



LES OLSON
C O M P A N Y

Use this guide if you are no longer able to scan to Sharpdesk

Instructions: Begin with section 1 (easiest) and complete **all** sections **only** if necessary.



Section 1

- Complete pages 3-5.
- Scan to the desired Sharpdesk destination.
- If scanning fails, complete section 2 (page 6).

Confirm that the Network Scanner Tool is present & initialized

If you receive a CE-02 error, “Can’t Find Selected Server”, or “Selected Servers Not Found” message on the Sharp Scanner do the following:

1a. Click to show the hidden icons.

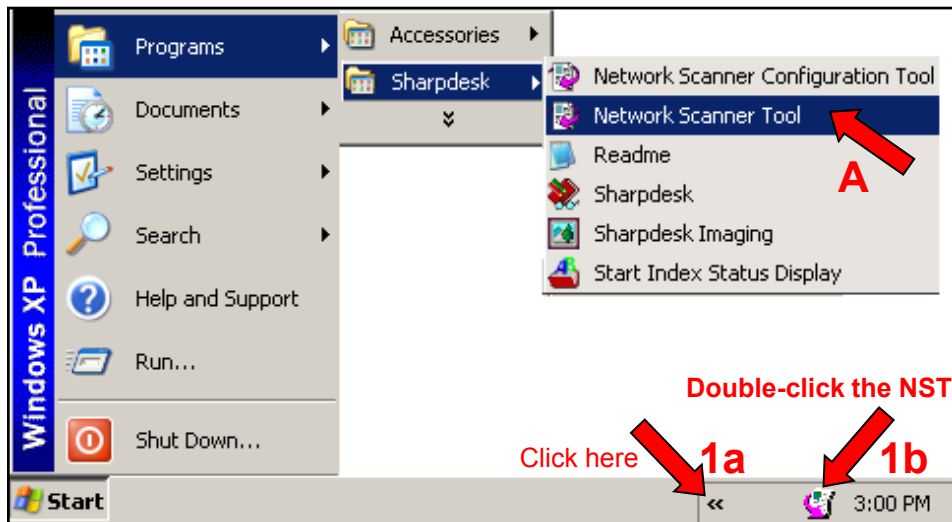
1b. Double-click the  NST icon (see proper image below) and follow the steps on page 4-5.

A. If this icon  is NOT present on the system tray do the following:

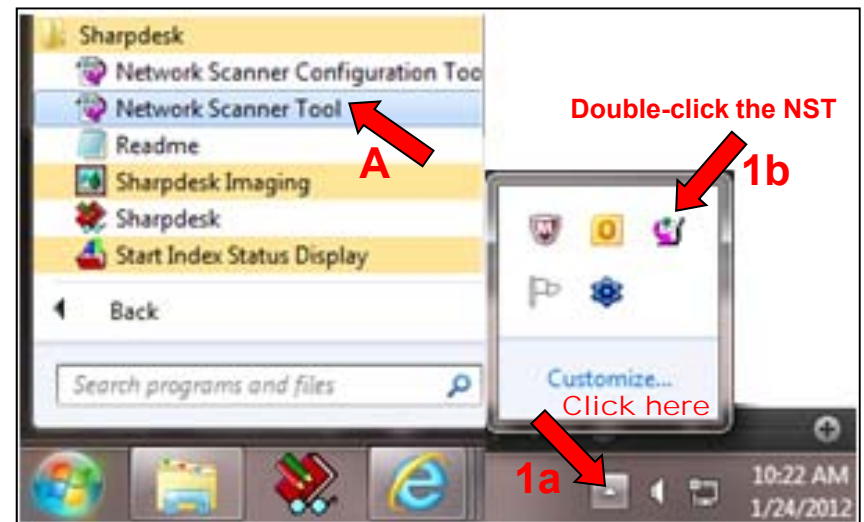
Click Start > Programs (or All Programs) > Sharpdesk > Network Scanner Tool.

Note: If the NST icon looks like this , right-click it > Start (or reboot the PC).

Windows XP



Windows 7

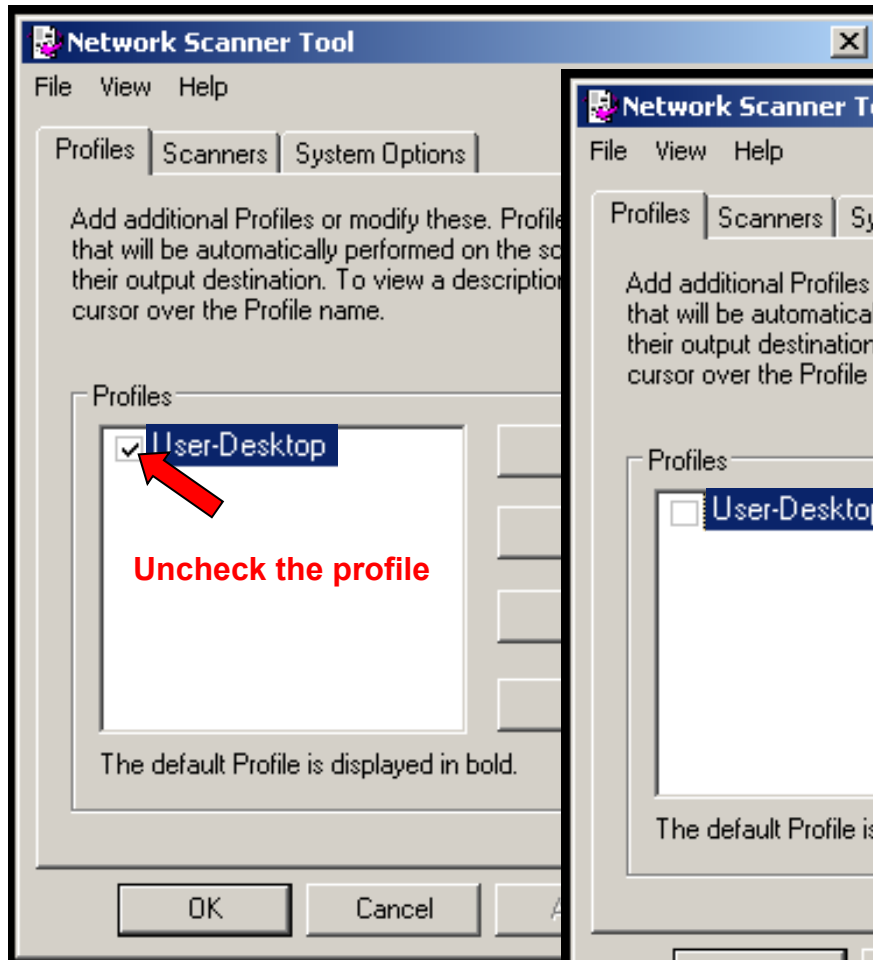


Continued on next page

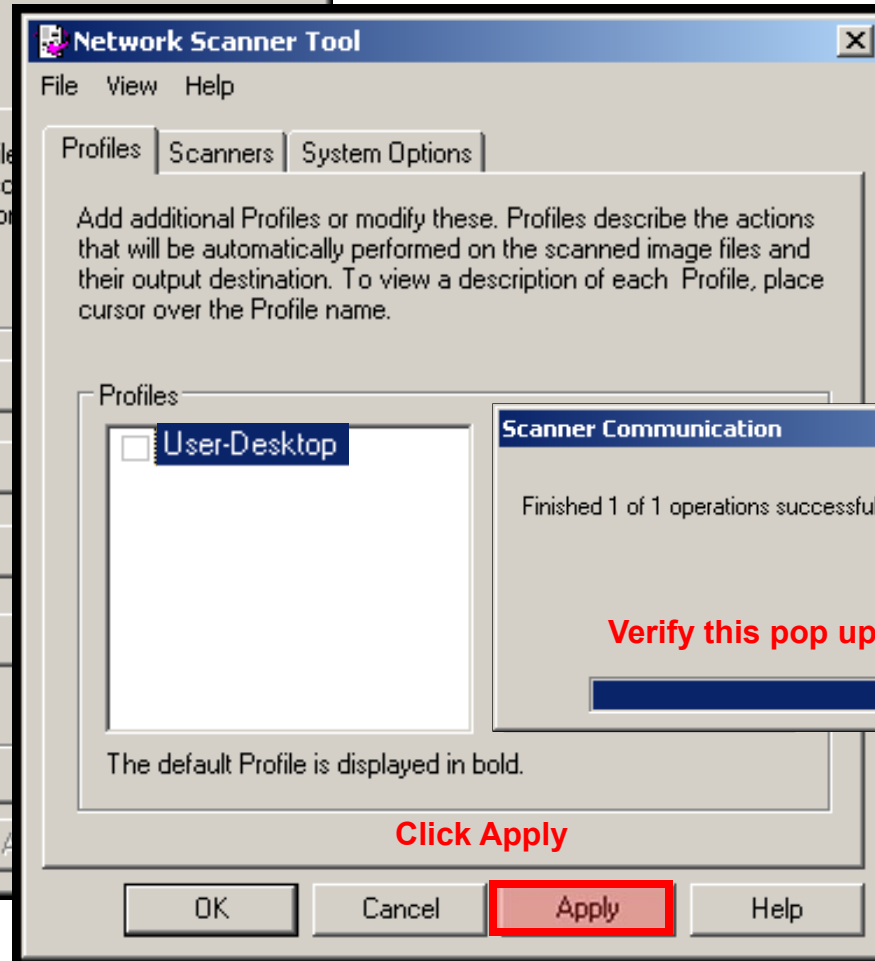
Remove and re-add your Sharpdesk user profile from the Sharp imager

Note: The most common reason for receiving the error message is that the IP address on your workstation has most likely changed (DCHP). Follow steps 1-6. The Sharpdesk Network Scanner Tool will temporarily remove your profile (with the old incorrect IP address) and re-add your profile (with the new current IP address).

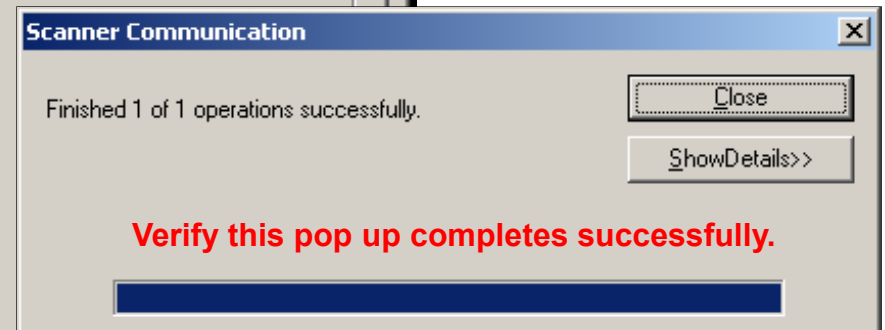
1.



2.



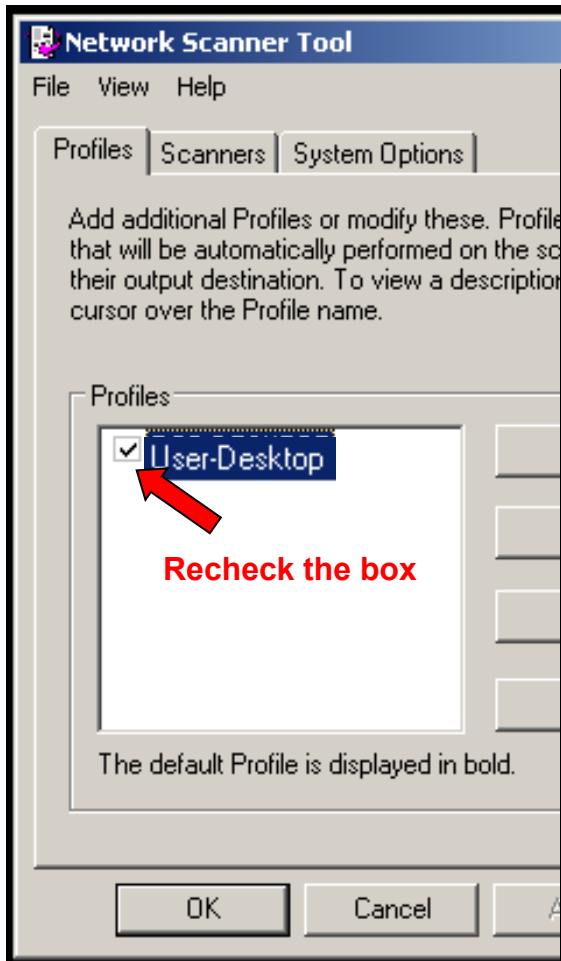
3.



Continued on next page

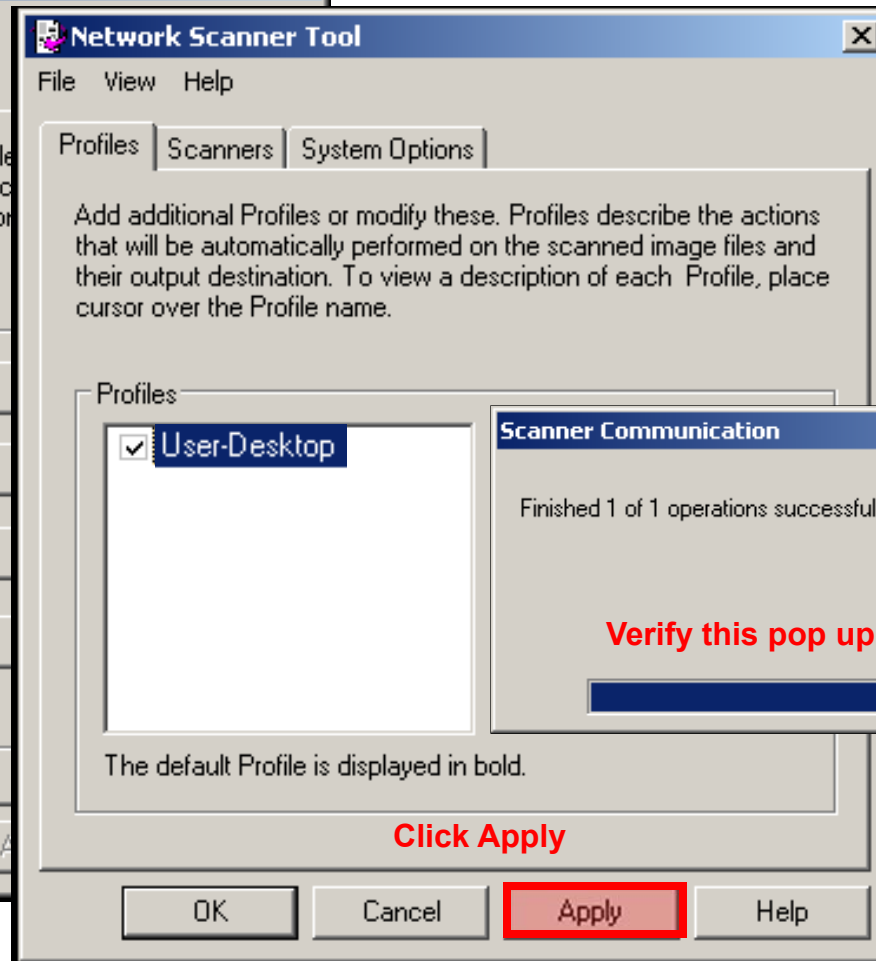
Re-Adding A Sharpdesk User Profile From The Sharp Imager

4.



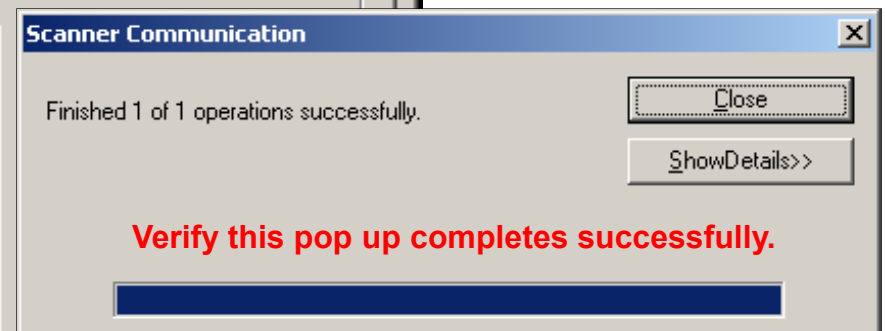
Recheck the box

5.



Click Apply

6.



Verify this pop up completes successfully.

Send a test scan to the desired Sharpdesk destination. If scanning fails, see page 6.

Section 2

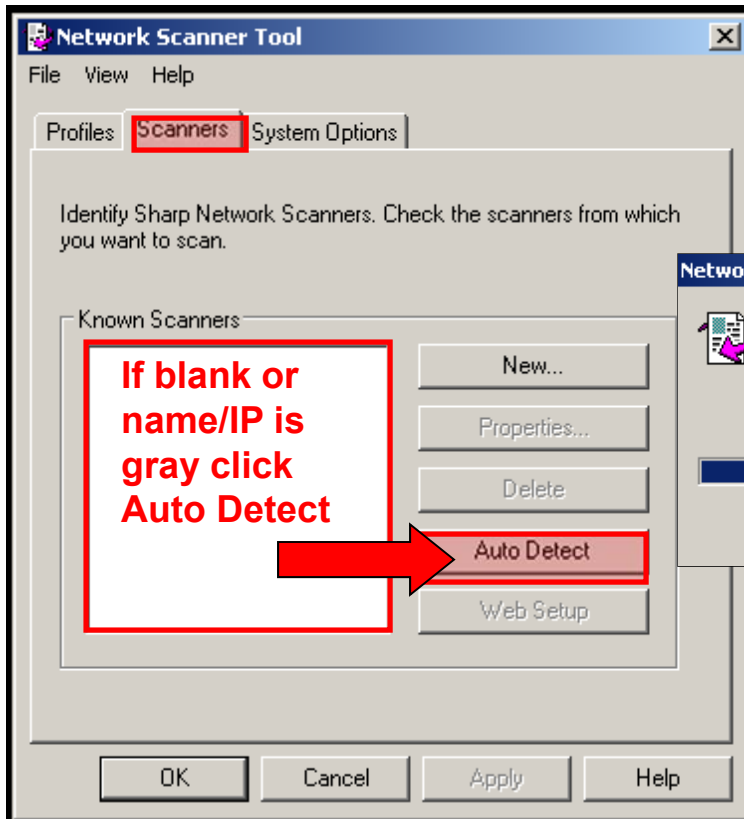
- If the Known Scanners field is NOT blank or grayed out (see page 7) skip to section 3.
- Scan to the desired Sharpdesk destination.
- If scanning fails, complete section 3 (page 9).

Verify that the Network Scanner Tool detects the intended scanner

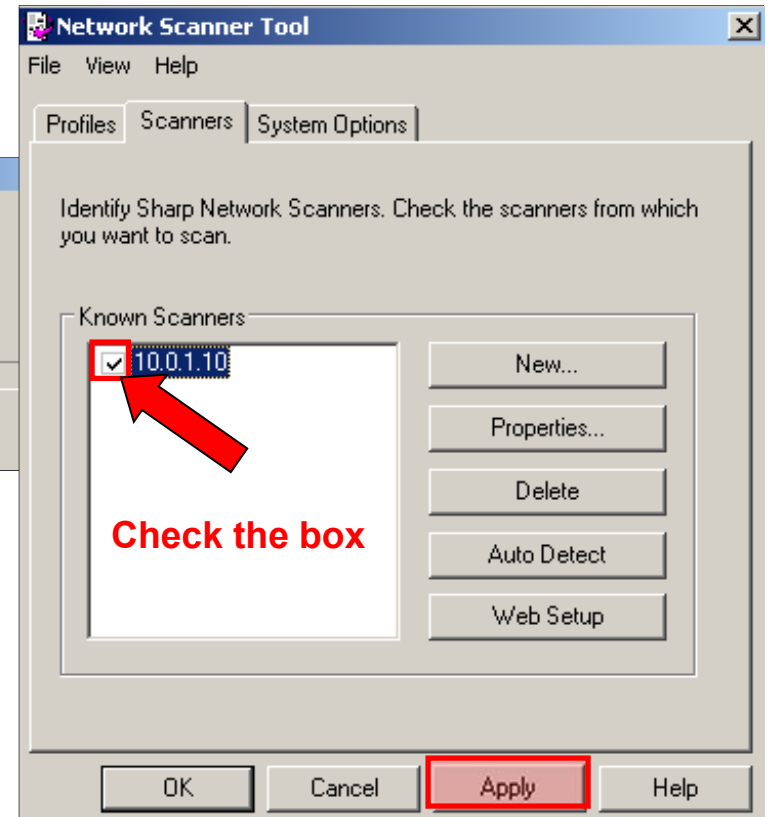


Double-click this icon to open the Network Scanner Tool (see page 3).

1. Click the “Scanners” tab. If the “known Scanners” field is blank or if the scanner shows up gray, click the “Auto Detect” button.



2. Check the box next to the IP address (it may come up as a name (example: Sharp Scanner, company or dept. name)). Click the “Apply” button.

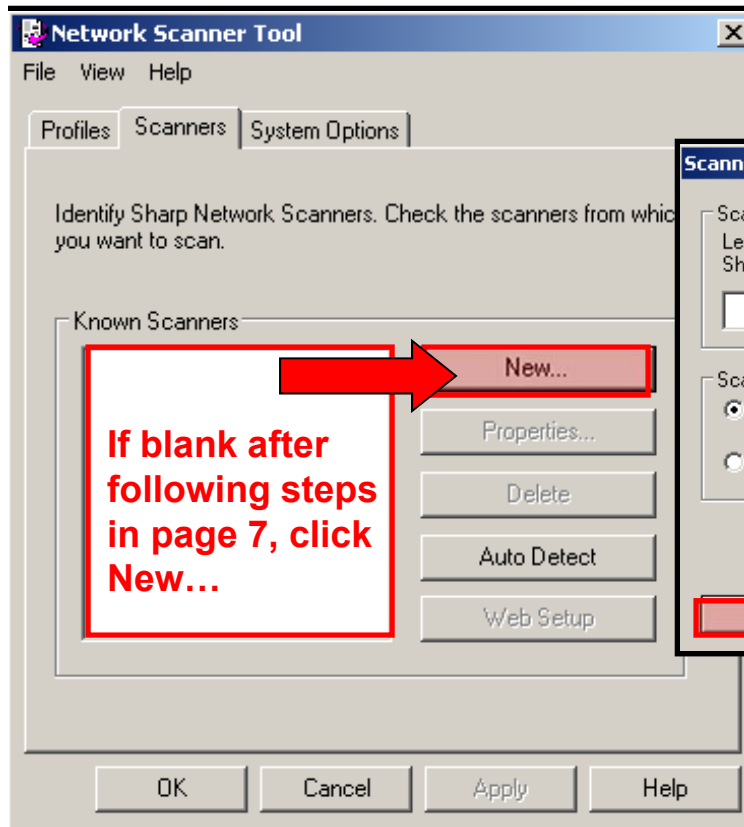


Send a test scan or continue on next page if the desired scanner was not successfully added

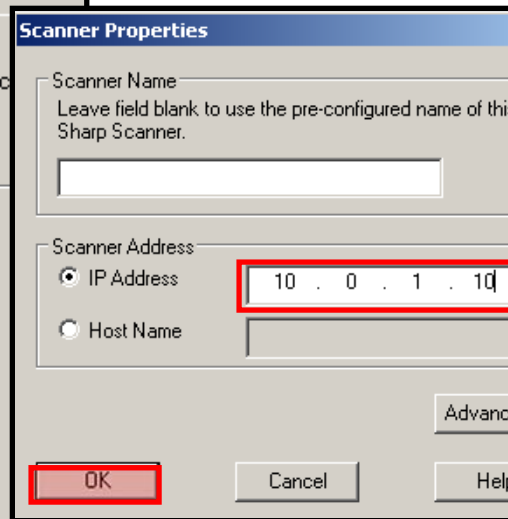
Add a scanner with the Network Scanner Tool

Do the following If the desired scanner does not show up on the list of “Known Scanners”:

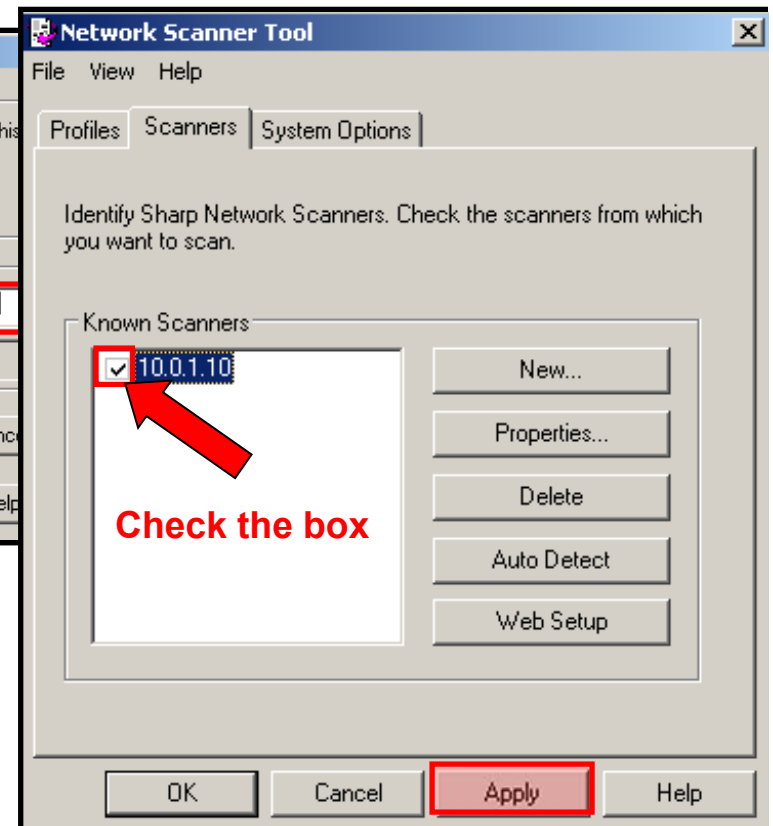
1. If blank, click New...



2. [Enter the IP address of your Sharp.](#) Click OK.



3. Check the box and click Apply.



Send a test scan. If the scan fails, follow the steps in the section 3 (page 9) .

Section 3

- Complete pages 11-12 (older models)
- Complete pages 13-14 (newer models)
- Complete pages 13,15 (newest models)

- Scan to the desired Sharpdesk destination.

- If scanning fails, complete section 4 (page 16).

Obtain the current IP address of your PC

The image illustrates the process of finding the IP address in two Windows operating systems. In Windows XP, the Start menu is used to open the Run dialog box, where 'cmd' is entered to open the command prompt. The 'ipconfig' command is then entered, and the IP address is identified from the output. In Windows Vista/7, the Start menu is used to open the Run dialog box, where 'cmd' is entered to open the command prompt. The 'ipconfig' command is then entered, and the IP address is identified from the output.

1. Click Start
2. Click Run... or Search programs and files (Vista/7)
3. Type: cmd and Enter
4. Type: ipconfig and Enter
5. Write down the IP or IPv4 address listed.

Note: The IP addresses shown are examples. Yours will be different.

Log in to the web interface of your Sharp (Older Models)

Enter the IP address of **YOUR** Sharp in the address bar of a web browser.

1

2

Destination

System Information

Unit Serial Number: 4500058400
Name: Not Set
Model Name: AR-M550N
Machine Location: Not Set
Current Status: Online

Skip to Page 13 if your Sharp web interface looks like this.

3

Connect to 10.0.1.10

The server 10.0.1.10 at user requires a username and password.

Warning: This server is requesting that your username and password be sent in an insecure manner (basic authentication without a secure connection).

User name: admin Case Sensitive

Password: Sharp Case Sensitive

Remember my password

OK Cancel

Continued on next page

Edit the IP address of the destination PC (Older Models)

4. Enter the current IP address (see step 5 of page 10)
5. Click the Submit button.
6. Send a test scan from the Sharp.

Note: The above IP address is only an example. Yours will be different.

Destination Management

[\[E-mail\]](#) [\[FTP\]](#) [\[Desktop\]](#) [\[Fax\]](#) [\[i-Fax\]](#) [\[Group\]](#)

Desktop Destination Control

Name (Required)
Initial (Optional)
Display Name (Optional)
Custom Index Frequently Used
Hostname or IP Address (Required) 4
Port Number (Required)
Process Directory (Optional)
File Format
User Name (Optional)
Password (Optional)
5

1. Compare the IP address of step 5 of page 10 with the IP address listed for the desired Desktop destination.
2. If the IP addresses do NOT match, check the box next to the desired destination.
3. Click the Edit button.

Send a test scan. If the scan fails, follow the steps in section 4 (page 16).

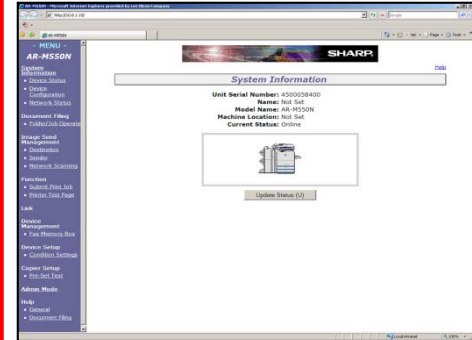
Access the web interface of your Sharp (Newer Models)

Enter the IP address of **YOUR** Sharp
in the address bar of a web browser.

1

2

Go to Page 11 if your Sharp
web interface looks like this.



Go to Page 15 if your Sharp's
touch panel looks like this.



Continued on next page

Edit the IP address of the Destination PC (Newer Models)

SHARP
MX-4101N

Address Book

Update(R)

Index: All Destinations

Display Items: 10

User-DESKTOP Desktop 192.168.0.101

Note: The above IP address is only an example. Yours will be different.

Total Address: 1

Previous(M) 1 Next(N)

Select All(S) Clear Checked(Z)

Delete(O) Add(Y)

Address Type: Desktop

Search Number: 1 (1-999)

Address Name (Required): User-DESKTOP (Up to 36 characters)

Initial (Optional): U (Up to 10 characters)

Key Name: User-DESKTOP (Up to 18 characters)

Custom Index: User 1

Register this Address to be added to the [Frequent Use] index.

Hostname or IP Address (Required): 192.168.0.100 (Up to 127 characters)

Port Number (Required): 4687 (0-65535)

Programs Directory: uri:scan/nst@@f=User-DESKTOP@h= (Up to 200 characters)

File Format: File Type: PDF

Black & White: Compression Mode: MMR (G4)

Color/Grayscale: Compression Ratio: Medium

User Name: anonymous (Up to 32 characters)

Password: (1-32 digits)

Change Password

Enable SSL

Submit(U) Cancel(C)

[Back to the Top on This Page ▲](#)

1. Compare the IP address of step 5 of page 10 with the IP address listed for the desired Desktop destination.
2. If the IP addresses do NOT match, click the blue link of the desired destination.
3. Enter the current IP address (see step 5 of page 10)
4. Click Submit.

Send a test scan. If the scan fails, follow the steps in section 4 (page 16).

Edit the IP address of the destination PC (Newest Models)

SHARP
MX-2610N

Address Book

Update(R)

Item to be Displayed: All

Index: USER 2

Display Items: 10

Note: The IP address below is only an example. Yours will be different.

Address Name	Type	E-mail Address	Scanner Address	No.
Lesson-DESKTOP	Contacts	-----	192.168.0.101	11

Total Address: 1

Previous(M) 1 / 1

Select All(S)

Delete(O) Add(Y) Detail(J)

Update(R)

Register this Address to be added to the [Frequent Use] index.

E-mail FTP **4 Desktop** Network Folder

Register this Address to be added to the [Frequent Use] index.

E-mail FTP Desktop Network Folder

Number of Registrations: 1

Desktop Destination: New Address

Hostname or IP Address (Required): Address1

Follow these instructions if your Sharp MFP's touch panel looks like this:



1. Click the Address Book link.
2. Compare the IP address of step 5 of page 10 with the IP address listed for the desired Desktop destination
3. If the IP addresses do NOT match, click the blue link of the desired Desktop destination.
4. Click the Desktop tab.
5. Select Address1 from the drop-down menu.
6. Enter the current IP address (see step 5 of page 10).
7. Click Submit.

7 Submit(U) Submit and Register Next(C) Back(Q)

Send a test scan. If the scan fails, follow the steps in section 4 (page 16).

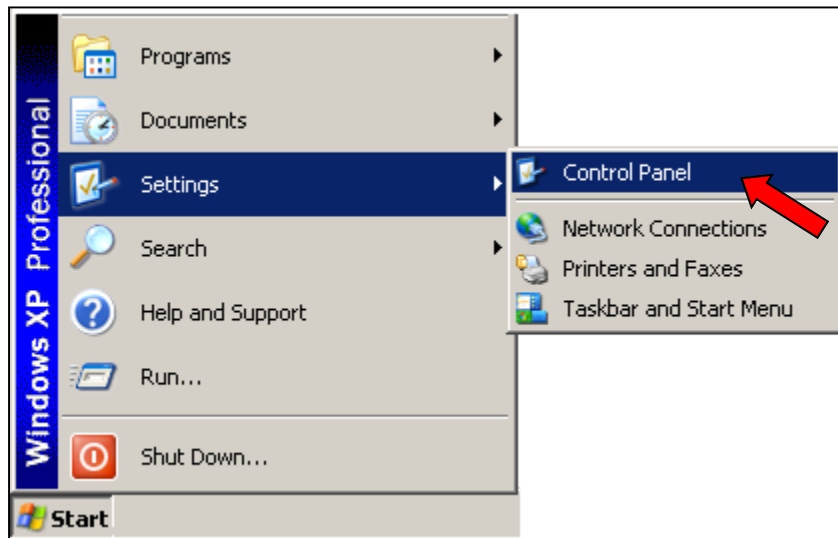
Section 4

- Complete pages 17-19 (Windows XP users)
- Complete pages 20-21 (Windows 7 users)
- Scan to the desired Sharpdesk destination.
- If scanning fails, see the FAQ's on page 22.

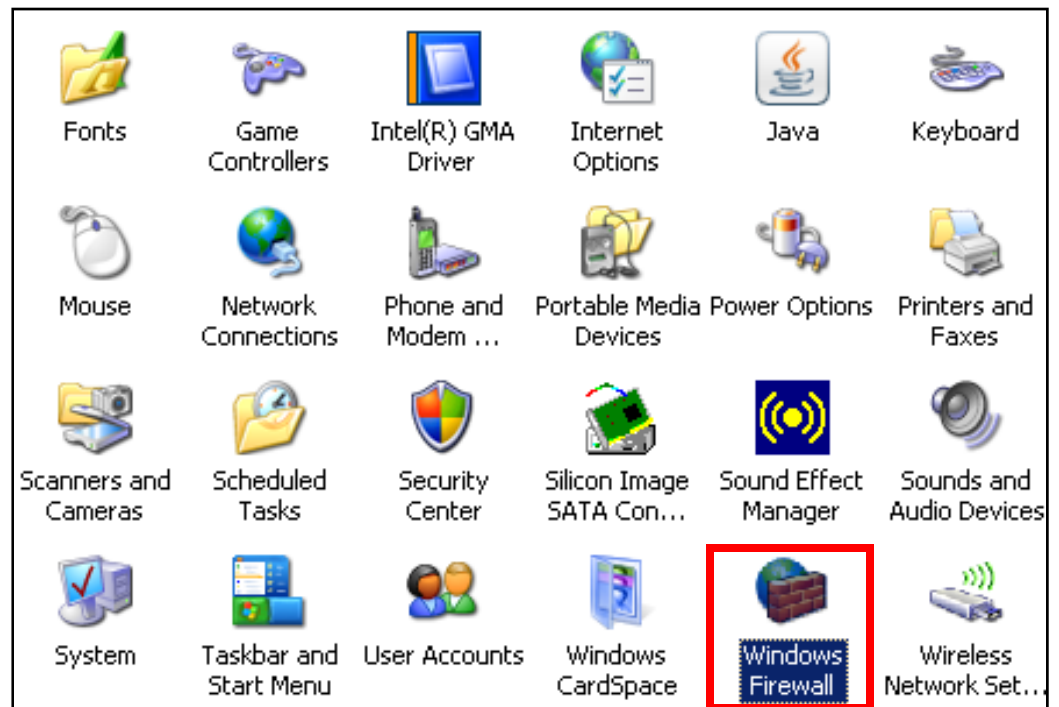
Locate the Windows Firewall in the Control Panel (Windows XP)

After completing steps 1-6, send a test scan to the desired Sharpdesk destination.

1. Click Start > Settings > Control Panel



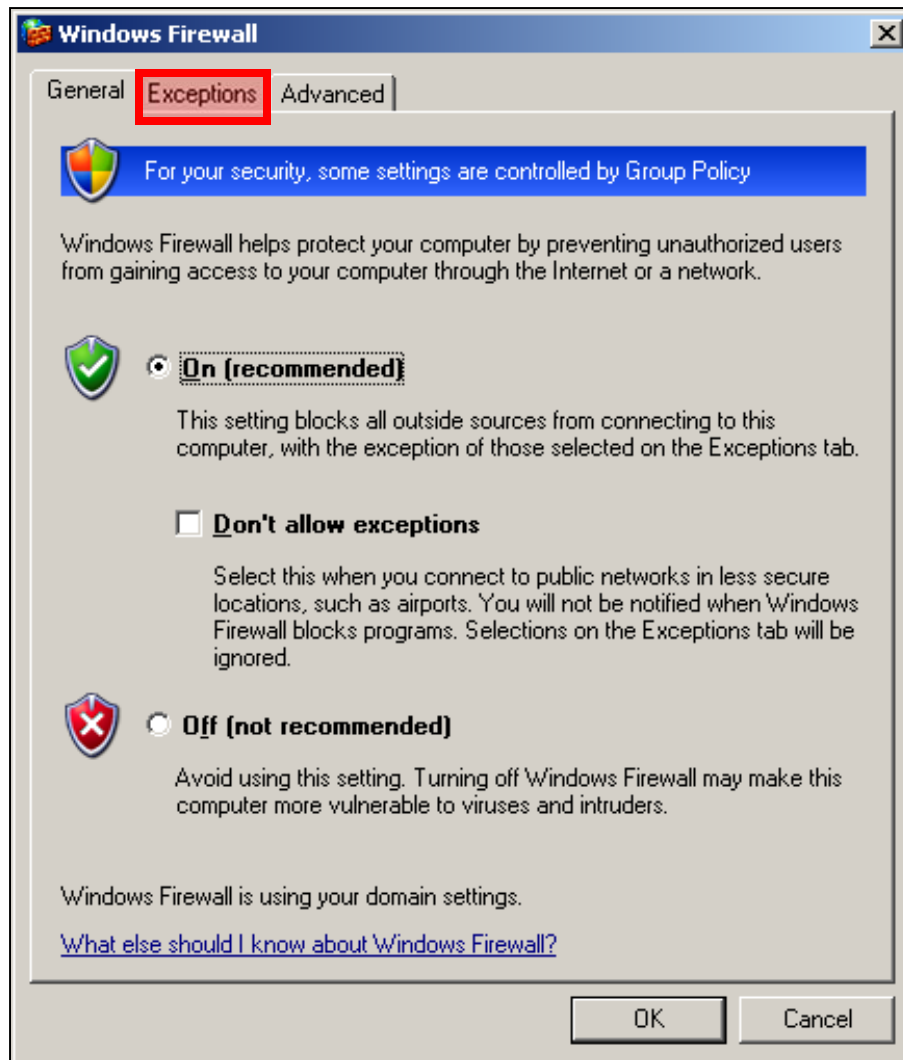
2. Double-Click Windows Firewall



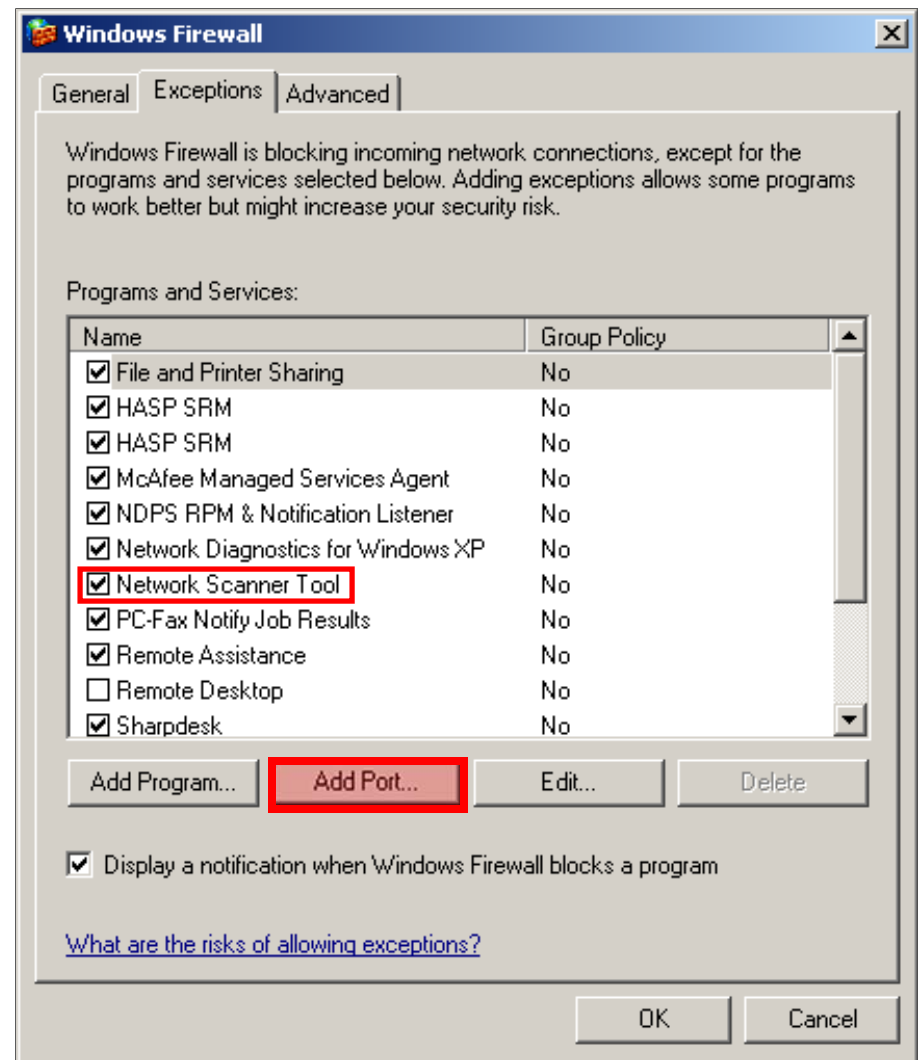
Continued on next page

Add a Windows Firewall Exception for Sharpdesk (Windows XP)

3. Click the “Exceptions” tab



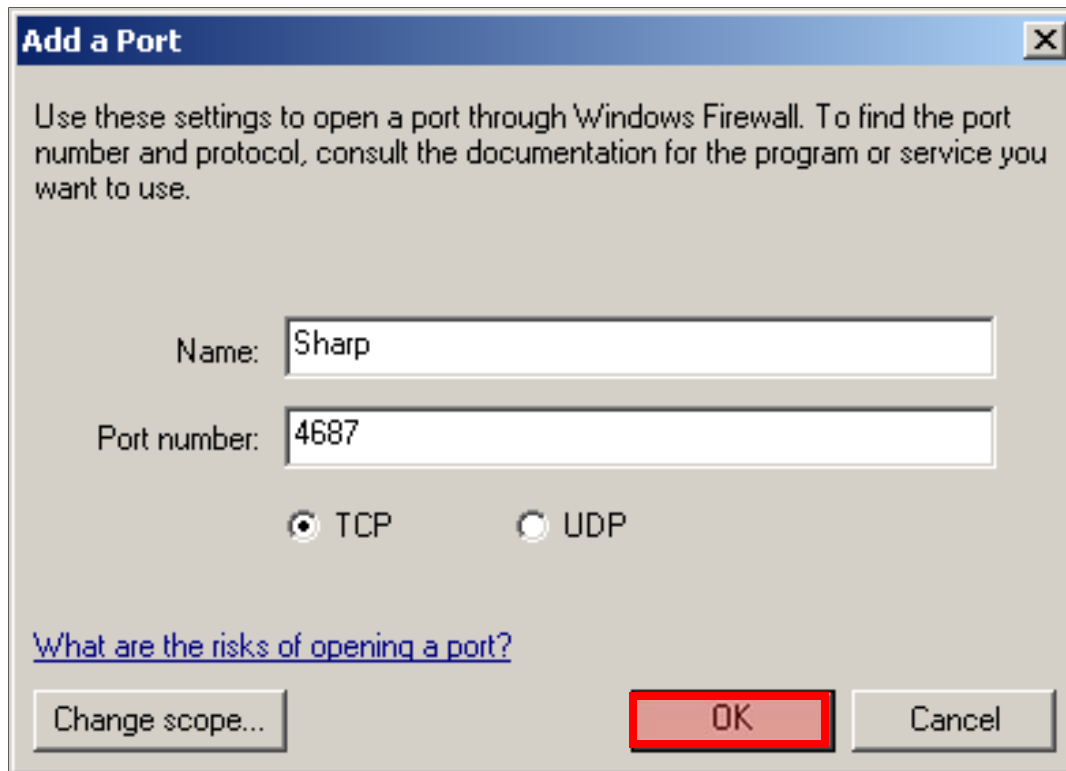
4. Verify that the Network Scanner Tool is listed and checked and click the “Add Port...” button



Continued on next page

Open a Port for Sharpdesk (Windows XP)

5. Type: Sharp in the Name field.
Type: 4687 (for Sharpdesk 3.2 & 3.3) in the Port number field.
Select TCP and click the “OK” button.



Add a Port

Use these settings to open a port through Windows Firewall. To find the port number and protocol, consult the documentation for the program or service you want to use.

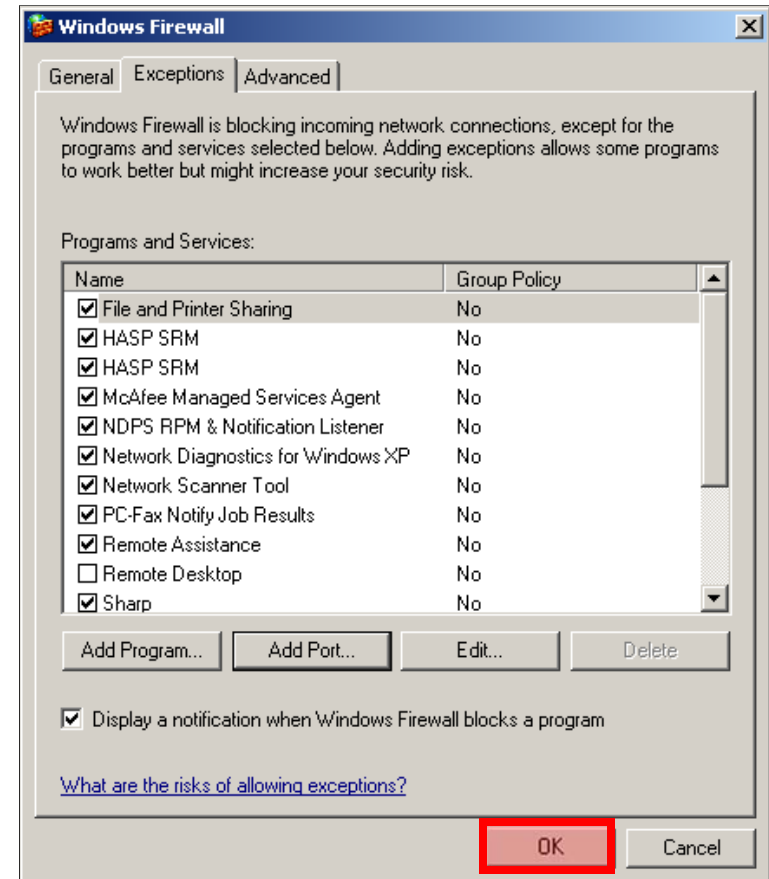
Name:

Port number:

TCP UDP

[What are the risks of opening a port?](#)

6. Click “OK”



Windows Firewall

General Exceptions Advanced

Windows Firewall is blocking incoming network connections, except for the programs and services selected below. Adding exceptions allows some programs to work better but might increase your security risk.

Programs and Services:

Name	Group Policy
<input checked="" type="checkbox"/> File and Printer Sharing	No
<input checked="" type="checkbox"/> HASP SRM	No
<input checked="" type="checkbox"/> HASP SRM	No
<input checked="" type="checkbox"/> McAfee Managed Services Agent	No
<input checked="" type="checkbox"/> NDPS RPM & Notification Listener	No
<input checked="" type="checkbox"/> Network Diagnostics for Windows XP	No
<input checked="" type="checkbox"/> Network Scanner Tool	No
<input checked="" type="checkbox"/> PC-Fax Notify Job Results	No
<input checked="" type="checkbox"/> Remote Assistance	No
<input type="checkbox"/> Remote Desktop	No
<input checked="" type="checkbox"/> Sharp	No

Display a notification when Windows Firewall blocks a program

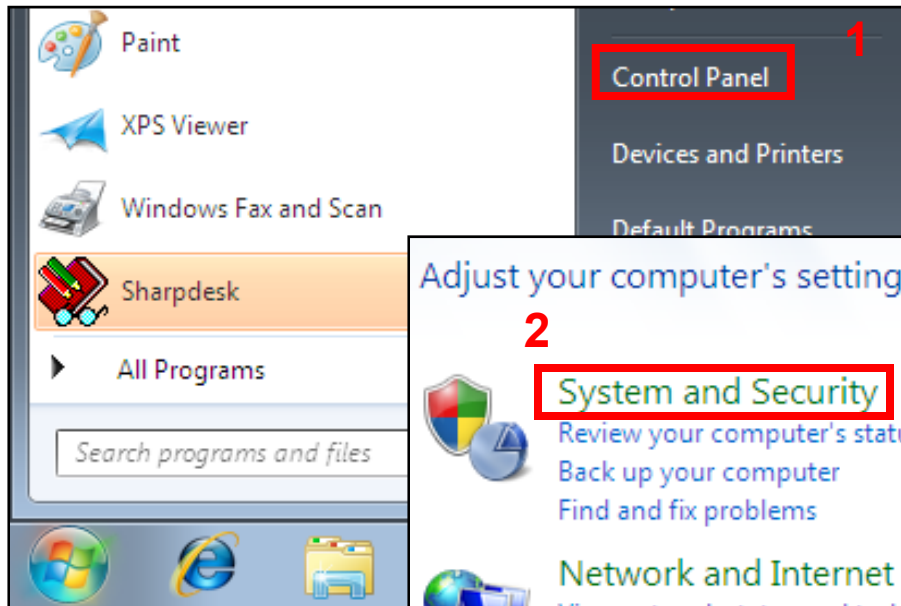
[What are the risks of allowing exceptions?](#)

Send a test scan. If the scan fails, you may have a firewall blocking the scans. See page 22

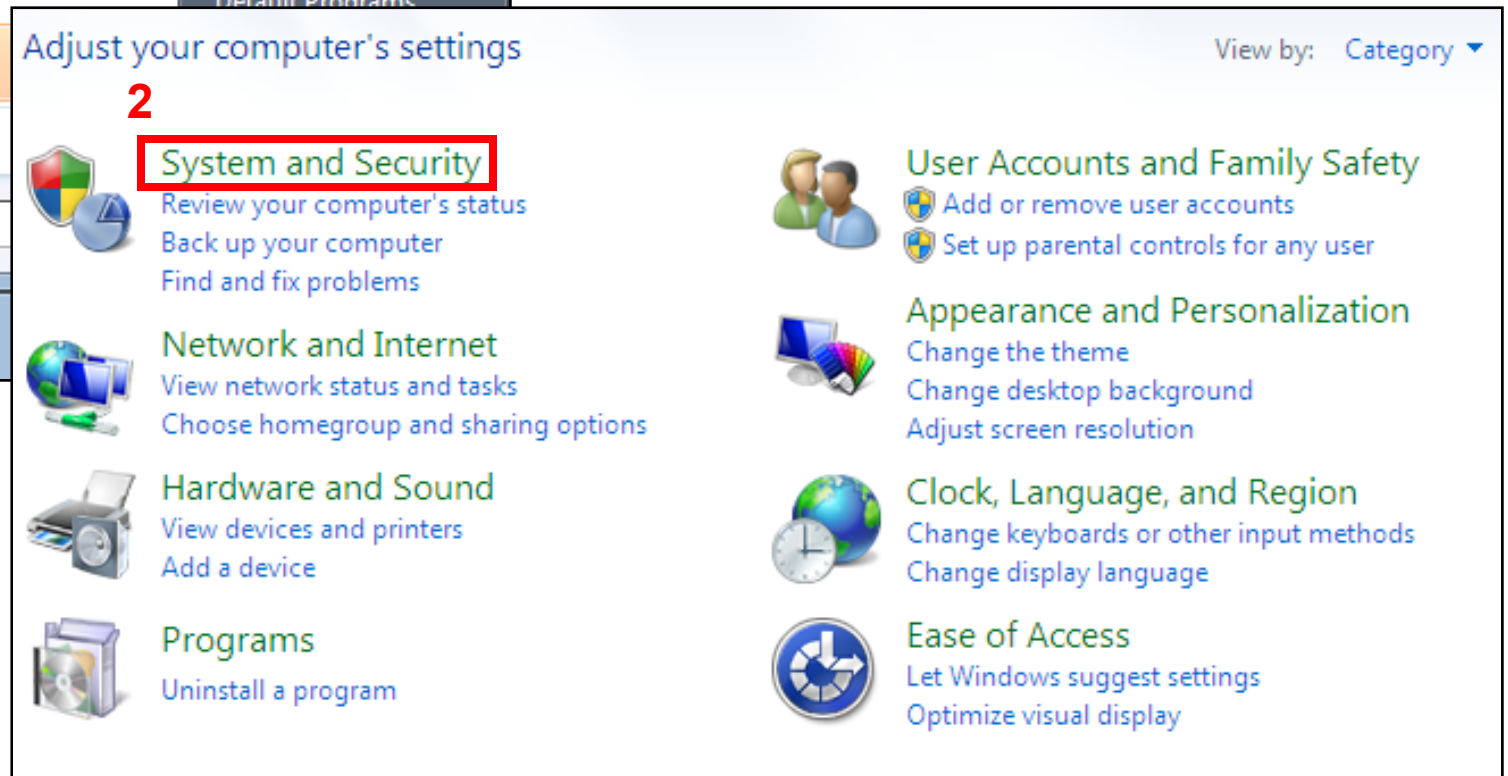
Locate the Windows Firewall in the Control Panel (Windows 7)

After completing steps 1-6, send a test scan to the desired Sharpdesk destination.

1. Click Start > Control Panel



2. Click System and Security



Continued on next page

Allow the Network Scanner Tool to communicate through the Windows Firewall (Windows 7)

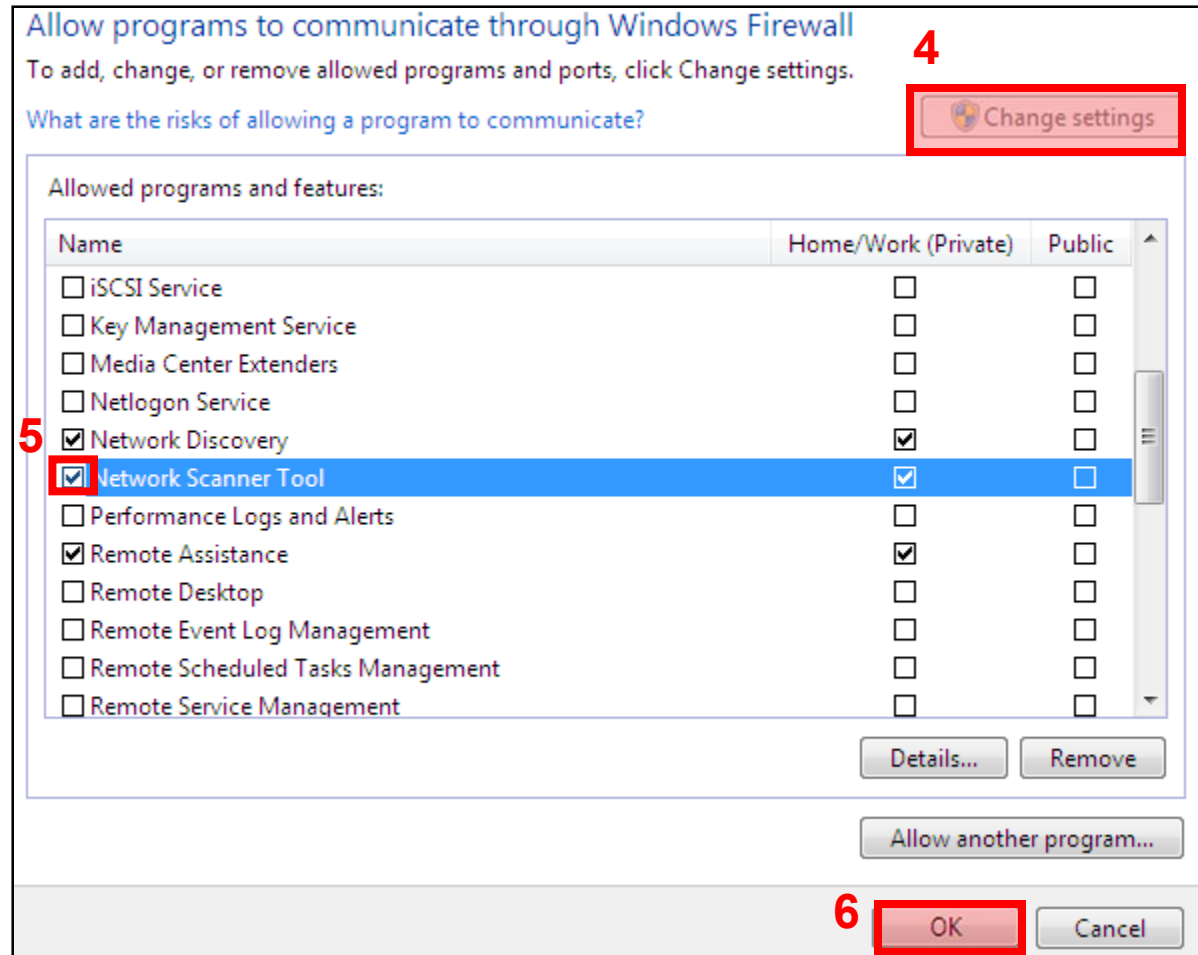
3. Click Allow a program through Windows Firewall



4. Click Change settings

5. Check the Network Scanner Tool box

6. Click OK



Send a test scan. If the scan fails, you may have a firewall blocking the scans. See page 22

Frequently Asked Questions

How do I determine if there's a firewall blocking the scans?

You can temporarily disable the firewall suspected of blocking the scans by disabling the service. Depending on the firewall, (i.e., Norton, Trend Micro, McAfee, AVG, etc.), you may be able to right-click the icon on the system tray and temporarily disable it. Be aware, that you may not have sufficient permissions to do this and may need to consult with your I.T. Administrator. Another way to disable the service is to right-click My Computer/Computer > Manage > Services & Applications > Services: Disable any service associated with the suspected firewall. Send a test scan. If the scan is received successfully then an exception will need to be created to allow access to port 4687 (TCP) and/or Network Scanner Tool and/or Sharpdesk. Remember to re-enable the services when finished testing. If the scan fails, there may be a firewall in place that may require assistance from the network administrator. They have access to firewalls on routers, managed switches, etc.

Why does the IP address of my computer keep changing?

Home network - If your home router is configured to assign dynamic IP addresses via the built-in DHCP server and when the lease duration of the IP address is low, your computer may obtain a different IP address.

Office network - An office network may have a DHCP server that assigns IP addresses to all the devices connecting to the network. The configuration of the DHCP server varies from office to office. If the lease duration of the IP address assigned to your office computer is set to expire frequently, you could see a different IP address regularly.

How do I set a static IP address on my computer?

The following should be performed by someone who has sufficient knowledge about your network and understands the potential problems when changing from a Dynamic to a Static IP address.

Click the Start menu button on the Windows taskbar and click 'Settings' then 'Control Panel'. In the control panel, double click 'Network Connections' to open it. In the network connections window, right click 'Local Area Connection' (default connection) and click properties. While the 'General' tab is highlighted, select 'Internet Protocol (TCP/IP)' and click 'Properties'. Select the radio button: Use the Following IP Address and then fill in the information regarding IP address, Subnet Mask, and Default Gateway. There will be two radio buttons below. Select 'Use the Following DNS server Address' and enter the DNS server information. Click Ok to apply the changes.