p>Check if the specified path exists.</p> <p>Check if the server disk is full.</p> <p>Check if the HP Network ScanJet 5 has create and write permissions in the specified path.</p> <p>If the user workarea is configured in a NetWare server, check if the trustees have been removed. Add them using NetWare tools or use HP JetAdmin software to reassign to the user the same network environment.</p> <p>If the server in which the user has been configured is in an NT or LAN Server environment, check if the HP Network ScanJet 5 scanner service (daemon) is active.</p>
<p><b>161</b> Read Remote File Error &lt;file name&gt;(err)</p>	<p>An error occurred in reading the specified file on the server disk.</p>	<p>If the server in which the user has been configured is in an NT or LAN Server environment, check if the HP Network ScanJet 5 scanner service (daemon) is active.</p> <p>Check if the HP Network ScanJet 5 scanner has the correct permissions in the specified path.</p>

Error Message	Error Description	Actions
<p><b>162</b> Write Remote File Error (<i>file name</i>&gt;(err)</p>	<p>An error occurred in writing the specified file on the server disk.</p>	<p>Check if the maximum available disk space for the workarea owner has been reached.</p> <p>Check if the workarea associated with the selected destination still exists on the server disk.</p> <p>Check if the server disk is full.</p> <p>If the server in which the user has been configured is in an NT or LAN Server environment, check if the HP Network ScanJet 5 scanner service (daemon) is active.</p> <p>Check if the HP Network ScanJet 5 scanner has write permissions in the path specified.</p>
<p><b>170</b> Transport Connection Error &lt;<i>server identifier</i>&gt;(err)</p>	<p>The HP Network ScanJet 5 scanner detected an error while trying to connect to the server specified.</p>	<p>Try the connection again.</p> <p>Check the LAN cable.</p> <p>Check if the server is running and can be reached.</p> <p>Check if the server address is configured correctly.</p> <p>Check if the network scanner object still exists in the network environment in which the destination is configured.</p> <p>If the server in which the user has been configured is in an NT or LAN Server environment, check if the HP Network ScanJet 5 scanner service (daemon) is active.</p> <p>If the problem persists, reboot the HP Network ScanJet 5 scanner.</p>

Error Message	Error Description	Actions
<b>171</b> Transport Disconnection Error <i>&lt;server identifier&gt;(err)</i>	The HP Network ScanJet 5 scanner detected an error while it was trying to disconnect from the server.	Check the LAN cable.  Check if the server is running and can be reached.
<b>172</b> Scanner Validation Error <i>&lt;server identifier&gt;(err)</i>	The HP Network ScanJet 5 scanner detected an error during validation from the server.	Try the connection again.  Check if the HP Network ScanJet 5 scanner is configured correctly in the server.
<b>173</b> Connection Timed Out <i>&lt;object name&gt;(err)</i>  <b>174</b> Net Channel Full <i>&lt;object name&gt;(err)</i>	The connection between the HP Network ScanJet 5 scanner and the named object was cut off during transmission for some unknown reason or because the channel was busy.	There might be heavy traffic on the LAN. Try sending the document again.  Check the LAN cable.  Check if the server is running and can be reached.  If the server in which the user has been configured is in an NT or LAN Server environment, check if the HP Network ScanJet 5 scanner service (daemon) is active.  If the problem persists, reboot the HP Network ScanJet 5 scanner.
<b>175</b> No Data on Channel <i>&lt;object name&gt;(err)</i>	The connection between the HP Network ScanJet 5 scanner and the named object was cut off while waiting for data for a long time on the channel.	Use the <b>Reinitialize</b> option on the Tools tab to reset the scanner.  If the problem persists, call HP Support.
<b>176</b> Network Error Network Environment Failure (err)	The HP Network ScanJet 5 scanner detected an error while trying to access a network resource database on the scanner.	Use the <b>Reinitialize</b> option on the Tools tab to reset the scanner.  If the problem persists, call HP Support.

## Scanner Errors

Error Message	Error Description	Actions
<b>201</b> Scanner Error HP Network ScanJet 5 halted	An error has occurred initializing the scanner.	Turn the scanner off and on.  If the problem persists, call HP Support.
<b>202</b> Scanner Error Scanner Not Connected	Communication problems exist with the scanner.	Turn the scanner off and on.  If the problem persists, call HP Support.
<b>203</b> Scanner Error No Paper Feeder	The Automatic Document Feeder (ADF) cable is not connected to the scanner base.	Verify that the ADF is properly connected to the scanner base.  Turn the scanner off and on.  If the problem persists, call HP support. Note: You can still use the flatbed to scan.
<b>204</b> Paper Jam! Open the Cover & Remove Paper	The ADF detects a paper jam.	See “Clearing Paper Jams” at the beginning of this chapter.  If the problem persists, call HP support.
<b>205</b> Scanner Error HP Network ScanJet 5 Halted	The scanner element failed to return to home position.	Turn the scanner off and on.  If the problem persists, call HP Support.
<b>206</b> Scanner Error HP Network ScanJet 5 Halted	The lamp did not achieve the required intensity for proper scanning.	Turn the scanner off and on.  If the problem persists, call HP Support.
<b>208</b> Internal Error HP Network ScanJet 5 Halted	Internal memory error.	Turn the scanner off and on.  If the problem persists, call HP Support.
<b>209</b> Cover Open! Check the ADF Cover	The ADF cover is open.	Close the ADF cover securely.  If the problem persists, call HP support.
<b>211</b> Internal Error HP Network ScanJet 5 Halted	Internal memory error.	Turn the scanner off and on.  If the problem persists, call HP Support.

## Transaction Log Error Messages

Error Message	Error Description	Actions
<b>14</b> Internal Error Control Panel Error	The control panel LCD is not working.	Turn the scanner off and on.  If the problem persists, call HP Support.
<b>108</b> Destination Locked <user name>(err)	The destination workarea is locked.	Use the HP Network ScanJet 5 Utility to unlock the workarea.
<b>109</b> Invalid Destination <user name>(err)	The selected destination no longer belongs to the network user group. The scanning job has been canceled.	Use the HP JetAdmin software to remove the destination name from the scanner user pool and power cycle or remotely reset the scanner.
<b>111</b> Printer Not Found <printer name>(err)	The print queue selected as the scanning destination cannot be found. The scanning job has been canceled.	<p>Run the administrative software for the network on which the print queue has been configured to see if the print queue has been canceled. If so, create the print queue again and use the HP JetAdmin software to assign the print queue to the scanner.</p> <p>If the printer is a network printer, check to see if the printer is busy (the scanner cannot send a job to the printer if it is busy), and run the HP JetAdmin software to make sure the printer is correctly configured on the scanner.</p> <p>If you are working with a NetWare print queue, run the NetWare command PCONSOLE to check if the network scanner has been removed from the list of queue users. If it has, in the HP JetAdmin software, reassign the print queue to the HP Network ScanJet 5 scanner.</p>

Error Message	Error Description	Actions
<b>112</b> Send To User Error <user name>(err)	The scanner detected an error while sending data to a user. The scanning job has been canceled.	Check if the available disk space in the user workarea is full.  Check the LAN cable.  Check if the workarea associated with the selected destination still exists on the server disk.  Check if the server disk is full.  Check if the maximum available disk space for the workarea owner has been reached.  Check if the scanner has create and write permissions in the workarea owned by the selected destination.  If the user workarea is configured in an NT or LAN Server environment, check if the HP Network ScanJet 5 scanner service (daemon) is still active.
<b>130</b> Fax Server Not Found	The fax server destination cannot be found.	Verify that the fax server installation matches the scanner fax server configuration in the HP JetAdmin software.
<b>131</b> Error Sending Fax  <b>132</b> Network Error Fax Server Notification Error	An error has been detected while sending data to or receiving data from a fax server.	In the HP JetAdmin software, verify that the scanner fax server configuration is correct.  In the administrative software for the fax server, verify its status.
<b>156</b> Internal Error No Unique File Name Press any key...	The scanner cannot generate a unique file name for a document. This error happens if the server clock has been set to a value back in time.	Check if the server date and time are set correctly.

Error Message	Error Description	Actions
<p><b>160</b> Open Remote File Error &lt;file name&gt;(err)</p> <p><b>161</b> Read Remote File Error &lt;file name&gt;(err)</p> <p><b>162</b> Write Remote File Error &lt;file name&gt;(err)</p>	<p>An error has occurred in opening, reading, or writing a file on the server disk. This error occurs when a file cannot be created in the destination workarea.</p>	<p>Check if the maximum available disk space for the workarea owner has been reached.</p> <p>Check if the workarea associated with the selected destination still exists on the server disk.</p> <p>Check if the specified path exists.</p> <p>Check if the server disk is full.</p> <p>Check if the scanner has create and write permissions in the workarea owned by the selected destination.</p> <p>If the user workarea is configured in a NetWare server environment, check if trustees have been removed. If so, add them using NetWare tools or, using the HP JetAdmin software, reassign the user to the same network environment.</p> <p>If the user workarea is configured in an NT or LAN Server environment, check if the HP Network ScanJet 5 scanner service (daemon) is still active.</p>
<p><b>170</b> Transport Connection Error &lt;server identifier&gt;(err)</p>	<p>The scanner detected an error while trying to contact the specified server.</p>	<p>Try scanning the document again.</p> <p>Check the LAN cable.</p> <p>Check if the server is running.</p> <p>Check the connection to the server.</p> <p>Check if the server address is configured correctly.</p> <p>If the user workarea is configured in an NT or LAN Server environment, check if the HP Network ScanJet 5 scanner service (daemon) is still active.</p>

Error Message	Error Description	Actions
<b>171</b> Transport Disconnection Error <i>&lt;server            identifier&gt;(err)</i>	The scanner detected an error while trying to disconnect from the server.	Check the LAN cable.  Check if the server is running.  Check the connection to the server.
<b>172</b> Scanner Validation Error <i>&lt;server            identifier&gt;(err)</i>	The scanner detected an error while trying to be validated by the server.	Try scanning the document again.  Check that the scanner is configured correctly in the server.
<b>173</b> Connections Timed Out <i>&lt;object name&gt;(err)</i>  <b>174</b> Net Channel Full <i>&lt;object name&gt;(err)</i>  <b>175</b> No Data On Channel <i>&lt;object name&gt;(err)</i>	The scanner detected an error while trying to send a document or get data from a server.	Check if there is heavy traffic on the LAN. If so, retry when traffic is lighter.  Check the LAN cable.  Check if the server is running.  If the user workarea is configured in an NT or LAN Server environment, check if the HP Network ScanJet 5 scanner service (daemon) is still active.  If the problem persists, reboot the scanner.

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## Administrative Software Troubleshooting

This section contains solutions to problems you may encounter when configuring the HP Network ScanJet 5 scanner in the HP JetAdmin software.

### **A new HP Network ScanJet 5 scanner does not appear on the HP JetAdmin software main screen.**

If you are connected to a new, configured network scanner on the LAN, select **Refresh** from the HP JetAdmin software **View** menu (or use the **F5** key). The new scanner should automatically appear in the HP JetAdmin software main screen. If it does not appear, check the following:

- Make sure your desktop and the scanner are not isolated.
- Make sure that the desktop in which the HP JetAdmin software is running is configured with the same network protocols (at least one) that were configured through the scanner's control panel during setup.

### **Your network environment doesn't appear on the available list in the network environment window.**

- Make sure your desktop is not isolated.
- Make sure at least one supported server is running on the network.
- Make sure you have supervisor privileges in the network environment.
- Make sure the same protocol required to support the network environment is configured at the scanner control panel.

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#### **Note**

In the NT environment, you can see only one domain—the one your machine belongs to.

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### **Your user doesn't appear on the available list in the user window.**

- Make sure your desktop is not isolated.
- Make sure that at least one supported server is running on the network.
- Make sure you have supervisor privileges on the server in which the users are configured.
- If you cannot add a specific user listed in the Available Users box, make sure the HP Network Scanner Service (Daemon) has been correctly installed on the server.
- Make sure the same protocol required to support the network environment is configured at the scanner control panel.

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## Administrative Software Error Messages

The errors in this section are divided into two groups: HP JetAdmin software errors and fax server errors.

### HP JetAdmin Software Errors

Error Message	Error Description	Actions
Not enough memory to continue the operation	There is not enough memory either to run HP JetAdmin software or to perform a specific action.	Free as much memory as possible by closing other applications and try again.  Restart the HP JetAdmin software.
The domain controller of an expected domain is not responding	The NT or LAN Server domain controller is not responding.	Check the LAN cable.  Make sure the domain controller is available.  Make sure the network configuration of your LAN has not changed during your HP JetAdmin software session.
An expected sharename does not exist anymore  The sharename is not valid	The sharepoint of an NT or LAN Server domain is not responding.	Check the LAN cable.  Make sure the network is accessible from the PC running the HP JetAdmin software.  Make sure the network configuration of your LAN has not changed during your HP JetAdmin software session.
The system cannot communicate with the network	The application is running on a system that is not properly configured to communicate on the expected networks.	Make sure the network is accessible from the computer running the HP JetAdmin software.  Make sure the network protocols needed for the HP JetAdmin software are installed (TCP/IP or NetWare).

Error Message	Error Description	Actions
<p>Attempt to receive from the selected transport failed</p> <p>Invalid transport</p> <p>Attempted function on a connection with an invalid transport selected</p>	<p>The application is not able to communicate through the network for a network problem or for an error during the installation.</p> <p>The application is running on a system that is not properly configured to communicate on the expected networks, or the network is not working.</p>	<p>Check the LAN cable.</p> <p>Make sure that the network is accessible from the computer running the HP JetAdmin software.</p> <p>Make sure the network configuration of your LAN has not changed during your HP JetAdmin software session.</p> <p>Make sure the system is properly configured to communicate on the expected networks.</p>
<p>Hardware failure</p>	<p>The application is running on a system that has internal problems.</p>	<p>Restart the HP JetAdmin software.</p>
<p>The application is not properly installed</p>	<p>HP JetAdmin software is not properly installed.</p>	<p>Reinstall the HP JetAdmin software.</p>
<p>Unknown error</p>	<p>A system (unknown) error has been detected during network operations.</p>	<p>Check the LAN cable.</p> <p>Make sure the network is accessible from the computer running the HP JetAdmin software.</p> <p>Retry the failed operation.</p> <p>Make sure the scanner is connected to the LAN.</p> <p>Make sure the server is active and available.</p> <p>Restart the HP JetAdmin software.</p>
<p>Cannot find the network scanner service in this network environment</p>	<p>The HP JetAdmin software is not able to communicate with an NT server or LAN Server.</p>	<p>Make sure the server is running.</p> <p>Make sure the NP Network Scanner Service (daemon) is installed on the server.</p> <p>Make sure the computer running the HP JetAdmin software is the active TCP/IP protocol.</p>

Error Message	Error Description	Actions
Server not responding	The selected server is not responding during the requested operation.	<p>Wait a few seconds and try again.</p> <p>Check the LAN cable.</p> <p>Make sure the server is active and available.</p>
<p>The scanner is busy and cannot answer the request</p> <p>The scanner is remotely managed and cannot receive commands</p>	The scanner is busy at the moment (the scanner is probably in use).	<p>Verify that someone is using the scanner.</p> <p>Wait for a few minutes and try again.</p> <p>Use the <b>Reinitialize</b> option on the Tools tab to reset the scanner.</p>
<p>The scanner does not respond</p> <p>A connection could not be established with the specified scanner</p> <p>Unable to communicate with the scanner</p>	The scanner is not available.	<p>Check the LAN cable.</p> <p>Check that the scanner is on and running correctly.</p> <p>Try the operation again.</p> <p>Use the <b>Reinitialize</b> option on the Tools tab to reset the scanner.</p>
Cannot create the directory on the selected server	The directory to store the upgrade on the server cannot be created.	<p>Check if the server's disk is full.</p> <p>Check that the HP JetAdmin software is running and you are logged on to the network with supervisor privileges.</p> <p>Check if the server is on.</p>
Firmware image is incomplete or corrupted	The HP JetAdmin software cannot find .VER files, some files listed in the VER file are missing, or there is invalid data in the .VER file.	Call HP for a new copy of the firmware image.
<p>IPX was needed and not present on the system</p> <p>SPX was needed and not present on the system</p>	The HP JetAdmin software cannot find the specified network protocol.	<p>Try the operation again.</p> <p>Restart the HP JetAdmin software.</p> <p>Reboot the computer.</p>
The NetWare client shell was not found	HP JetAdmin software internal error.	See the HP JetAdmin software documentation.

Error Message	Error Description	Actions
You are running an older NetX shell on Windows 3.1	HP JetAdmin software internal error.	See the HP JetAdmin software documentation.
File copy error	The firmware image cannot be transferred to the server.	Check if the server disk is full. Check if the server is on.
The workarea location already exists and can be used by another user. Confirm to use the typed directory location	The directory already exists, perhaps because another user workarea is in the same location.	If possible, assign a different workarea for each user.
Unable to find the workarea location for the user	The HP JetAdmin software cannot find the specified user's workarea.	Check if the server is available. Check if you are running the HP JetAdmin software with supervisor access to the server. Make sure the user workarea exists on the server. If not, manually create the workarea on the server.
Cannot access the firmware image	If the firmware image is on a floppy, there are problems with the drive.  If the firmware image is saved on a network, you do not have sufficient rights to access the image.	Check that the floppy is correctly inserted in the drive.  Check the permissions for the administrator for the directory where the firmware image has been copied.
Unable to perform the operation	The HP JetAdmin software is not able to perform the requested operation.	No action required.
Cannot configure network environment  Cannot configure the destination	An error has occurred during a configuration operation.	Check the LAN cable.  Make sure the server is active and available.  After clearing the error, try the operation again.  Use the <b>Reinitialize</b> option on the Tools tab to reset the scanner.

Error Message	Error Description	Actions
Cannot set the network environment for the time synchronization	The HP JetAdmin software is not able to set the identifier for time synchronization on the scanner.	<p>Check the LAN cable.</p> <p>Make sure the scanner is active and available.</p> <p>Retry the operation.</p> <p>Restart the scanner.</p>
Cannot load the list of printer type supported by the scanner	The HP JetAdmin software is not able to get the printer type list from the scanner.	<p>Check the LAN cable.</p> <p>Make sure the scanner is active and available.</p> <p>Retry the operation.</p> <p>Restart the scanner.</p>
Backup data incomplete or corrupted. Restore not started	The backup data is corrupted. You cannot restore the backup data.	No action required.
Following network environments cannot be restored	The listed network environments cannot be restored.	<p>Make sure you have supervisor privileges on all the networks you want to restore.</p> <p>Make sure all the networks you want to restore are still configured on the LAN.</p>
Following network environments will not be cleaned	The listed network environments cannot be cleaned.	Make sure you have supervisor access to the network environment you want to clean.
Log not saved User accountings have not been saved	The selected log file has not been saved to the specified destination.	<p>Make sure the specified path exists.</p> <p>Make sure you have enough disk space to save the data.</p> <p>Make sure you have supervisor access to the network environments.</p>

Error Message	Error Description	Actions
<p>This network environment is not responding and cannot be cleaned up.</p>	<p>The listed network environments are not available. The cleanup operation failed.</p>	<p>Check the LAN cable.</p> <p>Make sure the network environment is available.</p> <p>Make sure you have supervisor access to the network environments.</p>
<p>Cannot create the user workarea</p>	<p>The HP JetAdmin software cannot create the workarea for the specified user.</p>	<p>Check the LAN cable.</p> <p>Make sure the server is active and available.</p> <p>Make sure you have supervisor access to the network environments.</p> <p>Make sure the specified path is correct.</p>
<p>The scanner server currently selected for the network is no longer valid. Please change the network environment configuration</p>	<p>The scanner server currently selected for the network environment is no longer valid; it may be because:</p> <ul style="list-style-type: none"> <li>• It is not responding (a possible network problem)</li> <li>• In an NT or LAN Server environment, the network scanner service (Daemon) has not been found on the server</li> <li>• In an NDS environment, no connection with supervisor rights has been found on the server</li> </ul>	<p>Choose <b>Modify</b> and then enter the network page; double-click the network environment; from the property window, select another server from the available list; click <b>OK</b>.</p> <p>In NDS, log on to the server and then re-enter information in the Modify Properties screen.</p>

## Fax Server Errors

Error Message	Error Description	Actions
<p>The Scanner ID doesn't match the value used in the Biscom FaxCom configuration. Check the FaxCom configuration</p>	<p>The Scanner ID doesn't match the value used in the Biscom FaxCom configuration.</p>	<p>Verify that the Scanner ID is correct.</p> <p>Using the Biscom administration software, verify that a user with a name that matches the Scanner ID exists.</p> <p>Try to set the Scanner ID again.</p>
<p>The Castelle FaxPress unit you selected does not have a software version able to support the ScanJet 5. Check the version number and contact Castelle</p>	<p>The Castelle FaxPress software version does not support the HP Network ScanJet 5 scanner.</p>	<p>Verify that an HPFSCAN directory exists under the Castelle\<i>serial#</i>&gt; directory. If the directory does not exist, perform an upgrade of the Castelle unit.</p>
<p>Some fax transmissions aren't processed from the fax server. Verify the status of the fax server and repeat this test. If the problem persists delete pending fax transmissions by resetting the scanner.</p>	<p>Some fax transmissions are not being processed by the fax server.</p>	<p>Wait until all pending fax jobs should have been sent, and then click the Troubleshooting button again.</p> <p>If the problem persists, use the <b>Reinitialize</b> option on the Tools tab to reset the scanner to remove pending fax jobs.</p>
<p>An HPFSCAN directory could not be found in the path you specified. The LAN Fax Option will be disabled</p>	<p>An HPFSCAN directory could not be found in the path you specified.</p>	<p>Verify that the Fax Server Directory is correct.</p> <p>Verify that an HPFSCAN directory exists in the specified path.</p>
<p>Error setting the fax workarea</p>	<p>The fax service isn't working. HP JetAdmin software isn't able to set the fax workarea.</p>	<p>Check the network environment for the correct fax workarea and repeat the operation.</p>
<p>Error configuring the fax environment</p>	<p>The fax service isn't working. HP JetAdmin software had problems communicating with the scanner.</p>	<p>Check the scanner for proper operation and repeat the operation.</p>

Error Message	Error Description	Actions
Warning: unable to get the fax environment	The fax server configuration is wrong or not available.	Reconfigure the fax server.

## HP Network ScanJet 5 Utility Error Messages

Error Message	Error Description	Actions
Bad private destinations	There is a problem accessing the user's workarea on the server.	<p>Check if the server is available.</p> <p>Make sure the selected workarea name is correct.</p> <p>Make sure the user workarea still exists on the server. If not, manually create the workarea on the server.</p>
Bad scanner destinations	There is a problem accessing the user's workarea on the server.	<p>Check if the server is available.</p> <p>Check if you are running the HP JetAdmin software with supervisor access to the server.</p> <p>Make sure the selected workarea name is correct.</p> <p>Make sure the user workarea still exists on the server. If not, manually create the workarea on the server.</p>
Cannot access private data into workarea	There is a problem accessing the user's workarea on the server.	<p>Check if the required network connection is still available (using Windows File Manager or Windows Explorer).</p> <p>Check the workarea's integrity.</p>
Cannot access document	There is a problem accessing the user's workarea on the server.	<p>Check if the server is available.</p> <p>Check if you are running the HP JetAdmin software with supervisor access to the server.</p> <p>Make sure the selected workarea name is correct.</p> <p>Make sure the user workarea still exists on the server. If not, manually create the workarea on the server.</p>

Error Message	Error Description	Actions
Cannot report errors	The service you are trying to access does not start.	<p>Make sure the software is installed correctly.</p> <p>Make sure there are enough system resources available to run the software.</p>
Cannot write data into user's workarea	There is a problem accessing the user's workarea on the server.	<p>Check if the server is available.</p> <p>Check if you are running the HP JetAdmin software with supervisor access to the server.</p> <p>Make sure the selected workarea name is correct.</p> <p>Make sure the user workarea still exists on the server. If not, manually create the workarea on the server.</p>
Could not create this inbox	The HP Network ScanJet 5 Utility could not create the inbox.	Check to make sure system resources are adequate.
Could not initialize the networking services	The service you are trying to access does not start.	<p>Make sure the software is installed correctly.</p> <p>Make sure there are enough system resources available to run the software.</p>
Could not initialize Visioneer PaperPort. Automatic Workflows will not be available	The service you are trying to access does not start.	<p>Make sure the software is installed correctly.</p> <p>Make sure there are enough system resources available to run the software.</p>
A document was received for an automatic workflow which does not exist	The HP Network ScanJet 5 Utility was unable to complete the automatic workflow link.	Make sure the link has not been deleted from the PaperPort software.
The error reporting service could not be initialized	The service you are trying to access does not start.	<p>Make sure the software is installed correctly.</p> <p>Make sure there are enough system resources available to run the software.</p>

<b>Error Message</b>	<b>Error Description</b>	<b>Actions</b>
Your fax document could not be successfully sent to its destination	Your fax document was not sent.	Wait a few minutes and resend the fax document.  Make sure the fax server is configured correctly on the scanner in the HP JetAdmin software.
The file conversion service was unable to be initialized	The service you are trying to access does not start.	Make sure the software is installed correctly.  Make sure there are enough system resources available to run the software.
The following component cannot be found	The HP Network ScanJet 5 Utility cannot find a needed .DLL.	Make sure the software is installed correctly.
General network error	There is a problem accessing the network.	Make sure the network connections are present and the server is accessible.
An inbox with this name already exists. Please choose a different name	The user is creating an inbox with the same name as an existing inbox.	Type a unique name for the inbox.
Invalid data  Invalid pages	Data from the scanner is corrupted.	Check that the scanner was not turned off during transmission.  Check that the scanner is working properly.  Check that the network is working properly.
The new password could not be confirmed. Please make sure the confirmation password exactly matches the new password	The password in the New box is different from the password in the Confirm box.	Type the password in the New box, and then type the same password in the Confirm box.

Error Message	Error Description	Actions
No private data available	There is a problem accessing the user's workarea on the server.	<p>Check if the server is available.</p> <p>Check if you are running the HP JetAdmin software with supervisor access to the server.</p> <p>Make sure the selected workarea name is correct.</p> <p>Make sure the user workarea still exists on the server. If not, manually create the workarea on the server.</p>
User's workarea is in an incorrect state	There is a problem accessing the user's workarea on the server.	<p>Check if the server is available.</p> <p>Check if you are running the HP JetAdmin software with supervisor access to the server.</p> <p>Make sure the selected workarea name is correct.</p> <p>Make sure the user workarea still exists on the server. If not, manually create the workarea on the server.</p>

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# PaperPort Software Troubleshooting

This section provides solutions to some common problems you may encounter while using the PaperPort software in a 16-bit environment. The problems are grouped into the following topics:

- Installation problems
- Printing problems
- Fax problems
- OCR problems
- Import and export file problems
- Missing e-mail links

## Installation Problems

### Windows fails to restart.

If Windows fails to restart when you choose **Restart Windows** at the end of the installation, the installation has not been successful and PaperPort software will not work. This includes cases in which the system “hangs” or “freezes” or exits to MS-DOS. Try running the installation program again. If the problem occurs again, quit Windows. Then, at the MS-DOS prompt, change to the Windows system directory by typing `CD C:\WINDOWS`, and press **Enter**, then type `PPUPDATE`, and press **Enter**. This completes the installation.

### Not enough disk space.

PaperPort software requires at least 8 MB of available disk space to be installed. After you select the PaperPort software and data directories, the installation program checks that your computer has enough available disk space. Try deleting unnecessary files or archiving older data to floppy disks or some other medium, if you need more disk space.

## Printing Problems

**Highlighted annotations are opaque when printed on HP LaserJet 4 printers.**

The LaserJet 4 printer driver has two graphics modes: HP-GL/2 and Raster. Change the graphic mode to Raster. For information on changing the graphics mode on your computer, see the documentation that came with Windows.

**Images are reduced in size.**

If necessary, the PaperPort software automatically reduces the size of the image to fit it on the page. For example, if you scan a 215.9 x 279.4 cm (8.5 x 11 inch) page, then the image in the PaperPort software will be 215.9 x 279.4 cm (8.5 x 11 inches) from edge to edge. However, most printers cannot print right up to the edge of the paper. To get the image to fit into this *printable area*, you must slightly reduce the size of the image.

## Fax Problems

**“Import Fax for WinFax PRO 4.0” does not appear in the File menu.**

Check your WIN.INI file for the line `Fax Path=<path>` under the section `[winfax]`, and then check this path for the file STATUS.FTM. If either is missing, try reinstalling WinFax PRO 4.0.

**Fax link doesn't work.**

In the PaperPort Preferences dialog box, click the Fax category and make sure that the correct fax driver is selected. Once the correct fax driver has been selected, the fax software will start when you drop an item onto the Fax Link icon. If the fax software still does not start, try reinstalling it.

## OCR Problems

### **The OCR link starts the wrong word processor.**

You must configure the word processor links. Specify the correct output word processor by choosing **Preferences** from the **Edit** menu and then selecting the word processing icon under **Category**.

### **A high percentage of incorrect characters appears in an item that was converted with the OCR link.**

The accuracy of the OCR link depends on the quality, size, and structure of the original document and on the quality of the scan itself. To obtain the best possible results when using the OCR link, choose a scan setting specific to text and do the following:

- Process only pages that have crisp, clear text. Letters that have gaps, that “bleed” along their edges, or that touch other letters will not work well with the OCR link. Note that underlining and text that is close to non-text items, such as graphics, will also degrade OCR results.
- Process only pages that contain 9-point text or larger.
- Adjust the Image setting to get the densest, clearest letters without any “bleeding” along their edges.
- Straighten pages either by rescanning the pages or by using the Straighten Page command.

## Import and Export File Problems

### **Exported files expand in size when opened in a paint program.**

Many paint programs ignore the dpi resolution information in .BMP, .PCX, and .TIF files. These programs assume that the resolution of the file is the same as the current screen resolution. Because these files actually contain more information than the screen can display, they grow in size. The following are some possible solutions:

- Instead of using the Export command, you can open the item in Page View, cut out the information, and then paste it into the program you want to use or into a new file in a paint program.
- You can also open the file in a graphics program that accurately reads the dpi resolution contained in the file.

### **Unable to import a file.**

Check whether the file you want to import is saved in an appropriate format, such as .BMP, .PCX, or .TIF. If it is none of these formats, select the appropriate file type you want and try importing the file again.

You can also try opening the file in a paint program and saving it as a .BMP file under a new file name. Then try opening the new file in the PaperPort software.

## Missing E-Mail Links

### Lotus Notes link icon does not appear.

The link to Lotus Notes requires the file NOTES.EXE. The path to this file must be typed in the LOTUS.INI file.

To make sure that the Lotus Notes icon appears, do the following:

- 1 Check that the file LOTUS.INI exists in your Windows directory. (If not, skip steps 2 and 3.)
- 2 Check this file for the line `Notes=<path>`.
- 3 Check this path for the NOTES.EXE file. If either is missing, try reinstalling your Notes client.
- 4 Check your WIN.INI file for the [Mail] section. Make sure that there is a key entry of `SMI=1`.

In some cases, Lotus Notes may be configured so that the PaperPort software cannot find the files SM1.DLL or NOTES.EXE. In MAXOPTS.INI (in the c:\PAPRPORT directory), add the following line in the section [Lotus Notes Mail Link] specifying the path to NOTES.EXE:

```
AppFile=c:\NOTES\NOTE.EXE
```

### Lotus cc:Mail link icon does not appear.

Contact your e-mail system administrator. The link to Lotus cc:Mail requires a Lotus cc:Mail file called VIM (Virtual Interface for Messaging).

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#### Note

VIM files were not shipped with Lotus cc:Mail versions prior to 2.0, but they can be downloaded from the cc:Mail forum on CompuServe and from the Lotus cc:Mail bulletin board service (BBS).

Check for the following:

- If the VIM files are installed but the cc:Mail link still does not appear, check your WIN.INI file for the line `SMI=1` in the section [Mail] and the entry `Program Path=<path>` in the section [cc:Mail].
- Check this directory path for the presence of these VIM files: CCEDIT.DLL, CCUTIL.DLL, VIM.DLL, SMI.DLL, CCSMI.DLL, CHARSET.DLL, COMDLG.DLL, MAILENG.DLL, MEMAN.DLL, CDVIM.DLL, VERINFO, and README.TXT.

If any of these files are missing, then cc:Mail has not been properly installed in this directory. Try reinstalling it.

### **Microsoft Mail link icon does not appear.**

The Microsoft Mail link requires the file MAPI.DLL. Check the following items to verify this file is in the correct place:

- 1 Make sure that the path to this file, which is usually C:\MSMAIL, is included in the path statement in your AUTOEXEC.BAT file.
- 2 The WIN.INI file must include the line MAPI=1 in the [Mail] section.

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#### **Note**

Installing Novell GroupWise will overwrite MAPI.DLL, making MSMail unavailable.

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### **WordPerfect Office link icon does not appear.**

To correct this problem, perform the following steps:

- 1 Make sure that the file WPC.INI in your Windows directory contains the entry WPOF=<path>\ofwin.exe (where <path> represents the location of OFWIN.EXE) in the [AppServer] section.
- 2 Make sure that the file WIN.EXE is in the specified path. If it is not, check with your network or system administrator.

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#### **Note**

If Novell GroupWise has been installed, the WordPerfect Office link will disappear. Novell GroupWise is an upgrade to WordPerfect Office.

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### **Da Vinci eMAIL link icon does not appear.**

To correct this problem, perform the following steps:

- 1 From the **Edit** menu, choose **Preferences**. The PaperPort Preferences dialog box appears.
- 2 Click the **Da Vinci** icon in the Category area.
- 3 Enter the path for the Da Vinci EMAILWIN.EXE file.
- 4 Run Da Vinci eMAIL at least once on your computer before running the PaperPort software so that the link icon appears.

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## PaperPort Software Error Messages

When a problem occurs, the PaperPort software displays a message that indicates the type of problem. This chapter explains what to do if you see one of these messages.

Message	Category	Recommended Action
An unsuccessful application exit has left Windows in an unstable state. You should restart Windows.	General	This can occur if your computer “hangs” or “crashes” while the PaperPort software is running, or if some other error occurs. Try restarting Windows. Although you can continue to work in Windows, you will not be able to scan or start the PaperPort software again until you restart Windows.
Can't register with the network component.	General	SSNET failed to start. Make sure the user's networking software is installed and operating correctly.
Destination has rejected the document.	General	The target application cannot handle the current document. Specify a different format for the target application.
Destination is busy.	General	The target application is not ready to receive documents.  Wait a few minutes and then retry.  Close the target application and retry.
Destination is not valid.	Link	The selected link is not valid. Check if the target link is still available.
Document failed.	General	The document cannot be sent to the target application.  Check if the link is still available.  Check the document format.  Check your system resources.  Try again.

Message	Category	Recommended Action
<p>PaperPort cannot arrange your Desktop because system resources are low. Please close one or more applications and try again.</p>	<p>Desktop</p>	<p>Quit any other applications that are running. If there are any items in your Startup program group, remove them, restart Windows, and try again. Note that some applications do not release all the memory or resources that they use even when you exit them. Restarting Windows with no applications in your Startup group can give you maximum memory and resources.</p>
<p>PaperPort cannot create a calibration file. Your disk may be full or read-only.</p>	<p>General</p>	<p>Make sure that your disk is not full. The calibration file requires up to 100K of disk space. (Note that you should have at least 1 MB of free disk space to use the PaperPort software.) In addition, check that you have read/write access to the drive containing the PaperPort software directory.</p>
<p>PaperPort cannot paste because the clipboard image is larger than the current page.</p>	<p>General</p>	<p>The image that you have cut or copied to the Windows Clipboard is larger than the item on which you are trying to paste. Try copying a smaller image to the Windows Clipboard. If you have a large image to paste, divide it into sections and copy and paste each section in turn. When pasting to a PaperPort item, the PaperPort software enables you to position the paste precisely before committing it.</p>
<p>PaperPort cannot read page &lt;n&gt; of the file &lt;file name&gt; because the page is damaged.</p>	<p>Disk and File</p>	<p>An item or a page in a stack can be damaged if your computer is shut down while the PaperPort software is running or if the PaperPort software is shut down in any way other than by a normal exit. Attempt to repair this file by running MAXFIX.EXE. Then follow the instructions on the screen.</p>
<p>PaperPort is out of available system memory. Please close some other application(s) and select Retry to proceed, or select Cancel to close PaperPort.</p> <p>There is not enough available memory to complete this operation. Please see PaperPort Help or the Troubleshooting section of your User's Guide.</p>	<p>Memory</p>	<p>These errors can be caused by low memory, insufficient system resources, or too few file handles. You should have at least 4 MB of available memory (8 MB or more to use OCR) and 50% of your system resources. Note that your computer should have 8 MB of physical RAM (not virtual memory) to use the OCR link.</p> <p>To make more memory, resources, or file handles available, try the following:</p>

Message	Category	Recommended Action
<p>PaperPort cannot receive printed pages. System memory may be low. Try exiting from other applications.</p>		<ul style="list-style-type: none"> <li>• Create a permanent swap file in the Virtual Memory section of the 386 Enhanced Control Panel. Use the size suggested in the dialog box. Make sure you have at least 20 MB of available space on the selected drive.</li> <li>• Quit any other applications that are running. If there are any items in your Windows Startup group, remove them and restart Windows.</li> <li>• If you are using a computer with less than 6 MB of physical memory, limit the SmartDrive cache for Windows to 256K or 128K. To do this, edit your AUTOEXEC.BAT file. Change the second number in the line  <code>DEVICE=CKSMARTDRV . EXE to 256 or 128.</code></li> <li>• Before Windows starts, check the amount of memory available by typing <code>MEM</code> at the DOS prompt. The largest executable program size should be at least 450K. If it isn't, see your MS-DOS and Windows documentation for information about optimizing memory.</li> <li>• Try increasing by 20 the line <code>FILES=</code> in your <code>CONFIG.SYS</code> file to increase the number of file handles. Then restart your computer.</li> </ul>
<p>PaperPort cannot use the file <i>&lt;file name&gt;</i> because it is damaged. You can run <code>MAXFIX.EXE</code> to repair this file.</p>	Disk and File	<p>An item or a page in a stack can be damaged if your computer is shut down while the PaperPort software is running or if the PaperPort software is shut down in any way other than by a normal exit. Attempt to repair this file by running <code>MAXFIX.EXE</code>. Then follow the instructions on the screen.</p>
<p>PaperPort cannot use the link <i>&lt;link name&gt;</i> because it is either damaged or incompatible with the current software version.</p>	Link	<p>Try reinstalling the linked application. If the problem persists, contact HP to see if an update is available for the link.</p>
<p>PaperPort has detected that the support file <code>MAXLINK.DLL</code> has been overwritten by a recently installed link. Please install PaperPort again to install the correct <code>MAXLINK.DLL</code>.</p>	Link	<p>If you install a supported linked application that has an older version of <code>MAXLINK.DLL</code>, it may overwrite the newer version in the PaperPort directory. Reinstall the PaperPort software and the correct version of this file will be properly installed.</p>

Message	Category	Recommended Action
PaperPort is busy and cannot be closed right now. Please wait until the current operation has finished, or close all PaperPort dialogs and try again.	General	The PaperPort software is busy processing. Wait one or more minutes, and then try quitting the PaperPort software again.
PaperPort is currently busy and cannot accept the printed item. Please close any open PaperPort dialog boxes before trying again.	General	Close any open PaperPort dialog boxes and try again.
PaperPort is currently busy and cannot complete this operation. Please close any open PaperPort dialogs before trying again.	General	Close any open PaperPort dialog boxes and try again.
Please specify the name of your Fax software before using the Fax link.	Link	You must select the fax software driver by choosing <b>Preferences</b> from the <b>Edit</b> menu and under Category selecting the <b>Fax</b> or generic fax icon.
The Desktop file is either damaged or missing. PaperPort will continue with a new Desktop.	Desktop	<p>The desktop file contains information you need for accessing the items on the Desktop. If this file is damaged, you may be able to fix it with the MAXFIX utility. Run MAXFIX.EXE and then follow the instructions on the screen.</p> <p>The desktop file can be damaged if your computer is shut down while the PaperPort software is running, or if the PaperPort software is shut down in any way other than by a normal exit. If the PaperPort software can restore the desktop file, it will continue normally. Otherwise, contact HP Support for help.</p>
The image data being unpacked is damaged.	General	If you get this message while scanning, try scanning the item again. If you get this message while importing a file, the file may be damaged or there may be a disk error. You can run a disk diagnostic utility to investigate this or run MAXFIX.EXE. Then follow the instructions on the screen.
The system is too busy to accept a page from your scanner. Please scan this page again.	General	Your computer was busy doing something else, so the scanner could not talk with the PaperPort software. In most cases, scanning again will succeed. If not, exit the other applications and try scanning again.

Message	Category	Recommended Action
This item contains one or more annotations that cannot be displayed by this version of PaperPort.	General	The item contains one or more annotations created by a later version of the PaperPort software than the one you are using. You can view all the annotations supported in your version by upgrading your copy. To upgrade your copy of the PaperPort software, contact HP.
Too many files were found. Please enter a different starting directory or file name and try the search again.	General	The PaperPort software found more files than it can display. Enter a different search criteria that will limit the search to a smaller number of files.
5-46Your OCR software was not able to process the selected pages.	Link	This error can be caused by a low-memory condition or a problem with the OCR software. For more information about making more memory available, see the memory messages in this chapter.

# Service and Support

## Hewlett-Packard Service Worldwide

Hewlett-Packard products are sold and supported worldwide through Hewlett-Packard Sales and Service Offices and through dealers. There are more than 240 Hewlett-Packard Sales and Service Offices worldwide.

<p><b>Online Services:</b> for 24-hour access to information over your modem, we suggest these services.</p>	<p><b>World Wide Web URL</b>—Printer drivers, updated HP printer software, and product and support information may be obtained from <a href="http://www.hp.com">http://www.hp.com</a>, or in Europe from <a href="http://www2.hp.com">http://www2.hp.com</a>. Japan: printer drivers may be obtained from: <a href="ftp://www.jp.hp.com/drivers/">ftp://www.jp.hp.com/drivers/</a>. Korea: <a href="http://www.hp.co.kr">www.hp.co.kr</a>. Taiwan: <a href="http://www.hp.com.tw">www.hp.com.tw</a>, with a local driver website of <a href="http://www.dds.com.tw">www.dds.com.tw</a>.</p>
	<p><b>HP Bulletin Board Service</b>—Our electronic download service provides convenient access to HP printer drivers, updated HP printer software, product information, and troubleshooting hints. Dial (208) 344-1691 (U.S. and Canada) and set your communication software to N,8,1. European Bulletin Board Service numbers are listed at <a href="http://www2.hp.com">http://www2.hp.com</a>. Taiwan (886-2) 923-3233. Korea: HITEL or CHOLIAN (Go HPK). Australia: (613) 9890 0276. New Zealand: (649) 356 3660.</p>
	<p><b>America OnLine</b>—(America OnLine/Bertelsmann available in France, Germany, and the UK)—Printer drivers, updated HP printer software, and support documentation are available to help you answer your HP product questions. Use Keyword HP to start your tour.</p>
	<p><b>CompuServe</b>—Printer drivers, updated HP printer software, and interactive sharing of technical information with other members are available on CompuServe's HP User's forums (GO HP), or call (800) 524-3388 and ask for representative #51. (CompuServe is also available in the UK, France, Belgium, Switzerland, Germany, and Austria.)</p>
<p><b>Obtaining Software Utilities and Electronic Information: U.S. and Canada</b></p>	<p>Phone: (970) 339-7009      <b>Mail:</b> Hewlett-Packard  <b>Fax:</b> (970) 330-7655      P.O. Box 1754  Greeley, CO 80632 USA</p>
<p><b>Asia-Pacific Countries Australia/New Zealand</b></p>	<p>Fulfill Plus, (65) 740-4477 (Singapore, Malaysia, Indonesia, Hong Kong)  (612) 565-6099</p>
<p><b>HP Direct Ordering for Accessories and Supplies</b></p>	<p>Call (800) 538-8787 (U.S.) or (800) 387-8164 (Canada).</p>
<p><b>HP Support Assistant CD-ROM</b></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 (800) 457-1762. Fulfill Plus, (65) 740-4477 (Singapore, Malaysia, Indonesia, Hong Kong)</p>
<p><b>HP Service Information</b></p>	<p>To locate HP-authorized dealers, call (800) 243-9816 (U.S.) or (800) 387-3867 (Canada).</p>
<p><b>HP Service Agreements</b></p>	<p>Call (800) 743-8308 (U.S.) or (800) 268-1221 (Canada).</p>

**HP FIRST:** HP FIRST FAX will deliver detailed troubleshooting information on common software applications 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	(03) 9272-2627	Korea	(02) 769-0543
Austria	0660-8128	Malaysia	(03) 298-2478
Belgium (Dutch)	0800-1-1906	Netherlands	0800-22-2420
Belgium (French)	0800-1-7043	New Zealand	(09) 356 6642
Canada	(800) 333-1917	Norway	800-11319
China	(86 10) 6505 5280	Philippines	(65) 291-7951
Denmark	800-10453	Singapore	(65) 275-7251
English outside of UK	(31 20) 681-5792	Spain	900-993123
Finland	9800-13134	Sweden	020-795743
France	05-905900	Switzerland (German)	0800 55-1527
Germany	0130-810061	Switzerland (French)	0800 55-1526
Hong Kong	(852) 2506-2422	Taiwan	02-719-5589
India	(011) 622-6420	Thailand	(02) 661-3511
Indonesia	(21) 352-2044	United Kingdom	0800-960271
Italy	1678-59020	United States	(800) 333-1917
Japan	(81 3) 3335-8622		

**Customer Support Assistance and Product Repair Services: U.S. and Canada**

(Please refer to the warranty later in this chapter for additional product repair information.)

Call (208) 323-2551 Mon-Fri 6 am to 10 pm and Saturday 9 am to 4 pm (Mountain Time) *free of charge during the Warranty Period; however, long-distance phone charges still apply.* Please have your serial number ready when calling.

Post-warranty telephone assistance is available to answer your product questions. Call (900) 555-1500 (\$2.50\* per minute, U.S. only), or call (800) 999-1148 (\$25\* per call, Visa or MasterCard, U.S. and Canada) Mon-Fri 7 am to 6 pm and Saturday from 9 am to 3 pm (Mountain Time). *Charges begin only when you connect with a support technician. \*Prices subject to change.*

**European Customer Support Center Language and In-Country Options Available**

Open Monday-Friday 8:30-18:00 CET

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 please have the following information ready:

- Product name and serial number
- Date of purchase
- Description of the problem

<b>Danish:</b>	Denmark	3929 4099	<b>German:</b>	Austria	0660 6386
<b>Dutch:</b>	Belgium	02 626 8806		Germany	0180 5 25 81 43
	Netherlands	020 060 8751	<b>Italian:</b>	Italy	02 26410350
<b>English:</b>	Ireland	01 662 5525	<b>Norwegian:</b>	Norway	22 11 6299
	UK	0171 512 5202	<b>Portuguese:</b>	Portugal	01 441 7199
	International	44 171 512 52 02	<b>Spanish:</b>	Spain	902 321 123
<b>Finnish:</b>	Finland	0203 47288	<b>Swedish:</b>	Sweden	08 619 2170
<b>French:</b>	Belgium	02 626 8807			
	France	04 50 43 9853			
	Switzerland	084 880 1111			

**In-Country Support Numbers**

If you require support after your warranty has expired or additional product repair services, or if your country is not listed below, please refer to the World Wide Sales and Service Offices section in the Administrator's Guide.

Africa/Middle East	(41 22) 780-7111	Japan	(31 20) 581-3318
Argentina	(54 1) 781-4059/69	Malaysia	(603) 295-2566
Australia	(03) 9272 8000	Mexico D.F.	(52 5) 326-4600
Brazil	(55 11) 709-1444	Mexico Guadalajara	(52 3) 669 95 00
Canada	(208) 323-2551	Mexico Monterey	(52 83) 378 42 40
China	(8610) 6261-4174; 6261-4175; 6261-4176; 6262-5666	New Zealand	(64 9) 356-6640
Czech Republic	(42 2) 471 7321	Philippines	(63 2) 894-1451
Greece	(30 1) 689 64 11	Poland	(48 22) 37-5065
Hong Kong	800-7729	Portugal	(351 1) 301 7330
Hungary	(36 1) 252 4505	Russia	(7 095) 923-5001
India	(011) 6472366	Singapore	(65) 272-5300
Indonesia	(21) 350-3408	Switzerland	(41 1) 753 7111
Korea	(82 2) 3270-0700; outside Seoul, call 080-999-0700	Taiwan	(02) 717-9609
		Thailand	(662) 661-4011; 661-4012
		Turkey	(90 1) 224-5925

## HP Sales and Service Offices

Before calling an HP Sales and Service office, be sure to contact the appropriate Customer Support Center numbers listed in the previous table. To find a service-authorized HP dealer in the U.S., call (800) 752-0900. To find a service-authorized HP dealer outside of the U.S., contact one of the following offices:

<p><b>Argentina:</b> Hewlett-Packard Argentina Montañeses 2140/50/60 1428 Buenos Aires Phone: (54 1) 787-7100 Fax: (54 1) 787-7213</p>	<p><b>Australia:</b> Hewlett-Packard Australia Ltd. 31-41 Joseph Street Blackburn, VIC 3130 Phone: (61 3) 272-2895 Fax: (61 3) 898-7831 Hardware Repair Center and Extended Warranty Support: 131047 Customer Information Center: 131347</p>	<p><b>Before calling an HP Sales and Service office, be sure to contact the appropriate Customer Support Center number listed in the front of the <i>User's Guide</i> or <i>Administrator's Guide</i>.</b></p>
<p><b>Austria:</b> Hewlett-Packard GmbH PO Box 72 Liebigasse 1 A-1222 Wien Phone: (43) 1-25 000-0 Fax: (43) 1-25 000-444</p>	<p><b>Belgium:</b> Hewlett-Packard Belgium SANV Boulevard de la Woluwe 100 Woluwedal B-1200 Bruxelles Phone: (32 2) 761-31-11 Fax: (32 2) 763-06-13</p>	<p><b>Canada:</b> Hewlett-Packard (Canada) Ltd. 17500 Trans Canada Highway South Service Road Kirkland, Québec H9J 2X8 Phone: (514) 697-4232 Fax: (514) 697-6941</p> <p>Hewlett-Packard (Canada) Ltd. 5150 Spectrum Way Mississauga, Ontario L4W 5G1 Phone: (905) 206-4725 Fax: (905) 206-4739</p>
<p><b>Brazil:</b> Edisa Hewlett-Packard SA Av. Do Contorno, 6321 12° andar 30110-110—Belo Horizonte—MG Phone: (55 31) 221-8845 Fax: (55 31) 221-8836</p>	<p><b>China:</b> 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 1) 505-3888, ext. 5450 Fax: (86 1) 505-1033 Hardware Repair Center and Extended Warranty Support: (8610) 6262-5666 ext. 6101/2 6261-4167</p>	<p><b>Czech Republic:</b> Hewlett-Packard S.R.O. Novodvorská 82 CZ-14200 Praha 4 Phone: (42 2) 613 07 111 Fax: (42 2) 47 17 611</p>
<p><b>Denmark:</b> Hewlett-Packard A/S Kongevej 25 DK-3460 Birkerød Phone: (45 45) 99 10 00 Fax: (45 42) 81 58 10</p>	<p><b>Far East Region:</b> 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) 2506-9244 Hardware Repair Center: (852) 2599-7000 Extended Warranty Support: (852) 2599-7000 Customer Information Center: (852) 2599-7066</p>	<p><b>Finland:</b> Hewlett-Packard Oy Piispankalliontie 17 FIN-02200 Espoo Phone: (358 0) 887 21 Fax: (358 0) 887 2477</p>

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## HP Network ScanJet 5 Scanner

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# Hewlett-Packard Warranty Statement

## HP Network ScanJet 5 Scanner One-Year Limited Warranty

- 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.
- 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.
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- 4 The warranty period begins on the date of 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.
- 5 Warranty does not apply to defects resulting from (a) improper or inadequate maintenance or calibration, (b) duty cycle abuse (see note below), (c) software, interfacing, parts or supplies not supplied by HP, (d) unauthorized modification or misuse, (e) operation outside of the published environmental specifications for the product, or (f) improper site preparation or maintenance.

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

- 6 **THE ABOVE WARRANTIES ARE EXCLUSIVE AND NO OTHER WARRANTY, WHETHER WRITTEN OR ORAL, IS EXPRESSED OR IMPLIED. HP SPECIFICALLY DISCLAIMS THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE.**
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## Hardware Service during the Warranty Period

To maintain the warranty, you must have your scanner serviced by an authorized repair depot in the country of original purchase. You may return your scanner to a Hewlett-Packard Dealer Repair Center or a designated Hewlett-Packard Repair Center. See the following pages for a list of designated Hewlett-Packard Repair Centers. Please contact your Hewlett-Packard Dealer Repair Center for instructions before returning your scanner for service. If you return your scanner to a designated Hewlett-Packard Field Repair Center for service, you must prepay all shipping charges, duty, and taxes. Except for products returned to the customer from another country, Hewlett-Packard shall pay for return shipment of products to the customer.

## Hardware Service after the Warranty Period

If your hardware fails after the warranty period, contact an authorized Hewlett-Packard Dealer Repair Center or a designated Hewlett-Packard Repair Center. If you have a Hewlett-Packard Maintenance Agreement, request service under your agreement.

# Frequently Asked Questions

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## Marketing and Customer Support Questions

### Marketing

#### What is the introduction schedule?

Public announcement:	March 1, 1997
Live CPL:	March 3, 1997

#### Who designed the scanner and software?

HP designed the scanner with the help of a development partner. The software was developed in partnership with Visioneer.

## Why a “scanner on a LAN”?

Having a scanner on a LAN makes it accessible to many members within a workgroup as a fully integrated productivity tool. Features usually include expensive tools, like an automatic document feeder or a powerful OCR, that are normally not available or provided only as options in personal scanners. Economically, the cost per seat for a network scanner is substantially less than for individual scanners.

Other advantages:

- One solution, which simplifies teaching and maintenance
- Same solution for all users
- Managed through the network

## What is the value proposition for the HP Network ScanJet 5 scanner?

The HP Network ScanJet 5 scanner is for the MIS manager who supports medium to large departments that have compelling needs to save time by converting paper documents into electronic information. The scanner is a shared solution that gives entire departments the ability to quickly and easily enter paper information into business applications.

The HP Network ScanJet 5 is more accessible, effective, and cost efficient than standalone input devices.

## What is the target market?

Prioritized vertical markets for the HP Network ScanJet 5 scanner include:

- Legal
- Banking
- Insurance
- Financial institutions and consulting
- Health care
- Government

## What do the different parts of the name signify?

**HP Network:** The scanner comes from Hewlett-Packard, the leader in networked devices.

**ScanJet:** Leverages on the “ScanJet” brand name and specifically from the HP-owned “Jet” brand suffix.

**5:** This scanner is the first-generation network scanner, and is at the same release level as the HP LaserJet 5Si copier printer.

## What's new in the HP Network ScanJet 5 scanner?

The following main features have been added to this first-generation network scanner:

- New control panel with alphanumeric keyboard, making it easy to navigate through the list of destinations and enter new fax numbers.
- Support of distribution lists.
- Public and private environments at the front panel to access private destinations.
- More cabling systems supported: Ethernet 10Base-2, 100Base-T, and 100 VG (using combo LAN cards, Ethernet 10Base-T is supported in all the Ethernet options).
- Broader network operating systems support: Windows NT server, IBM LAN Server, and NDS (NetWare Directory Services) on NetWare 4.x.
- Support for any kind of Windows client operating system (Windows 3.1x, Windows for Workgroups, Windows 95, and Windows NT).
- Administrative software integrated with HP JetAdmin software, providing unique administrative abilities to configure and manage all the HP-networked devices (printers and scanners).
- Improved toolkits (available not only for C/C++ but also in OCX).
- LAN fax integration (fax number can be dialed directly from the front panel or configured as part of the phonebook).
- PaperPort software license for 25 concurrent users (newest release, including personal folders).
- Improved OCR quality (Caere OmniPage Limited Edition).
- Inbox selection, to receive incoming documents into the preferred viewer, application (like e-mail), or printer.
- Automatic workflows, to scan documents from the front panel directly into a specified application (like Microsoft Word).
- Support of different file formats (.MAX, .TIF, .GIF, .PCX, .BMP, and .JPEG), which allows use of a wide variety of document viewers.

## How does the hardware differ from the HP ScanJet 4Si scanner (Sienna)?

- Integrated scanner and network box. The HP Network ScanJet 5 scanner is made up of only three major components: the scanner (which now integrates the network connectivity box and all the electronics), the ADF (Automatic Document Feeder), and the control panel.
- A new control panel, which allows:
  - Faster navigation through the phonebook (destination names can be simply spelled out on the keyboard)
  - Direct dialing of new fax numbers
  - Access to personalized environments (private phonebooks)

- Support of new cabling systems:
  - Ethernet 10Base-2
  - Ethernet 100Base-T
  - Ethernet 100 VG
- More powerful electronics. The processor has been upgraded to 486, 66 MHz.
- Larger internal hard disk for improved buffering capabilities (buffering is used to minimize the LAN bandwidth requirements).
- Single-power cable and single-power switch.

## How can departments save time by using the HP Network ScanJet 5 scanner?

Using the HP Network ScanJet 5 scanner instead of current methods in the business environment, departments can save time in several areas:

- Avoiding manual retyping of paper documents. Even though OCR applications do not have 100% accuracy, the time savings is still very significant.
- Including graphics and lineart from magazines in office reports.
- Archiving and retrieving documents.
- Sending faxes to multiple destinations with a single operation.
- Distributing paper documents electronically from the HP Network ScanJet 5 scanner control panel.

## What about price?

Product #	HP Network ScanJet 5 Scanner	Supports	List Price	Likely Street Price
C1307A	Ethernet 10 Mbps	10Base-T (RJ45) and 10Base-2 (BNC)	\$2,999	\$2,499
C1308A	Token Ring	4/16 Mbps	\$3,199	\$2,699
C1309A	Ethernet 100 VG	100 VG and 10Base-T	\$3,199	\$2,699
C1310A	Ethernet 100Base-TX	100Base-T and 10Base-T	\$3,199	\$2,699

## What is the competition?

Products	Strategy	Positioning	Differences with HP Scanners	Features
Fujitsu (M3097E+ M3097G+)	High throughput scanner mechanism: <ul style="list-style-type: none"> <li>• Speed</li> <li>• Turnkey production solution</li> </ul>	Industry leader in the high performance mid-range scanner market: <ul style="list-style-type: none"> <li>• Speed</li> <li>• Image quality</li> <li>• Advanced paper handling</li> </ul>	<ul style="list-style-type: none"> <li>• No direct LAN connection</li> <li>• No complete software solution and integration</li> <li>• High cost/seat</li> <li>• Higher speed and resolution</li> </ul>	Flatbed and ADF 39 ppm 400 dpi 100-page ADF \$10,995 (list price)
Visioneer	<ul style="list-style-type: none"> <li>• The market leader in paper input</li> <li>• Establish PaperPort as the industry standard</li> </ul>	<ul style="list-style-type: none"> <li>• Innovative PaperPort solution: integrated software and hardware solution</li> <li>• Put paper into IPC and put it to work</li> </ul>	<ul style="list-style-type: none"> <li>• ADF</li> <li>• No direct LAN connection</li> </ul>	Sheetfeed 200 dpi 10 ppm Caere Recognition Systems' Wordscan OCR software Document Imaging Software \$248 (street price)
Substitute flatbeds with ADF (Ricoh, Panasonic)	<ul style="list-style-type: none"> <li>• Paper handling</li> <li>• High speed</li> </ul>	<ul style="list-style-type: none"> <li>• Ricoh High performance (excellent color image quality) at a low price</li> </ul>	<ul style="list-style-type: none"> <li>• Presence in the market</li> <li>• Color</li> <li>• No LAN connection</li> <li>• No out-of-the-box solution with broad appeal</li> </ul>	Ricoh FS2 flatbed with optional ADF color scanner 600 dpi, 30-bit 2 ppm \$1,995 (street price)
Substitute MFPs on LAN	Offer PC-centric access to LAN for virtually no additional cost		<ul style="list-style-type: none"> <li>• Offer color today</li> <li>• Many devices integrated in one unit</li> </ul>	
Manual methods: <ul style="list-style-type: none"> <li>• Traditional office devices and methods to accomplish similar results</li> <li>• Photocopying and distributing</li> </ul>	Business as usual	The standard	<ul style="list-style-type: none"> <li>• Out of vogue with general technology and production trends</li> <li>• Slow processes</li> <li>• Costly</li> </ul>	

## Where can the scanner be purchased?

The HP Network ScanJet 5 scanner can be purchased at any official HP dealer selling HP peripherals.

## **How can I find out solutions that ISV partners created for the HP Network ScanJet 5 scanner?**

A directory containing an updated list of solutions generated by ISV partners will be published on an Internet page maintained by the HP Bergamo Hardcopy Division.

## **Product Demonstration**

### **What's the easiest way to demonstrate the HP Network ScanJet 5 scanner?**

You can demonstrate the scanner without connecting to a network. You just need the scanner. Switch it on by pressing the rightmost softkey. In this way you access the control panel demo mode and it is possible to navigate through a preloaded phonebook to show the network scanner usage model.

Because the scanner is not connected to a network, the document is scanned but is not sent anywhere when you press the **Go** key.

You can show the software portion of the solution separately if you have it loaded on your notebook computer.

## **Customer Service and Support**

### **What are the software licensing and licensing upgrade policies?**

The HP Network ScanJet 5 scanner will have a software license for 25 concurrent users. This means that users can legally install the software on as many PCs as they want, but only 25 may use the PaperPort software or the OCR software at the same time.

### **What is the warranty for the HP Network ScanJet 5 scanner?**

- One-year warranty
- Phone support from the HP Customer Support Center in Boise, Idaho; additional options (such as on-site support) are also available

### **How will HP service the network scanner?**

In the U.S. and most European countries, the scanner will be serviced by the Unit Exchange Program.

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## Technical Questions

### System Requirements

#### What are the system requirements?

Client PC hardware requirements:

- Processor: 386 or above (486 recommended)
- Memory: 8 MB RAM minimum
- Monitor: VGA resolution

Hard disk space requirements vary, depending on the variety of operating systems you want to use (one type of Windows PC client connected to a single network server versus different types of Windows PC clients connected to a variety of network operating system servers) and on the chosen installation option (network-shared or standalone).

- Client PCs can vary between 2 and 15 MB
- The network server can vary between 25 and 85 MB

#### What are the requirements for HP JetAdmin software and HP ScanAdmin software?

The system administrator's PC must be an MS Windows 32-bit platform (Windows 95 or Windows NT workstation).

### Limitations

#### Why is the scanner limited to 25 concurrent users? Can more be added?

More than 25 users are cumbersome to scroll through and select from the scanner. More users can be added by buying an additional user license directly from Visioneer.

#### How many users can be configured as public destinations?

The HP Network ScanJet 5 scanner has the static and dynamic constraints shown in the following table for the number of destinations that can be configured to appear on the front panel.

<b>Static Constraints</b>		
Public	Maximum number users	512
	Maximum number printers	32
	Maximum number fax destinations	256
	Maximum number distribution lists	64
	Maximum number destinations in a distribution list	512
Private	Maximum number users	256
	Maximum number fax destinations	128
	Maximum number distribution lists	32
	Maximum number autoflows	32
<b>Dynamic Constraints</b>		
Private	Number of printers + number of faxes + number of distribution lists + number of autoflows	<= 256
On recipients	Number of selected users + number of selected faxes + number of destinations in the selected destination lists	<= 512

**Does the HP Network ScanJet 5 scanner (Ethernet 10-Mbps option) also provide an AUI connector?**

No, the AUI plug is on the LAN card of the C1307A option, but it cannot be configured (then used).

This type of connectivity is obsolete nowadays.

## Installation

### What comes in the box when the scanner ships?

- HP Network ScanJet 5 scanner, 15-ppm, black-and-white scanner (one of the four supported LAN options)
- 50-page Automatic Document Feeder (ADF)
- Power cable
- Compact disc containing:
  - HP JetAdmin software
  - HP Network ScanJet 5 Utility
  - PaperPort software (25 concurrent users license); Caere OmniPage Limited Edition included
  - *Administrator's Guide* and *User's Guide* (with Adobe Acrobat viewer)
- *Quick Reference Guide* (25 copies)
- *Getting Started Guide* (1 copy)

### Is the scanner ready to operate when it comes out of the box?

No. The scanner requires some installation and configuration after you unpack it. The scanner does not come with a network cable. For complete information on package contents, as well as installation and configuration instructions, see Chapter 2.

### Is there a simple installation utility to connect the scanner to the network?

Yes. HP Network ScanJet 5 administrative software is integrated into the HP JetAdmin software. You have to deal with only a single administrative software interface to configure and maintain all the HP-networked devices.

### Are training materials included with the scanner?

The HP Network ScanJet 5 scanner ships with:

- *Getting Started Guide* (1 copy)
- *Quick Reference Guide* (25 copies)
- *User's Guide* (on the product compact disc, accessible via the Adobe Acrobat reader, which is included)
- *Administrator's Guide* (on the product compact disc, accessible via the Adobe Acrobat reader, which is included)

The scanner also includes online Help.

## How much disk space does the software require?

The amount of disk space required depends largely on the chosen installation options (network or standalone) and the number of different client operating systems in the workgroup.

No. of Client Operating systems	Network	Standalone
Only 1 client operating system	Server: 28 MB Client: 2 MB	Server: 15 MB Client: 13 MB
3 different client operating systems	Server: 85 MB Each client: 6 MB	Server: 45 MB Each client: 13 MB

**Network:** The client software is installed on the file server. Client PCs install only the hook to the server to access the software.

**Standalone:** The client software is installed on each PC of the LAN. Mixed environments (some PCs with network and some with standalone installation) are supported.

## What is the difference between a network-shared installation and a standalone installation?

**Speed:** During application boot-up, a network installation will take more time.

**Disk space:** A network installation saves space on each client PC.

The client software always runs on the client PC.

## Operating System/Software Support

### What client/server environments are supported?

All the environments in the following matrix are supported.

Server/Client	Windows 3.1x and Windows for Workgroups	Windows 95	Windows NT 3.51 and 4.0
Novell NetWare 3.1x and 4.x	Yes	Yes	Yes
Windows NT Domain Server 3.51 and 4.0	Yes	Yes	Yes
IBM LAN Server 3.0 and 4.0	Yes	Yes	Yes

Note that the Windows NT Server has to be configured as a domain server.

To access the attached domains/servers, the HP Network ScanJet 5 scanner uses the following (access = retrieve users/printers information and write scanned data onto the workareas):

- IPX protocol to Novell NetWare servers
- TCP/IP protocol to access Microsoft Windows NT Advanced Server and IBM LAN Server

Each client PC will access its domain/server using the proper redirector:

- NIOS on IPX for Novell NetWare
- MSNet on TCP/IP for Windows NT Server
- MSNet on NetBEUI for IBM LAN Server

This means the HP Network ScanJet 5 scanner can run the two protocols (IPX and TCP/IP) concurrently, accessing simultaneously all the supported network operating system environments. (Regardless of the protocols the HP Network ScanJet 5 scanner uses to access the configured domains/servers, SNMP is always used by the scanner to reply to MIB queries.)

### **Will NetWare/IP work?**

This environment is not qualified.

### **Will NetWare for UNIX work instead of standard NetWare?**

No.

### **Will the scanner work if Windows is installed on the file server and not locally?**

Yes.

### **Will there be NLMs, ALMs, or Daemons?**

Novell NetWare: No. The HP Network ScanJet 5 scanner software runs as a standard client application under the NetWare environment.

Microsoft Windows NT Server and IBM LAN Server: Yes, but a Daemon application needs to be installed on the server.

### **Will the HP Network ScanJet 5 scanner work in a Windows peer-to-peer network?**

No. Peer-to-peer LAN is not supported.

## **Does the PaperPort software for HP run on Windows emulation?**

Yes, in some environments, but it is not certified by HP.

## **Does the HP Network ScanJet 5 scanner end-user software run on OS/2?**

It is not certified in the OS/2 environment.

## **Network**

### **What network management utility is provided, and is it possible to do remote diagnostics?**

The HP Network ScanJet 5 scanner comes with HP JetAdmin software. Remote reboot and status monitoring are possible.

### **Does the scanner support SNMP and/or OpenView?**

Yes. The scanner supports SNMP.

The scanner can be identified and monitored by any SNMP-compliant network manager application like HP OpenView. However, OpenView does not allow extensive control over the scanner.

### **Does the scanner have MIB?**

Yes. The HP Network ScanJet 5 scanner uses MIB-II, with a specific extension for a network scanner.

### **Does the HP Network ScanJet 5 scanner support NetWare Directory Services (NDS)?**

Yes.

### **Does the HP Network ScanJet 5 scanner support 100 VG Any LAN or 100Base-TX?**

Yes, it supports both (with different product options).

### **Does the HP Network ScanJet 5 scanner support BNC?**

Yes, the Ethernet 10 Mbps option (C1307A) supports 10Base-T (RJ45) and 10Base-2 (BNC).

## **Is there an easy way to clean up or reinstall the scanner's hard disk (after a power loss, for example)?**

Yes. Temporary files on the scanner's hard disk are cleaned up at power up. No cleanup operation is required.

## **Performance**

### **What are the performance metrics for the HP Network ScanJet 5 scanner?**

HP Network ScanJet 5 scanner performance is equal to or better than HP ScanJet 4Si printer performance. Typical examples:

- ADF performance (black-and-white mode) is 15 ppm.
- Average time (end-to-end) to send a 15-page document in black-and-white mode to a networked desktop is 73 seconds.
- Average text page size scanned in black-and-white mode is between 11 and 55 KB.
- Average time (end-to-end) to send a 15-page document with 16 grayscale levels to a networked desktop is 105 seconds.
- Average text page size scanned with 16 grayscale levels is between 300 and 750 KB.

### **What is the HP Network ScanJet 5 scanner duty cycle?**

The HP Network ScanJet 5 scanner duty cycle is 500 scans/day (or 10,000 per 20-day month).

The HP Network ScanJet 5 scanner has a minimum duty cycle of 130,000 scans. The target duty cycle is 200,000 scans.

### **What is compression?**

Compression is an algorithm that reduces file sizes by eliminating unnecessary information such as blank space. Compression reduces impact on the network, thus improving performance.

### **Does the software in the HP Network ScanJet 5 scanner compress data?**

Yes. The file is scanned and then compressed within the scanner's firmware. When the file reaches the desktop, a software application decompresses and then recompresses again, using the file format according to the configured inbox.

## What is G4 (Group 4) compression and when is it used?

G4 is a data compression algorithm that reduces file sizes from 1 MB to 20 to 40 K, depending on the content of the page. (For comparison, fax generally uses G3, a lower compression rate.)

The HP Network ScanJet 5 scanner uses Packbits compression for grayscale information greater than 4 MB.

## Which compression algorithms does the HP Network ScanJet 5 scanner use?

The proper compression algorithm is automatically applied by the HP Network ScanJet 5 scanner according to the selected grayscale level.

G4 compression is always used when scanning is in black-and-white mode. Packbits compression is used for grayscale images.

The following table provides some compression examples.

Type of Document	Suggested Scanner Setting	Compression Used	Compression Rate (average)
Financial news magazine on white paper	b/w (text)	G4	8.6
Business graphics on white paper	b/w (text)	G4	35.0
Simple text on white paper	b/w (text)	G4	23.8
Formatted text on white paper	b/w (text)	G4	29.0
Colorful product brief	16 levels of gray	Packbits	1.6
Full-scale (A4 or letter) grayscale ad page	16 levels of gray	Packbits	1.0

## What is the file size of a normal scanned page?

For binary data, the HP Network ScanJet 5 scanner uses G4 compression.

A typical A4/U.S. letter document is scanned and stored at 20 to 40 K.

For example, uncompressed at 300 dpi:

Text - binary	approximately 1 MB
Photograph - 8-bit	approximately 8 MB

## **How will the traffic created by scanned images affect network performance?**

The HP Network ScanJet 5 scanner will act much like a common PC client. The core activity and the buffering take place within the product itself, sending compressed data onto the network. Because of this, the network is not heavily affected.

## **When the HP Network ScanJet 5 scanner scans a document to an end-user, where is the file stored, managed, etc.?**

Files can be stored on the server or on the client PC depending on how the network has been set up.

## **What is the range of scan speeds?**

Performance on a 486 client with an average loaded network: 15 pages @ 300 dpi (approximately 600 K) takes 1 minute and 18 seconds from start to the point at which it reaches the desktop. The actual scan takes approximately 1 minute from start until the last sheet of paper has been scanned.

## **If everyone on my 10- to 25-person network starts using a network scanner for distributing documents, how will it affect file size and data storage?**

Server disk usage is not normally significant because files are transferred to user areas (usually the user's hard drive) as soon as the client PC connects to the server. The amount of disk use is affected by the following factors:

- How many scanned documents users maintain on their desktops
- Whether users convert files to editable text via OCR
- The number of scans done at higher resolutions and 4-bit or 8-bit grayscale

## **What is the scanner's maximum data transfer rate?**

The scanner will send at whatever rate can be sustained by the network.

## **Compatibility**

### **What printers are compatible with the HP Network ScanJet 5 scanner?**

All PCL5 printers or later are compatible with the HP Network ScanJet 5 scanner.

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# Product Questions

## Product Use

### **In general, how will the product be used?**

Users go to the network scanner, put their documents in the input tray, select one or more destinations from the front panel, and press **Go**.

Destinations can be people (desktops or fax numbers) or printers.

People will receive scanned documents in their preferred inbox (a general-purpose desktop application with annotation capabilities and links to many popular applications is provided with the product) or directly into a selected application.

### **Can users scan documents directly to other users?**

Yes. However, users have the ability to lock their names. Scanned items cannot be sent to a locked desktop. For more information on locking or unlocking a desktop or changing and overriding user settings, see chapter 2.

### **Can a user scan a document from the HP Network ScanJet 5 scanner to multiple destinations?**

Yes, distribution lists (grouping individuals' PCs and/or fax destinations) can be created via software by the MIS manager (for public use) or by end-users (for private use) and automatically made available at the front panel.

Distribution lists can also be created on the fly simply by selecting multiple destinations before pressing **Go**.

### **How does the selection from the keyboard work?**

The HP Network ScanJet 5 scanner has an alphanumeric keypad like the one you can find on any phone set.

It is possible to select a destination simply by spelling its name (names can include letters A to Z and numbers 0 to 9).

The usage model is then like the one provided by a voicemail system (when you don't remember the subscriber's name) or one frequently used for 1-800 numbers (like 1-800-SCANJET).

The arrow keys are also always available to scroll the phonebook.

1	2 ABC	3 DEF
4 GHI	5 JKL	6 MNO
7 PQRS	8 TUV	9 WXYZ
*	0	#

Example of selection from the predefined user list:

Destination	Number-Encoded Destination	User Action (until selection)
DEANGELI	= 3 3 2 6 4 3 5 4	DEAN
DEBENEDICTIS	= 3 3 2 3 6 3 3 4 2 8 4 7	DEBE
FERIGO	= 3 3 7 4 4 6	FERI
DEPONTI	= 3 3 7 6 6 8 4	DEPO

### Can I preview the scan?

No. There is no need to preview. The HP Network ScanJet 5 scanner is designed to provide the best image quality for the selected destinations automatically (desktop PCs, applications, printers, or faxes).

### What is the fax usage model?

The HP Network ScanJet 5 scanner effectively complements LAN and PC fax systems.

If the customer has a LAN fax on the LAN, using the scanner is like having a fax that works at 15 pages per minute.

Fax numbers can be dialed directly from the front panel or configured as any other destination to appear in the phonebook.

When users are back at their PCs, the scanner software tells them about the results of the end-to-end fax transaction.

Users can also scan documents back to their PCs and then use the PaperPort software interface to drop image thumbnails to their LAN/PC fax application icon.

## **If I send a scanned image to someone, what will the recipient need to read it?**

Recipients of scanned images can use any viewer supporting one of the file formats used by HP Network ScanJet 5 scanner. The PaperPort Viewer software (.MAX file format) is provided with the product and also freely accessible on the Internet.

## **Can I send documents outside my LAN/office?**

Yes, documents can be sent to:

- Individual PCs connected anywhere on the logical LAN (can be on different LANs connected through geographical links)
- Fax destinations anywhere

## **What are the HP Network ScanJet 5 scanner settings and how are they selected?**

The scanner comes with three standard settings that can be selected to scan to desktop PCs:

- Text
- Photo & Text
- Photo

When the copy-through-the-LAN function is selected, the following settings are available:

- Text
- Fine Text
- Mixed/Photo

Users can create their own custom settings (such as resolution and contrast) and associate them with an automatic workflow, using the Network ScanJet 5 Utility software. Every time the user selects that automatic workflow, the associated setting is used.

## **How does the HP Network ScanJet scanner function as a copier? Can I replace the local copier with a combination of an HP Network ScanJet 5 scanner and a network printer?**

It is possible to make “convenience” copies through the LAN, addressing directly from the control panel any network printer supporting the PCL5 language. However, performance and functions are less than that provided by mid- to high-range copiers. For example, the HP Network ScanJet 5 scanner, even in combination with an HP

LaserJet 5Si copier, does not enlarge or reduce images, or provide post-copy processing (stapling, collating).

In summary, the HP NetWare ScanJet 5 scanner's copy utility offers added convenience, but is not meant to take the place of a copy machine.

### **How does OCR work with the HP Network ScanJet 5 scanner? Does the engine reside on the LAN server or on individual PCs? What kind of OCR engine does the HP Network ScanJet 5 scanner use? Does the scanner support Accupage?**

When the thumbnail is dropped onto an icon of a word processing application (for example, Microsoft Word for Windows), the OCR engine is automatically launched and the text is converted into a word processing format.

The OCR engine is included in the HP software provided with the end-user's scanner. The HP Network ScanJet 5 scanner provides a license for 25 concurrent users for Caere OmniPage Limited Edition (which can be used as an OCR engine, but which also provides more advanced features).

Many other OCR solutions, even if not provided with the HP Network ScanJet 5 scanner, are supported and can be installed separately.

Accupage is not supported.

### **Can I connect the HP Network ScanJet 5 scanner directly to my PC?**

No, the HP Network ScanJet 5 scanner is designed for network connection.

### **How about scanning transparencies and other options?**

Because the HP Network ScanJet 5 scanner uses a flatbed scanner, you have the flexibility of scanning different sizes and types of documents (such as transparencies).

### **Can the HP Network ScanJet 5 scanner be used as a desktop publishing device?**

Desktop publishing requires a great deal of interaction when editing images. Since there is no direct PC connection, the scanner and the user's desktop will not likely be placed in the same location, which would make desktop publishing a challenge.

Even though the image quality is good enough for desktop publishing, the scanner is not intended for this use.

## **How important is grayscale?**

Grayscale can be important for desktop publishing, printing copies of color documents, and some OCR applications. For these instances, grayscale is available as an optional setting. Users can create custom settings with the software provided. For more information on using and creating scanner settings, see chapter 2.

## **Is it possible to install/use the end-user software without the PaperPort software?**

Yes, it is possible to install the HP Network ScanJet 5 Utility (end-user software) without the PaperPort software.

In this case, the users have to define another default inbox, choosing among the supported ones:

- Printers
- Disk driver locations
- Windows-executable applications (able to receive an image as a launching parameter)

Examples are applications supporting MAPI (Microsoft Mail, Lotus cc:Mail) or VIM (cc:mail) interfaces.

Note that the PaperPort Viewer software cannot be an inbox (it doesn't have storage capability).

## **What do I need to use the automatic workflow?**

Automatic workflow is available only if you have the full PaperPort software installed.

## **Can HP Network ScanJet 5 scanner users upgrade their software to HP Network ScanJet 5 client?**

Yes, but they will be missing the following client software features:

- Scanner status (traffic light, not provided by the HP Network ScanJet 5 scanner end-user software).
- Scanner custom settings handling (the HP Network ScanJet 5 scanner supports personal custom settings only in association with automatic workflows).
- All the features requiring an HP Network ScanJet 5 scanner, especially its control panel (for example, automatic workflow, password management).
- In general, all the client software functionality which directly deals with the network scanner.

Even with the new end-user software, the HP Network ScanJet 5 scanner can work only on a NetWare local area network.

## Can I prevent people from sending me unwanted documents?

Yes. You can lock your work area using the HP Network ScanJet 5 Network Scanner Utility.

## Product Features

### What links are supported?

Over 100 popular applications are supported as links and automatic workflows from the 16-bit end-user software (which runs on Windows 3.1x, Windows for Workgroups, and Windows 95). Examples:

- E-mail (Microsoft Exchange, Microsoft Mail, Lotus cc:Mail, Da Vinci e-mail)
- Word processing (Microsoft Word for Windows, Lotus WordPro, Corel WordPerfect)
- LAN/PC fax (Biscom, Castelle, Delrina WinFax)
- Groupware (Novell GroupWise)

For the 32-bit client software, a more limited number of links (about 20) will be available at introduction, but upgrades will be made available as they are developed during the product's life cycle.

A toolkit is available for both the 16- and 32-bit environments for groups or third parties to add new links to standard or customized Windows applications.

### Can the HP Network ScanJet 5 scanner scan directly to storage?

The MIS manager can create destinations that don't map to real persons but identify applications or locations on the server:

- **Application:** a PC associated with a destination (can be the server in the case of Windows NT) is configured to redirect its inbox into a specified application (e.g., storage and retrieval). Depending on the application, it must be able to perform the complete storing task or it may need to interactively ask for parameters from the user. In this case, a manual intervention is needed at the PC.
- **Location:** a PC associated with a destination (can be the server in the case of Windows NT) is configured to redirect its inbox into any local or network directory. In this case, documents are stored as files in the standard Windows file system.

You can scan to your desktop first and then from there you can file your documents into a groupware database or storage application.

The control panel cannot be programmed to make a directory or database folder from it. Documents are sent to destinations (usually users) configured with the standard tools (JetAdmin). Document management (in terms of configuration, as above described) or interaction has to be done with end-user software.

## **How can I fax my document from the HP Network ScanJet 5 scanner?**

Documents can be scanned to fax in different ways:

- Scan to fax directly from the front panel. To do this, you simply press the **Fax** softkey and enter the fax number.
- Configure frequently dialed fax destinations as part of the public phonebook (then you can select them from the phonebook at the control panel as any other destination). Fax destinations can be copied directly from the supported LAN fax server configuration (Biscom and Castelle).
- Registered end-users can configure frequently dialed fax destinations as part of their own private phonebook (then they can be selected by the user who configured them from their private phonebook at the control panel as any other destination).
- Scan back to your own PC, then drag the thumbnail image of the scanned document onto your PC-fax application, such as Delrina's WinFax. WinFax will then be automatically launched, and you continue with the PC-fax process that you are accustomed to.

## **Why is the scanner 300 dpi? What about interpolation?**

The HP Network ScanJet 5 scanner is a fast, reliable black-and-white scanner focused on document communication, storage and retrieval, and OCR. With this in mind, 300 dpi is the optimal resolution because it provides good quality without creating large file sizes that slow down the network.

If you need to scan at a higher resolution, the HP Network ScanJet 5 scanner can interpolate up to 1200 dpi.

Note:

- For text and OCR, 300 dpi is the optimal resolution.
- For photographs, the optimal range is between 150-300 dpi.
- With interpolation, the effective resolution ranges from 12-1200 dpi.

## Why not color?

Today's target market does not demand color. The documents distributed, stored, and faxed in business applications are generally black and white. Of those types of office documents, 94% are still in black and white.

The HP Network ScanJet 5 scanner is targeted for workgroups requiring high throughput, and which have a need to share, distribute, and file documents.

In addition, color increases the technical requirements needed to optimize network speed, data compression, and the cost for additional storage memory.

A monochrome scanner reduces file size and speeds up the entire end-to-end scanning process.

However, HP is monitoring the progress of color in the office carefully and will respond accordingly.

## What are the sizes and limitations of the paper?

The ADF (automatic document feeder) supports paper sizes from A5 to legal. The flatbed will accommodate all sizes within the size of the glass (letter size width, A4 length). There are no limitations when using the flatbed for business cards, books, magazines, etc.

## Does the scanner have image compatibility with other Visioneer software?

Yes. The HP Network ScanJet 5 scanner includes software that will allow you to use other Visioneer products.

## Does the scanner have an HP JetDirect card slot?

No. Printing and scanning are two completely unrelated technologies that require different file handling techniques. The HP JetDirect architecture is designed for receiving and printing files.

## Toolkits

### What kinds of toolkits are available for the HP Network ScanJet 5 scanner?

The HP Network ScanJet 5 scanner has four different kinds of toolkits, tailored for different needs.

#### HP Network ScanJet 5 PaperPort for HP Toolkit

- A DLL to build new links from the PaperPort software to applications running under Windows.
- All the new links built with the toolkit will also be immediately available for automatic workflows.

#### HP Network ScanJet 5 C/C++ Toolkit

- A DLL for applications developed in C/C++.
- Basically the same software layer (SSNet II API) that the standard HP Network ScanJet 5 scanner client software uses to operate (to set the user's private environment, retrieve scanned documents from the server, check the transaction log, etc.).
- Available in two versions (one for 16-bit and one for 32-bit programming), but with the same API syntax and semantics.
- Enriched with localized documentation and samples.

#### HP Network ScanJet 5 Visual BASIC OCX Toolkit

- A DLL for applications developed in Visual BASIC.
- Based on the HP Network ScanJet 5 C/C++ Toolkit, offering the same set of functionality to interact with the network scanner from a standard object-oriented programming mode.
- Available for both 16-bit and 32-bit environments.

#### LAN Fax Toolkit

- Designed and available for LAN fax vendors.
- Allows integration of the HP Network ScanJet 5 scanner with any LAN fax solution.

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