



English

HP Network ScanJet 5 Scanner Administrator's Guide

HP Network ScanJet 5 Scanner

Administrator's Guide

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Guide to Installing Your HP Network ScanJet 5 Scanner

This manual provides you, as the network administrator, the information you need to set up and maintain the network scanner environment. Information included here complements the information provided in the following:

- *HP Network ScanJet 5 Scanner Getting Started Guide*, which provides instructions for setting up the scanner and installing the network software.
- *HP Network ScanJet 5 Scanner User's Guide*, which provides users with instructions on how to use the scanner and the scanner software.
- *HP Network ScanJet 5 Scanner Online Help*, which provides detailed instructions for all administrative functions regarding the scanner, in addition to online Help for troubleshooting scanner administrative software problems.

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Introducing the HP Network ScanJet 5 Scanner

Overview

The HP Network ScanJet 5 scanner converts black and white documents, drawings, and photographs into an electronic form and sends them to users' computers, to e-mail addresses, to fax numbers (if one of the supported LAN fax products is installed on your network), and to printers. 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.

Registered users (who you have added to the public destination list and who have access to HP Network ScanJet 5 Utility) can create their own private destination lists. These private destination lists can include automatic workflows, which allow users to scan documents directly to specified applications on their computers. Users can then print the scanned documents, send them as e-mail attachments, or use PaperPort™ software for HP by Visioneer to annotate, organize, and distribute the scanned documents.

HP JetAdmin software can be used in the following client environments:

Note

On Novell NetWare: You can only run the HP JetAdmin software on Windows® 95 and NT.

On Windows NT: You can only run the HP JetAdmin software on an NT client or on an NT server.

On LAN Server: You can only run the HP JetAdmin software on Windows 95.

- Windows 95, with IPX NetWare and Microsoft shells, or Microsoft® TCP/IP (32 bit)
- Windows NT 3.51 and 4.0, with IPX NetWare and Microsoft shells, or Microsoft TCP/IP (32 bit)

The following file servers are supported by the HP Network ScanJet 5 scanner:

- Novell NetWare 3.1x, with IPX
- Novell NetWare 4.x NDS, with IPX
- Windows NT 3.51 and 4.0, with TCP/IP
- IBM LAN Server 3.0 and 4.0

Windows NT and LAN Server environments must have network scanner services installed and running on one server in each domain.

The HP Network ScanJet 5 scanner can be configured to run under multiple protocols. In order to configure the scanner, at least one of the protocols must also be running on your PC. For example, if your PC runs only IPX protocol, then the scanner must also run at least IPX.

Before the scanner can be used, it must be connected to the network at the scanner control panel, as described in the *Getting Started Guide*. You can then configure the scanner, as described in this guide, using JetAdmin. To do this, you must have supervisor access to at least one network environment.

HP Network ScanJet 5 Scanner Features

Performance

- 15 ppm at 1 bit/pixel
- 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 8.5 x 11 in. (216 x 279 mm)
 - A4 210 x 297 mm (8.3 x 11.7 inches)
 - Legal 8.5 x 14 in. (216 x 356 mm)
- Holds up to 50 pages in Automatic Document Feeder (ADF)
- Scans text, graphics, and photos

Software

- **User software**
 - HP Network ScanJet 5 Utility allows user to define destinations and user scanner settings.
 - PaperPort software can be installed by users to receive, view, and manipulate documents scanned with the Network ScanJet 5 scanner.
- **Administrator software**
 - HP JetAdmin software allows network administrators to quickly configure scanners and their associated users 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.

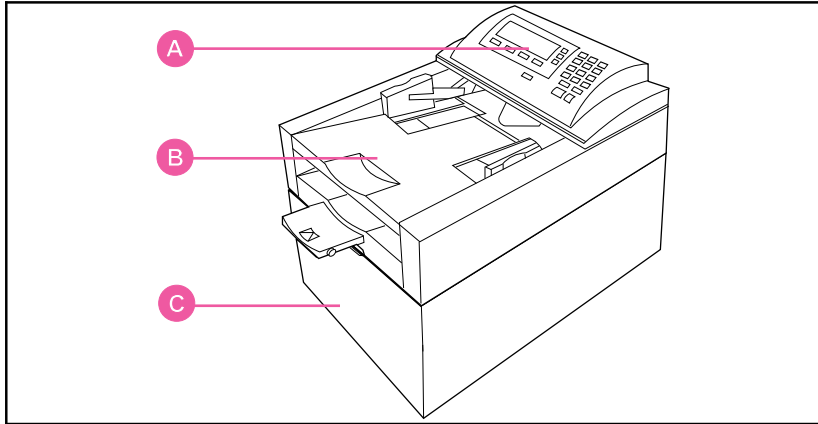
Interface Support

- 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)

HP Network ScanJet 5 Scanner Components

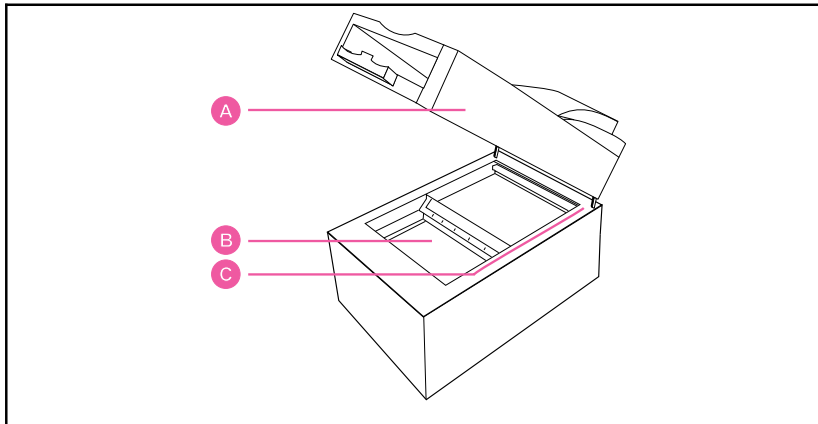
The following illustrations identify the components of the scanner.

Figure 1



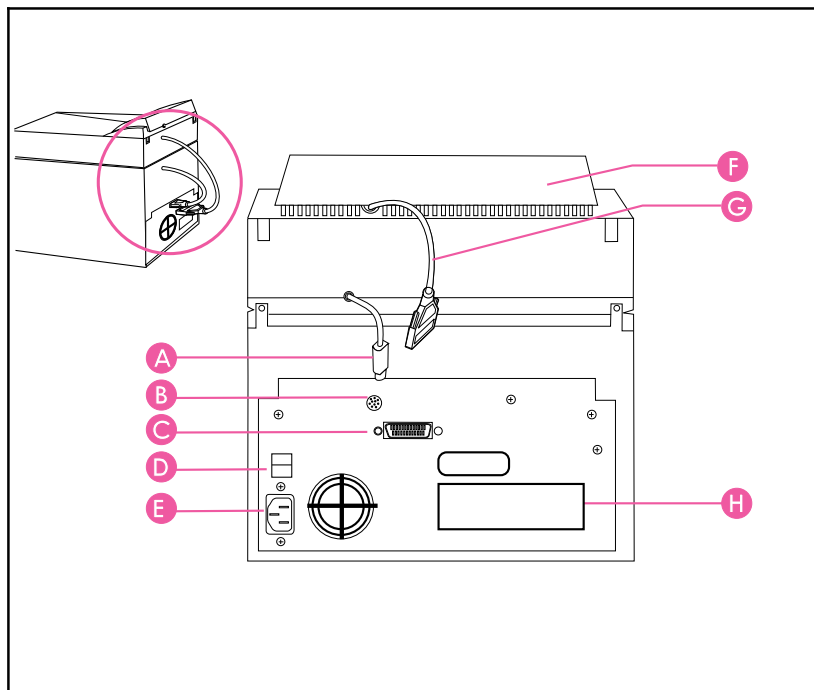
- A** Control Panel
- B** Automatic Document Feeder (ADF)
- C** Scanner Unit

Figure 2



- A** ADF
- B** Scanner Glass
- C** Document Setmark

Figure 3

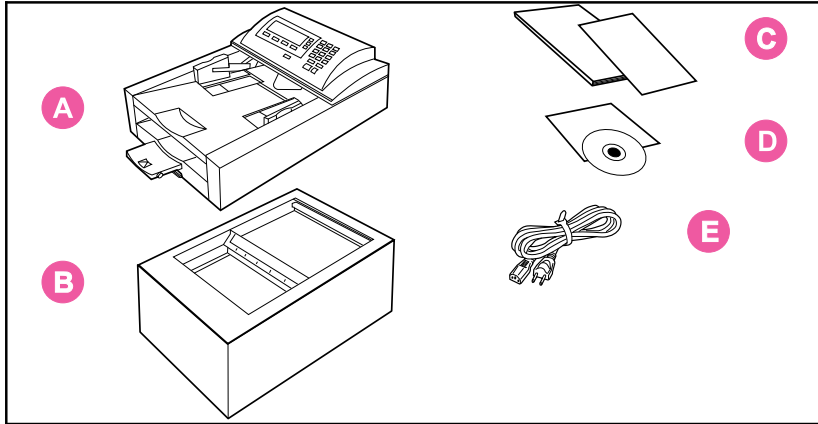


- A** ADF Connector Cable
- B** ADF Connector Socket
- C** Control Panel Connector Socket
- D** Scanner Power Switch
- E** Scanner Power Connector Socket
- F** Control Panel
- G** Control Panel Connector Cable
- H** LAN Connector (10BASE-T or Token Ring)

HP Network ScanJet 5 Scanner Package Contents

The following illustrations identify the package contents of the scanner.

Figure 4



- A Automatic Document Feeder
- B Scanner
- C Documentation
- D CD-ROM
- E Scanner Power Cord

Initial Software Configuration

Overview

As the network administrator, you configure the scanner and the scanner network environment and add users, printers, fax numbers and distribution lists to create a public destination list for the scanner. You use the HP Network ScanJet 5 administrative software, which is part of the HP JetAdmin software, to perform these functions.

A scanner can be configured for a specific server, domain, or an entire network. The HP Network ScanJet 5 scanner operates in the following network environments:

- Novell NetWare 3.1x, with IPX
- Novell NetWare 4.x NDS, with IPX
- Windows NT 3.51 and 4.0, with TCP/IP
- IBM LAN Server 3.0 and 4.0

Note

In NT and LAN Server environments, a scanner service (daemon) must be installed and running on a server in each domain.

The HP Network ScanJet 5 scanner client software, HP Network ScanJet 5 Utility, operates in the following environments:

- Windows 3.1x, with IPX NetWare shell, or Microsoft TCP/IP
- Windows for Workgroups 3.11, with IPX NetWare shell, or Microsoft TCP/IP
- Windows 95, with IPX NetWare and Microsoft shells, or Microsoft TCP/IP (32 bit)
- Windows NT 3.51 and 4.0 with IPX NetWare and Microsoft shells, or Microsoft TCP/IP (32 bit)

In order to configure and use the scanner, the following conditions must be met:

- You must have supervisor privileges on at least one of the network environments.
- The scanner must be physically connected to the network at the control panel, as described in the *Getting Started Guide*.
- You must specify the protocol stack and the frame type in the Configuration menu at the control panel, as described in the *Getting Started Guide*.
- You must configure the scanner on at least one network environment, as described in this chapter.
- At least one destination must be added to the public destination list (or a fax server must be configured), as described later in this chapter.

Destinations are selected from a pool of resources available for the network environments configured for the selected scanner. Once a destination is added, it appears in the public destination list displayed at the scanner control panel. Using HP Network ScanJet 5 Utility, registered users can select destinations from the public list and include them in their private destination lists.

Using the HP JetAdmin Software

HP JetAdmin 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 configured 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 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 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 the 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 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, since the network environment (such as an NT domain name, a LAN server domain name, a NetWare 3.1x server name, or an NDS tree name) is added automatically to the list when the first resource (user, user group, print queue, or fax server link) belonging to that environment is added to the public destination list.

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 a NetWare 4.x NDS network environment, the appropriate dialog box appears.

To select 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.

If you have added an NT environment or a LAN Server environment, the HP JetAdmin software displays a dialog box with the current settings.

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.x environments, no settings are needed.

See the readme file for information about multiple-domain environments.

Adding Users

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.

Note

An entire user group for a specified network can be added as a distribution list, as described in “Adding Distribution Lists” later in this chapter.

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.x, and NDS.)
-
- Tip** Before adding users, make sure the default settings described in steps 2, 3, and 4 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**—The name used to identify the user on the network. This is the default.
 - **Full name**—The network full 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**—Allows the user to receive documents and also to send to any destination on any network environment currently supported by the network scanner.

- 4 Identify the default workarea root location by typing a path, or use the **...** (Browse) button 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 automatically used.
- 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.

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 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**—The name used to identify the print queue on the network. This is the default.
 - **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.

Configuring Fax Servers and Adding Fax Destinations

Configure installed fax servers and fax destinations through the Faxes tab of the Configuration dialog box.

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

See the HP Network ScanJet 5 Scanner web page (<http://www.hp.com/go/network-scanning>) or contact an authorized HP dealer for the most updated list of supported LAN fax servers.

For information regarding maintaining fax server and fax destination information, see the online Help.

The following procedure is an example you can use for a configuration reference.

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 Module, 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, JetAdmin 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.

Adding 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 steps 2 and 3, 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**—The name used to identify the user group in the network. This is the default.
 - **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.
- 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 Destinations 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**.

Scanner Maintenance

Other Scanner Functions

Once the scanner is configured and operational, you can perform backups, view reports, reset configuration parameters, and upgrade the firmware, as described in this chapter.

In addition, this chapter contains procedures for cleaning and maintaining the scanner itself. For details on ordering, see “Replacement Parts and Accessories” in Appendix B.

HP JetAdmin 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 in which the backup should be placed.
- 4 Click **OK**. The message `Backup in progress` is displayed until the backup is completed. You can click **Abort** at any time to cancel the backup. The message `Scanner backup was successfully completed` is displayed at the end of the process.

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 in which the backup is stored.
- 4 Click **OK**. The directory you specified is checked to make sure the file exists. 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 are displayed to indicate when the restore is in progress and when it is 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, providing 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 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 abort the operation at any time prior to its completion.

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, 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**.

Re-initializing the Scanner

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

To re-initialize 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 Re-initialize the scanner is displayed, click **OK**.

Resetting the Scanner

Caution

Resetting the scanner will erase all scanner configuration information. You will need to reconfigure the scanner after a reset.

You can restore the original factory defaults on the selected scanner. You can re-erasing all data stored on the scanner's internal hard disk. Since all the scanner data distributed on the network file servers is cleared, you must have supervisor access for each of the servers. Only those network environments currently running and on which you have supervisor access will be cleared.

To reset the scanner

- 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? is displayed, click **OK**.

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 the network environments 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 privilege.
- 5 Click **OK**.

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

Cleaning the Scanner

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

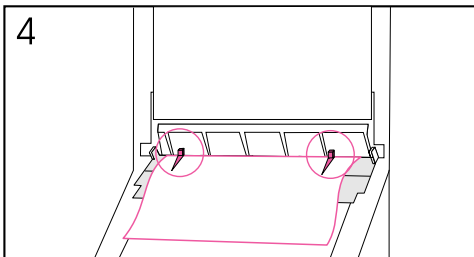
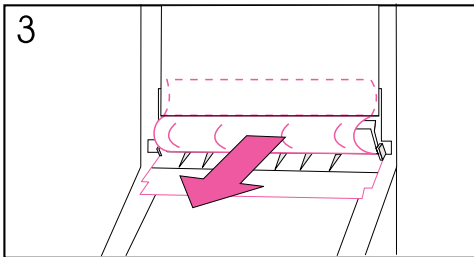
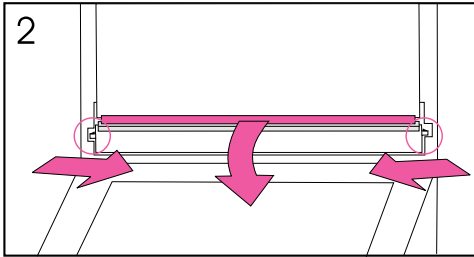
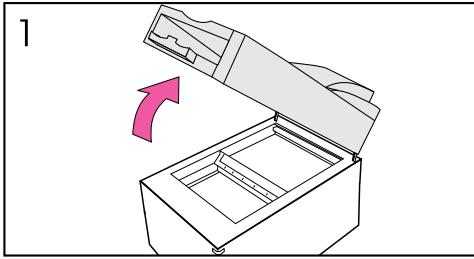
Caution

Always turn off the scanner and unplug all 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 (if, for example, vertical black lines appear on the paper).

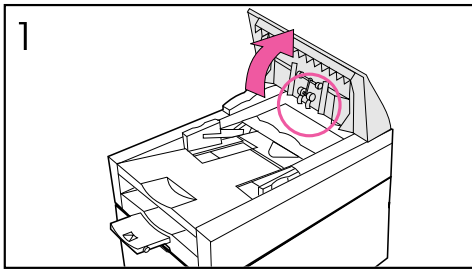
To replace the delivery guide sheet

- 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.

Note

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

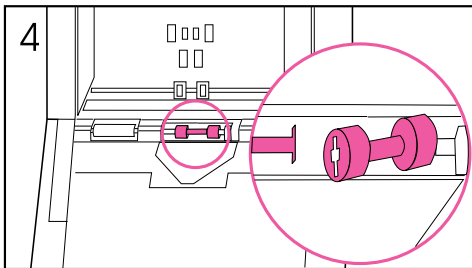
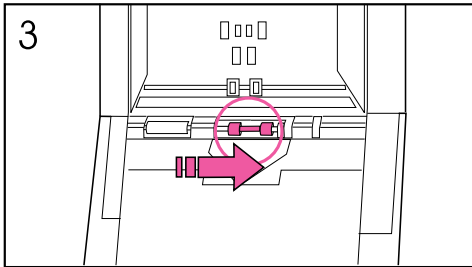
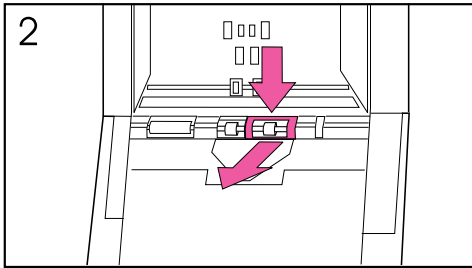
Replacing the Lower Rollers

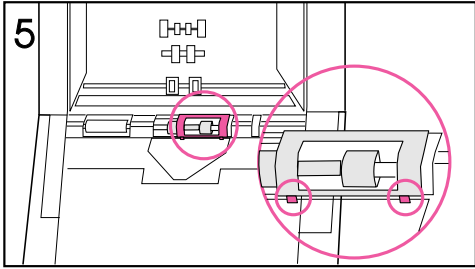


Replace the lower rollers if they are worn (if, for example, you are picking up multiple sheets of paper).

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 in place first.

Troubleshooting and Error Messages

Overview

This chapter describes problems that can occur during the scanning process, including error messages you may encounter, that 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 their 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 JetAdmin when an error occurs during an administrative process. Solutions to these problems can be found later in this chapter.

Scanner Troubleshooting

If you have problems with the scanner, proceed as described in the following paragraphs.

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.
- 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 these conditions are met, turn the scanner off, wait 30 seconds, and turn the scanner back on to reset it.

Control Panel is not Working

Make sure of the following:

- The power cord is plugged into an electrical outlet.
- The control panel is correctly connected to the network box.
- Check the control panel contrast. You can change the contrast using the arrow keys.

If the problem persists, call HP Support Services.

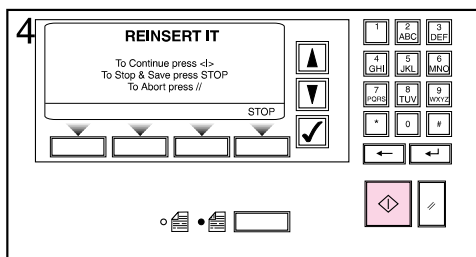
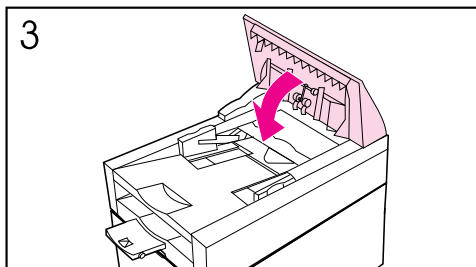
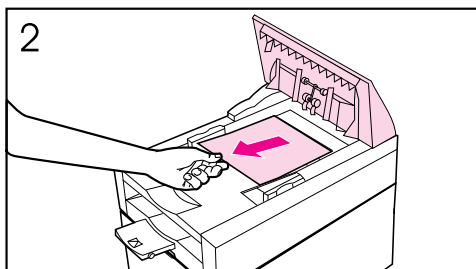
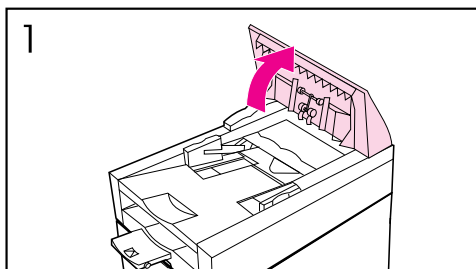
Scanned Image Quality is Poor

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 are dirty or need replacement, as described in “Scanner Maintenance” in Chapter 3.

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.

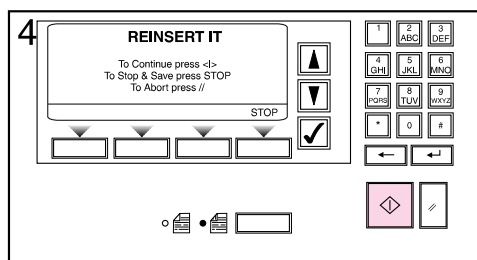
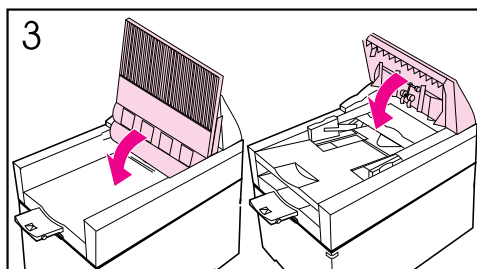
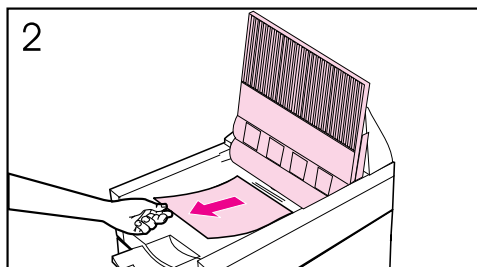
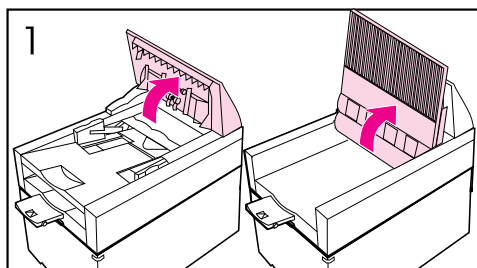
Clearing Paper Jams



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.

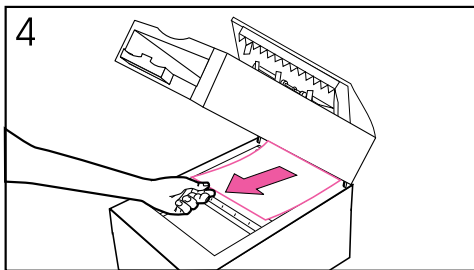
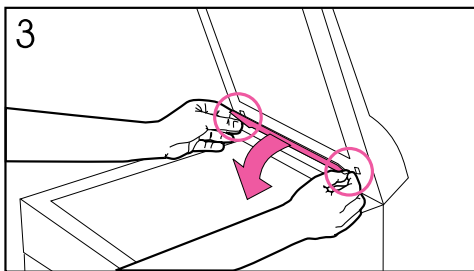
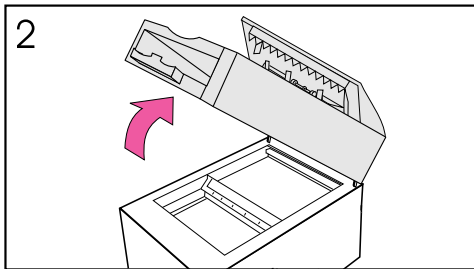
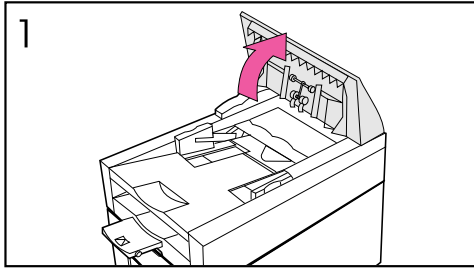
To clear jams at the start of a page

- 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** button to continue scanning.
 - Stop scanning and save your data by pressing **Stop**.
 - Stop scanning without saving your data by pressing **Abort**.



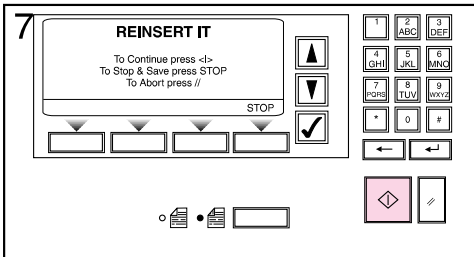
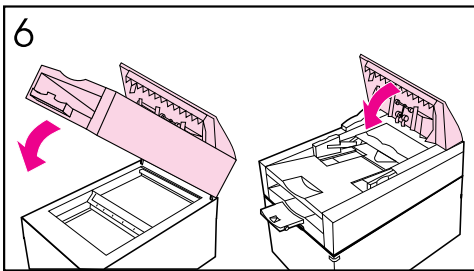
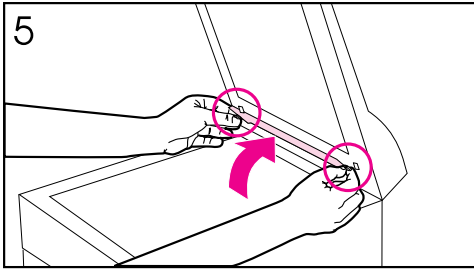
To clear jams at the end of a page

- 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**.

Control Panel Error Messages

Error messages displayed at the control panel are identified by a number, which HP Support Service uses to resolve the problem, if necessary. In some cases a second number, further identifying the problem, will also be included.

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.	Power cycle the scanner. Call HP Support Service.
— Self-test Initializing...Wait	The message is displayed continuously. The control panel is working but something is wrong with the connection.	Check if the cable is properly plugged-in. If the error persists, call HP Support Service.
10 Internal Error HP Network ScanJet 5 Halted	Internal information in temporary storage cannot be accessed.	Power cycle the scanner. If the error persists, call HP Support Service.
11 Internal Error Internal Memory Error	Internal memory error.	Power cycle the scanner. If the error persists, call HP Support Service.
12 Internal Error Out of Memory	Internal memory error.	If the error message is displayed 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 is displayed 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 Reinitialize option under the Tools tab to reset the scanner.

Error Message	Error Description	Actions
13 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. Power cycle the scanner. If the error persists, call HP Support Service.
14 Internal Error Control Panel Error	The control panel LCD is not working.	Power cycle the scanner. If the problem persists, call HP Support Services.
15 Internal Error HP Network ScanJet 5 halted	There is a connection problem with the scanner.	Power cycle the scanner. Check if all cables are properly plugged in. If the problem persists, call HP Support Service.
16 Internal Error Internal Memory Error	Internal memory error.	Power cycle the scanner. If the problem persists, call HP Support Service.
65-66 Internal Error HP Network ScanJet 5 halted	Bad internal behavior.	Power cycle the scanner. If the problem persists, call HP Support Service.
70, 71, 72 Internal Error Configuration Error	The internal configuration information is not accessible	Try to reconfigure the scanner. If the problem persists, call HP Support Service.
73 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 Service.

Error Message	Error Description	Actions
74 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 Service.

Network Errors

Error Message	Error Description	Actions
101 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.
102 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.
103 Too Many Fax Numbers Entered Press any key...	The scanner reached the maximum allowed number of temporary fax numbers.	No action is required.
104 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.
105 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.
106 No Printers Found Press any key...		If the problem persists, unconfigure the scanner and configure it again from scratch. If the problem persists, call HP Support Service.
107 No Prv Destinations Found Press any key...	The private destinations related to the user validated at the control panel have not been previously configured.	Check that the user has correctly configured private destinations. Install the HP Network ScanJet 5 Utility on the user's computer, then configure the user's private destinations. If the problem persists, call HP Support Service.
108 Destination Locked <User Name>(err)	The selected destination has the workarea locked.	Use the HP Network ScanJet 5 Utility to unlock the workarea.

Error Message	Error Description	Actions
109 Invalid Destination <User Name>(err)	The user corresponding to the selected destination is no longer defined in the configuration. The job has been canceled.	Use the HP JetAdmin software to reconfigure the destination name in the user pool.
110 Protocol Stack Unconfigured Press any key...	The correct Protocol Stack must be selected before exiting the special menus.	At the scanner control panel, select the correct Protocol Stack.
111 Printer not found <Printer Name>(err)	The print queue selected as the scanning destination cannot be found. The job has been canceled.	Use the HP JetAdmin software to configure the printer.
112 Send to User Error <User Name>(err)	The HP Network ScanJet 5 scanner detected an error while sending a job to the user. The job has been canceled.	<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>If the destination is an e-mail address, check if the HP Network ScanJet 5 Scanner service (daemon) has been upgraded to e-mail functionality.</p> <p>Check if the network scanner object still exists in the server bindery.</p>

Error Message	Error Description	Actions
115 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 Reinitialize option under the Tools tab to reset the scanner.</p> <p>If the problem persists, call HP Support Service.</p>
120, 121, 122, 123 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 Service.</p>
124 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 Service.</p>
130 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.
131 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>
132 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
133 General User 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.
134 Fax Server Disabled Press any key...		
135 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.
140 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 Service.
141 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 Service.
142 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 Service.
143 Network Error SAP Init Error (err) HP Network ScanJet 5 halted	An error occurred while initializing SAP.	Call HP Support Service.

Error Message	Error Description	Actions
144 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. Restart the scanner. If the problem persists, call HP Support Service.
145 Network Error Diagnostic Failed (err) HP Network ScanJet 5 halted	There was an error running a diagnostic on the scanner network interface.	Power cycle the scanner. If the problem persists, call HP Support Service.
146 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.
150 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 Service.
151 Network Error Download Private Error(err) Press any key... 152 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.
155 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
156 Internal Error No Unique File Name Press any key...	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.	Check if the server date and time are set correctly.
160 Open Remote File Error <File Name>(err)	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.	Check if the maximum available disk space for the workarea owner has been reached. Check if the workarea associated with the selected destination still exists on the server disk. Check if the specified path exists. Check if the server disk is full. Check if the HP Network ScanJet 5 has create and write permissions in the specified path. 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. 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.
161 Read Remote File Error <File Name>(err)	An error occurred in reading the specified file on the server disk.	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. Check if the HP Network ScanJet 5 scanner has the correct permissions in the specified path.

Error Message	Error Description	Actions
<p>162 Write Remote File Error (File Name)>(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>170 Transport Connection Error <Server Identifier>(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
171 Transport Disconnection Error <Server Identifier>(err)	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.
172 Scanner Validation Error <Server Identifier>(err)	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.
173 Connection Timed Out <Object Name>(err) 174 Net Channel Full <Object Name>(err)	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.
175 No Data on Channel <Object Name>(err)	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 Reinitialize option under the Tools tab to reset the HP Network ScanJet 5 scanner. If the problem persists, call HP Support Service.
176 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 Reinitialize option under the Tools tab to reset the HP Network ScanJet 5 scanner. If the problem persists, call HP Support Service.

Scanner Errors

Error Message	Error Description	Actions
201 Scanner Error HP Network ScanJet 5 halted	An error has occurred initializing the scanner.	Power cycle the scanner. If the problem persists call HP Support Service.
202 Scanner Error Scanner not connected	Communication problems exist with the scanner.	Power cycle the scanner. If the problem persists call HP Support Service.
203 Scanner Error No Paper Feeder	The Automatic Document Feeder (ADF) cable is not connected to the scanner base.	Do the following: 1. Verify that the ADF is properly connected to the scanner base. 2. Power cycle the scanner. If the problem persists call HP Support Services. Note: You can still use the flatbed to scan.
204 Paper Jam! Open the cover & remove paper	The ADF detects a paper jam.	See “To Clear Paper Jams” at the beginning of this chapter. If the problem persists call HP Support Services.
205 Scanner Error HP Network ScanJet 5 halted	The scanner element failed to return to home position.	Power cycle the scanner. If the problem persists call HP Support Service.
206 Scanner Error HP Network ScanJet 5 halted	The lamp did not achieve the required intensity for proper scanning.	Power cycle the scanner. If the problem persists call HP Support Service.
208 Internal Error HP Network ScanJet 5 halted	Internal memory error.	Power cycle the scanner. If the problem persists call HP Support Service.
209 Cover open! Check the ADF cover.	The ADF cover is open.	Close the ADF cover securely. If the problem persists call HP Support Services.
211 Internal Error HP Network ScanJet 5 halted	Internal memory error.	Power cycle the scanner. If the problem persists call HP Support Service.

Transaction Log Error Messages

Error Message	Error Description	Actions
14 Internal Error Control Panel Error	The control panel LCD is not working.	Power cycle the scanner. If the problem persists, call HP Support Service.
108 Destination Locked <User Name>(err)	The destination workarea is locked.	In the Network ScanJet 5 Utility, unlock the workarea.
109 Invalid Destination <User Name>(err)	The selected destination no longer belongs to the network user group. The scanning job has been canceled.	In the HP JetAdmin software, remove the destination name from the scanner user pool and power cycle or remotely reset the scanner.
111 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 the 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
<p>112 Send To User Error <User Name>(err)</p>	<p>The scanner detected an error while sending data to a user. The scanning job has been canceled.</p>	<p>Check the LAN cable.</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>Check if the maximum available disk space for the workarea owner has been reached.</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 an NT or LANServer environment, check if the HP Network ScanJet 5 scanner service (daemon) is still active.</p> <p>If the destination is an e-mail address, check if the HP Network ScanJet 5 Scanner servic (daemon) has been upgraded to e-mail functionality.</p>
<p>130 Fax Server Not Found</p>	<p>The fax server destination cannot be found.</p>	<p>Verify that the fax server installation matches the scanner fax server configuration in the HP JetAdmin software.</p>
<p>131 Error Sending Fax</p> <p>132 Network Error Fax Server Notification Error</p>	<p>An error has been detected while sending data to or receiving data from a fax server.</p>	<p>In the HP JetAdmin software, verify that the scanner fax server configuration is correct.</p> <p>In the administrative software for the fax server, verify its status.</p>
<p>156 Internal Error No Unique File Name. Press any key ...</p>	<p>The scanner cannot generate a unique filename for a document.</p>	<p>Check if the server date and time are set correctly. This error happens if the server clock has been set to a value back in time.</p>

Error Message	Error Description	Actions
<p>160 Open Remote File Error <File Name>(err)</p> <p>161 Read Remote File Error <File Name>(err)</p> <p>162 Write Remote File Error <File Name>(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 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 maximum available disk space for the workarea owner has been reached.</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 LANServer environment, check if the HP Network ScanJet 5 scanner service (daemon) is still active.</p>
<p>170 Transport Connection Error <Server Identifier>(err)</p>	<p>The scanner detected an error while trying to contact the specified server.</p>	<p>Try scanning 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 LANServer environment, check if the HP Network ScanJet 5 scanner service (daemon) is still active.</p>

Error Message	Error Description	Actions
171 Transport Disconnection Error <Server Identifier>(err)	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.
172 Scanner Validation Error <Server Identifier>(err)	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.
173 Connections Timed Out <Object Name>(err) 174 Net Channel Full <Object Name>(err) 175 No Data On Channel <Object Name>(err)	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 LANServer environment, check if the HP Network ScanJet 5 scanner service (daemon) is still active. If the problem persists, reboot the scanner.

Administrative Software Troubleshooting

This section contains some 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 window.

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 that at least one supported server is running on the network.
- Make sure that 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.

No users appear in the Users configuration page.

- Make sure your desktop is not isolated.
- Make sure that at least one supported server is running on the network.
- Make sure that 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.

Administrative Software Error Messages

The errors in this section are divided into two groups: HP JetAdmin software errors and fax 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 LANServer domain controller is not responding.	Check the LAN cable. Make sure the domain controller is available. Make sure that 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 LANServer domain is not responding.	Check the LAN cable. Make sure that the network is accessible from the PC running the HP JetAdmin software. Make sure that 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>(err) Invalid transport</p> <p>Attempted function on a connection with an invalid transport selected</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>Check the LAN cable.</p> <p>Make sure that the network is accessible from the computer running JetAdmin.</p> <p>Make sure that 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>The application 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 that the scanner is connected to the LAN.</p> <p>Make sure that the server is still active.</p> <p>Make sure the server is still available.</p>
<p>Can not find the network scanner service in this network environment</p>	<p>The HP JetAdmin software is not able to communicate with an NT or LANServer server.</p>	<p>Make sure the server is up and 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 retry</p> <p>Check the LAN cable.</p> <p>Make sure the server is still active.</p> <p>Make sure the server is 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 then try again.</p> <p>Reset the scanner.</p>
<p>The scanner does not respond</p> <p>A connection could not be established with the specified scanner</p> <p>Cannot access the firmware image</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>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 full 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 is missing, or there is invalid data in the .VER file.	Call HP for a new copy of the firmware image.

Error Message	Error Description	Actions
<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.	<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.
You are running and 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.	<p>Check if the server's disk is full.</p> <p>Check if the server is on.</p>
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 out the workarea location for the user	The HP JetAdmin software cannot find the specified user's workarea.	<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 user workarea still exists on the server. If not, manual create the workarea on the server.</p>
Cannot access the firmware image	<p>If the firmware image is on a floppy, there are problems with the drive.</p> <p>If the firmware image is saved on a network, you do not have sufficient rights to access the image.</p>	<p>Check that the floppy is correctly inserted in the drive.</p> <p>Check the permissions for the administrator for the directory where the firmware image has been copied.</p>
Unable to perform the operation	The HP JetAdmin software is not able to perform the requested operation.	No action required.

Error Message	Error Description	Actions
<p>Cannot configure network environment</p> <p>Cannot configure the destination</p>	<p>An error has occurred during a configuration operation.</p>	<p>Check the LAN cable.</p> <p>Make sure that the server is still available.</p> <p>Make sure that the scanner is still available.</p> <p>After clearing the error, re-do the operation.</p>
<p>Cannot set the network environment for the time synchronization</p>	<p>The HP JetAdmin software is not able to set the identifier for time synchronization on the scanner.</p>	<p>Check the LAN cable.</p> <p>Make sure the scanner is still available.</p> <p>Retry the operation.</p> <p>Restart the scanner.</p>
<p>Cannot load the list of printer type supported by the scanner</p>	<p>The HP JetAdmin software is not able to get the printer type list from the scanner.</p>	<p>No action required.</p>
<p>Backup data incomplete or corrupted. Restore not started.</p>	<p>The backup data is corrupted. You cannot restore the backup data.</p>	<p>No action required.</p>
<p>Following network environments cannot be restored</p>	<p>The reported network environments cannot be restored at this time.</p>	<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>
<p>Following network environments will not be cleaned</p>	<p>The listed network environments cannot be cleaned at this time.</p>	<p>Make sure you have supervisor access to the network environment you want to clean.</p>
<p>Log not saved</p> <p>User accountings have not been saved</p>	<p>The selected log file has not been saved to the specified destination.</p>	<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
This network environment is not responding and cannot be cleaned up.	The listed network environments are not available. The cleanup operation failed.	<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>
Cannot create the user workarea	The HP JetAdmin software cannot create the workarea for the specified user.	<p>Check the LAN cable.</p> <p>Make sure the server is still available.</p> <p>Make sure you have supervisor access to the network environments.</p> <p>Make sure the specified path is correct.</p>
The scanner server currently selected for the network is no longer valid. Please change the network environment configuration	<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"> • It is not responding (a possible network problem). • In an NT or LAN Server environment, the network scanner service (daemon) has not been found on the server. • In an NDS environment, no connection with supervisor rights has been found on the server. 	<p>Choose Modify and then enter the network page; double-click the network environment; from the property window, select another server from the available list; click OK.</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
The Scanner ID doesn't match the value used in the Biscom FaxCom configuration. Check the FaxCom configuration	The Scanner ID doesn't match the value used in the Biscom FaxCom configuration.	<p>Verify that the Scanner ID is correct.</p> <p>Verify, using the Biscom administration software, that a user with a name that matches the Scanner ID exists.</p> <p>Try to set the Scanner ID again.</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	The Castelle FaxPress software version does not support the HP Network ScanJet 5 scanner.	Verify that an HPFSCAN directory exists under the Castelle\ <serial#\> an="" castelle="" directory="" directory.="" does="" exist,="" if="" not="" of="" perform="" td="" the="" unit.<="" upgrade=""> </serial#\>>
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.	Some fax transmissions are not being processed by the fax server.	<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 Reinitialize option on the Tools tab to reset the scanner to remove pending fax jobs.</p>
An HPFSCAN directory could not be found in the path you specified. The LAN Fax Option will be disabled	AN HPFSCAN directory could not be found in the path you specified.	Verify that the Fax Server Directory is correct.
Error setting the fax workarea	The fax service isn't working. HP JetAdmin software isn't able to set the fax workarea.	Check the network environment for the correct fax workarea and repeat the operation.
Error configuring the fax environment	The fax service isn't working. HP JetAdmin software had problems communicating with the scanner.	Check the scanner for proper operation and repeat the operation.

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.

E-Mail Errors

Error Message	Error Description	Actions
Connection to SMTP gateway could not be established.	The software is not communicating with the e-mail gateway.	Verify that the SMTP gateway address is correctly specified. Verify that the SMTP service on the gateway is running.
Connection to SMTP mailer failed. Will try again later.	The software is not communicating with the e-mail gateway.	Verify that the SMTP address is correct. Verify that the gateway server is up and running.
Could not add message to Internet E-mail message queue.	The SMTP gateway refused to accept the message.	Add the message again later. Reduce the number of pages you are sending.
Could not allocate memory for MIME headers.	Multimedia Internet Mail Extension (MIME) is the defined format for attachments to e-mail messages on the Internet.	If you are using a distribution list, limit the number of users.
Could not allocate SMTP receive buffer.	The buffer for SMTP communication is not available.	Memory is low. Add more memory or increase the size of the page.
Could not convert attachments to specified file format.	.PDF format is the default. TIFF format is also supported.	The disk may be full.
Could not create new mail event! Internet E-mail is being disabled.	The operating system could not provide enough resources.	Restart service. Reboot the server.
Could not create output file while converting attachment.	Internet e-mail service could not create a TIFF or .PDF file.	The disk may be full.
Could not open attachment file while sending data to SMTP gateway.	The .PDF or TIFF file is missing or damaged.	Resend the message. The disk may be full.

Error Message	Error Description	Actions
Could not send message headers to SMTP gateway.	The header specifies such information as To:, From:, Subject:.	Resend the message. The disk may be full. Reduce the number of message recipients.
E-mail address rejected by gateway	An SMTP address specified within an Internet e-mail address was rejected by the SMTP gateway.	Verify the e-mail address.
Internet E-mail message could not be delivered.	Message could not successfully be given to the SMTP gateway.	Verify the e-mail address. Verify that the SMTP gateway is working correctly.
Internet E-mail message is too large.	The message exceed the size limitations defined for Internet e-mail.	Separate the information into more than one e-mail message.
Invalid file format	The file format specified for an e-mail address is either unknown or not supported.	Verify that the file format is of a valid type.
No file type specified - using PDF as default.	PDF format is the Adobe Portable Document Format. It allows multiple pages to be stored in a single file.	You will need the Adobe PDF viewer to read a PDF document. This viewer is available free from Adobe.
No language type specified - using English as default.	The user may specified a language type for the header and address information.	When no language is specified, English is the default. If English is not the language of choice, specify another language.
No memory for new SMTP Address structure.	Memory is low.	Add more memory. Increase the size of the page file.
No memory for new SMTP Attachment structure.	Memory is low.	Add more memory. Increase the size of the page file.
No memory for new SMTP Envelope structure.	Memory is low.	Add more memory. Increase the size of the page file.
No SMTP gateway specified. Internet E-mail subsystem will not be available.	The /S parameter was not specified when the service was started.	Verify the /S parameter information. Verify that the /S parameter specifies a valid TCP/IP address and a fully qualified domain name.

Error Message	Error Description	Actions
Out of memory in Internet E-mail subsystem.	Memory is low.	Add more memory. Increase the size of the page file.
Param does not start with - or /.	The parameter is not identified with a /.	Verify the format of the parameter.
Parm unrecognized.	The parparameter is not defined correctly	Verify the parameter information.
SMTP gateway rejected an address.	The Simple Mail Transfer Protocol (SMTP) is the defined protocol for E-mail messages on the Internet. This address format is user@destination.	Verify that the e-mail address is correct.
SMTP gateway not found on newtwork.	The software was unable to find the SMTP gateway on the network.	Verify the gateway address. Check the connection to the gateway.
SMTP gateway not specified on command line.	SMTP gateway must be specified for e-mail functionality to work.	Specify SMTP gateway or TCP/IP address on command line using /S.
TCP/IP address of SMTP gateway not found.	The /S parameter is not a valid TCP/IP address nor fully qualified domain name.	Verify the TCP/IP address.
There was an error starting the Internet E-mail subsystem.	Internet e-mail will not be available.	See the accompanying messages for more information.
Too many retries for message.	The software failed to deliver the message to the gateway.	Verify that the gateway is up and running.
Transaction failed. Resetting connection.	There has been a communication failure.	Network traffic is too high. Try again.
Unable to locate FROM: field.	The software must be able to read the information in the FROM: field before it can process the message.	Verify that the client software is generating the HPSIF.DAT file in the user work area. Verify that the FROM: field is specified.
Unable to parse HPSIF.DAT file.	The software must be able to read the information in the FROM: field before it can process the message.	Verify that the client software is generating the Hpsif.dat file in the user work area. Verify that the FROM: field is specified.

HP Network ScanJet 5 Utility Error Messages

Error Message	Error Description	Actions
Not all addresses could be imported. Total imported <number>. Do you want to see the log file?	<p>The import procedure could not be completed for one of the following reasons:</p> <p>The maximum number of e-mail destinations has been reached.</p> <p>The e-mail line syntax is not correct. The line has been skipped.</p> <p>The e-mail address is already present.</p>	Answer Yes and look in the log file for the reason why the addresses could not be imported.
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>

Error Message	Error Description	Actions
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>
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.	<p>Check to make sure system resources are not low.</p>
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>

Error Message	Error Description	Actions
<p>Could not open the file. Please verify it is not used by other applications.</p>	<p>The file could not be opened.</p> <p>The file may be in use by another application.</p> <p>The file maybe corrupt.</p> <p>The user does not have rights to access the file.</p>	<p>Close the file or the application that is using it.</p> <p>Verify the rights to access the file.</p>
<p>A document was received for an automatic workflow which does not exist.</p>	<p>The HP Network ScanJet 5 Utility was unable to complete the automatic workflow link.</p>	<p>Make sure the link has not been deleted from the PaperPort software.</p>
<p>E-mail address already present.</p>	<p>The user is creating an e-mail address with the same Internet address as an existing e-mail destination.</p>	<p>Type a unique Internet address for the e-mail destination.</p>
<p>E-mail functionality is not enabled. E-mail will not be available.</p>	<p>The currently selected user is a Novell NetWare user.</p>	<p>Select Change user from the Options menu and select a user belonging to a Windows NT domain.</p>
<p>The error reporting service could not be initialized.</p>	<p>The service you are trying to access does not start.</p>	<p>Make sure the software is installed correctly.</p> <p>Make sure there are enough system resources available to run the software.</p>
<p>Your fax document could not be successfully sent to its destination.</p>	<p>Your fax document was not sent.</p>	<p>Wait a few minutes and resend your fax document.</p> <p>Make sure the fax server is configured correctly on the scanner in the HP JetAdmin software.</p>
<p>The file conversion service was unable to be initialized.</p>	<p>The service you are trying to access does not start.</p>	<p>Make sure the software is installed correctly.</p> <p>Make sure there are enough system resources available to run the software.</p>
<p>The following component can't be found.</p>	<p>The HP Network ScanJet 5 Utility cannot find a needed .DLL.</p>	<p>Check if the software has been correctly installed.</p>

Error Message	Error Description	Actions
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.
No private data available.	There is a problem accessing the user's workarea on the server.	Check if the server is available. Check if you are running the HP JetAdmin software with supervisor access to the server. Make sure the selected workarea name is correct. Make sure the user workarea still exists on the server. If not, manual create the workarea on the server.
There are no valid network users available. Please connect to a valid network user and run this program again. Do you want to see the log file?	The user is connected as an unsupported network user.	Select Yes and check in the log file why the found users have not been accepted as valid. Connect as a valid user. Check the connection(s).

Error Message	Error Description	Actions
There are no valid network users available. Please connect to a valid network user and run this program again. <Error Description>	The network user is connected but is not a valid user.	<p>Connect as a valid user.</p> <p>Check the connection.</p> <p>See <Error description>.</p>
Unable to show the log file.	An error is occurring while trying to show the file.	<p>Verify the file is not being used by another application. If it is in use, close the application.</p> <p>Verify the WRITE.EXE application is available on your PC under the SYSTEM32 directory.</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>

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 DOS. Try running the installation program again. If the problem occurs again, quit Windows. Then, at the 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. If you are using Win 3.1x, double-click the printer icon in the Control Panel; then change the graphic mode to Raster. If you are using Win 95, change to Raster mode in the Graphics Tab, under Properties in Printer Settings. For more information on changing the graphics mode on your computer, see the documentation that came with Windows.

Images are reduced in size.

If necessary, PaperPort software automatically reduces the size of the image to fit it on the page. For example, if you scan an 8.5- x 11-inch (21.59- x 27.94-cm) page, then the image in PaperPort software will be 8.5 x 11 inches (21.59 x 27.94 cm) 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.

Fax link doesn't work.

In the PaperPort Preferences, 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, specifying the correct output word processor, by choosing **Preferences** from the **Edit** menu and then select 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 in large part 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 TIFF 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 TIFF. 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).

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 re-installing 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:

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

Note

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

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.

Note

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

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 PaperPort software so that the link icon appears.

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.
PaperPort cannot arrange your Desktop because system resources are low. Please close one or more applications and try again.	Desktop	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.
PaperPort cannot create a calibration file. Your disk may be full or read-only.	General	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 program directory.
PaperPort cannot paste because the clipboard image is larger than the current page.	General	The image that you have cut or copied to the Clipboard is larger than the item on which you are trying to paste. Try copying a smaller image to the 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.

Message	Category	Recommended Action
<p>PaperPort cannot read page <N> of the file <file name> because the page is damaged.</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 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>PaperPort cannot receive printed pages. System memory may be low. Try exiting from other applications.</p>	Memory	<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> <ul style="list-style-type: none"> • 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. • Quit any other applications that are running. If there are any items in your Startup program group, remove them and restart Windows. • 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> • 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 DOS and Windows documentation for information about optimizing memory. • 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.

Message	Category	Recommended Action
PaperPort cannot use the file <file name> because it is damaged. You can run MAXFIX.EXE to repair this file.	Disk and File	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.
PaperPort cannot use the link <link name> because it is either damaged or incompatible with the current software version.	Link	Try reinstalling the linked application. If the problem persists, contact HP to see if an update is available for the link.
PaperPort has detected that the support file MAXLINK.DLL has been overwritten by a recently installed link. Please install PaperPort again to install the correct MAXLINK.DLL.	Link	If you install a supported linked application that has an older version of MAXLINK.DLL, 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.
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 Preferences from the Edit menu and under Category select the Fax or generic fax icon.

Message	Category	Recommended Action
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, please contact HP Technical 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, quit other and try scanning again.
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.
Your 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.
Destination has rejected the document	General	The target application cannot handle the current document. Specify a different format for the target application.

Message	Category	Recommended Action
Document failed	General	<p>The document cannot be sent to the target application.</p> <p>Check if the link is still available.</p> <p>Check the document format.</p> <p>Check your system resources.</p> <p>Try again.</p>
Can't register with the network component	General	<p>SSNET failed to start. Make sure the user's networking software is installed and operating correctly.</p>
Destination is busy	General	<p>The target application is not ready to receive documents.</p> <p>Wait a few minutes and then retry.</p> <p>Close the target application and retry.</p>
Destination is not valid	Link	<p>The selected link is not valid. Check if the target link is still available.</p>

Specifications

HP ScanJet 5 Scanner Specifications

Feature	Specification
Scanner Type	Flatbed
Maximum Document Size	216 x 297 mm (8.5 x 11.7 inches)
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, Text & Photo
AC Line Voltage	100–240 VAC, 50–60 Hz
Power Consumption	70 W maximum
Weight	About 15.2 kg
ADF Capacity	50 page maximum
Duty Cycle	10,000 pages per 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)

Caution

The operating environment should be stable, with no abrupt changes in temperature or humidity, or your scanner may be damaged. If the scanner is moved from a cold to a warm environment, wait approximately two hours before using the scanner.

German Noise Declaration

Geräuschemission

LpA <70 dB

am Arbeitsplatz
normaler Betrieb
nach EN 27779

Die Daten sind die Ergebnisse von Typprüfungen.

EC DECLARATION OF CONFORMITY

According to ISO/IEC Guide 22 and EN 45014

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

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

Declares that the product

Product Name: Network ScanJet 5
Model Numbers: C1307A, C1308A, C1309A, C1310A
Product Options: All

Conform to the following specifications

SAFETY	IEC 950:1991 +A1+A2+A3 / EN 60950:1992 +A1+A2+A3	
	IEC 825-1:1993 / EN 60825-1:1994	Class 1
EMC	CISPR 22:1993 / EN 55022:1994	Class A
	EN 50082-1:1992	
	IEC 1000-4-2:1995 / prEN 55024-2:1992	± 4 KV CD; ± 8 KV AD
	IEC 1000-4-3:1995 / prEN 55024-3:1991	3 V/m
	IEC 1000-4-4:1995 / prEN 55024-4:1992	± 0.5 KV signal lines ± 1.0 KV power lines
	IEC 1000-3-3:1994 / EN 61000-3-3:1995	
	IEC 1000-3-2:1995 / EN 61000-3-2:1995	

Supplementary information:

The product herewith complies with the requirements of the Low Voltage Directive 73/23/EEC and the EMC Directive 89/336/EEC and carries the CE-marking accordingly.

The product was tested in a typical configuration with Hewlett Packard test systems.

Bergamo, 15 June 1996


Colin Murphy - Quality Assurance Manager

European Contact: Your local Hewlett Packard Sales and Service Office or Hewlett Packard GmbH, Department HQ-TRE, Herrenberger Straße 130, D71034 Böblingen (Fax: +49-7031-3134)

Warranty and Support Information

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.
- 3 HP does not warrant that the operation of HP products will be uninterrupted or error free. HP products may contain remanufactured parts equivalent to new in performance or may have been subject to incidental use. If HP is unable, within a reasonable time, to repair or replace any product to a condition as warranted, customer will be entitled to a refund of the purchase price upon prompt return of the product.
- 4 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.
- 7 HP will be liable for damage to tangible property per incident up to the greater of \$300,000 or the actual amount paid for the product that is the subject of the claim, and for damages for bodily injury or death, to the extent that all such damages are determined by a court of competent jurisdiction to have been directly caused by a defective HP product.
- 8 THE REMEDIES IN THIS WARRANTY STATEMENT ARE CUSTOMER'S SOLE AND EXCLUSIVE REMEDIES. EXCEPT AS INDICATED ABOVE, IN NO EVENT WILL HP BE LIABLE FOR LOSS OF DATA OR FOR DIRECT, SPECIAL, INCIDENTAL, CONSEQUENTIAL (INCLUDING LOST PROFIT), OR OTHER DAMAGE, WHETHER BASED IN CONTRACT, TORT, OR OTHERWISE.

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.

Replacement Parts and Accessories

You can order replacement parts for your HP Network ScanJet 5 scanner by contacting your sales representative or your Hewlett-Packard dealer. You can order any of the parts below directly by calling:

Country	Telephone Number
USA and Canada	(970) 339-7009
United Kingdom	(+44) 1429 865511
Germany	(+44) 1429 863353
France	(+44) 1429 863343
Italy	(+44) 1429 520013
Spain	(+44) 1429 520012

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)	C1306-13603
Delivery guide	FB3-0308-000CN
Lower rollers	FF3-4710-000CN

Take a look at all HP Support has to offer!

Thank you for your purchase. Along with your product, you receive a variety of support services from Hewlett-Packard and our support partners designed to give you the results you need, quickly and professionally.

<p>Online Services: for 24-hour access to information over your modem, we suggest these services.</p>	<p>World Wide Web URL—Printer drivers, updated HP printer software, plus product and support information can be obtained from the following URLs: in the U.S.: http://www.hp.com in Europe: http://www2.hp.com Printer drivers can be obtained from the following sites: in Japan: ftp://www.jpn.hp.com/drivers/ in Korea: http://www.hp.co.kr in Taiwan: http://www.hp.com.tw or from a local driver website of http://www.dds.com.tw</p> <p>HP Bulletin Board Service—Our electronic download service provides convenient access to HP printer drivers, updated HP printer software, product information, and troubleshooting hints. Set your communication software to N,8,1 and dial or use: in the U.S. and Canada: (1) (208) 344-1691 in Taiwan: (886) (2) 923-3233 in Korea: HITELE or CHOLIAN (Go HPK) in Australia: (61) (3) 9890-0276 in New Zealand: (64) (9) 356-3660 in China: (86) (10) 6261-4172 European Bulletin Board Service numbers are listed at http://www2.hp.com.</p> <p>America OnLine—(America OnLine/Bertelsmann is available in France, Germany, and the UK)—Printer drivers, updated HP printer software, and support documentation are available to help answer questions on HP products. Use Keyword HP to start your tour or call (1) (800) 827-6364 and ask for representative #1118 to subscribe.</p> <p>CompuServe—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 (1) (800) 524-3388 and ask for representative #51 to subscribe. (CompuServe is also available in the UK, France, Belgium, Switzerland, Germany, and Austria.)</p>
<p>Obtaining Software: For U.S. and Canada:</p> <p>For Asia-Pacific Countries:</p> <p>For Australia, New Zealand, and India:</p> <p>For European English:</p>	<p>Phone: (1) (970) 339-7009 Mail: Hewlett-Packard Company Fax: (1) (970) 330-7655 P.O. Box 1754 Greeley, CO 80632 USA</p> <p>Contact Fulfill Plus at (65) 740-4477 (Hong Kong, Indonesia, Malaysia, Philippines, or Singapore). For Korea, call (82) (2) 3270-0805 or (82) (2) 3270-0893.</p> <p>For Australia and New Zealand, call (61) (2) 565-6099. For India, call (91) (11) 682-6035.</p> <p>Call (44) (142) 986-5511.</p>
<p>HP Direct Ordering for Accessories and Supplies</p>	<p>Call (1) (800) 538-8787 (U.S.) or (1) (800) 387-8164 (Canada).</p>
<p>HP Support Assistant CD-ROM:</p>	<p>This support tool offers a comprehensive online information system designed to provide technical and product information on HP products. To subscribe to this quarterly service in the U.S. or Canada, call (1) (800) 457-1762. In Hong Kong, Indonesia, Malaysia, or Singapore, call Fulfill Plus at (65) 740-4477.</p>
<p>HP Service Information:</p>	<p>To locate HP-authorized dealers, call (1) (800) 243-9816 (U.S.) or (1) (800) 387-3867 (Canada).</p>
<p>HP Service Agreements:</p>	<p>Call (1) (800) 835-4747 (U.S.) or (1) (800) 268-1221 (Canada).</p>

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

Australia	(61) (3) 9272-2627	Korea	(82) (2) 769-0543
Austria	(43) (1) 0660-8128	Malaysia	(60) (3) 298-2478
Belgium (Dutch)	(32) (2) 0800-11906	Netherlands	(31) (20) 0800-222420
Belgium (French)	(32) (2) 0800-17043	New Zealand	(64) (9) 356-6642
Canada	(1) (800) 333-1917	Norway	(47) 800-11319
China	(86) (10) 6505-5280	Philippines	(65) 291-7951
Denmark	(45) 8001-0453	Portugal	(351) (1) 0505-313342
English (outside of UK)	(31) (20) 681-5792	Singapore	(65) 275-7251
Finland	(358) (9) 0800-13134	Spain	(34) (90) 099-3123
France	(33) (146) 0800-905900	Sweden	(46) (2) 079-5743
Germany	(49) (13) 081-0061	Switzerland (French)	(41) (1) 0800-551526
Hong Kong	(852) 2506-2422	Switzerland (German)	(41) (1) 0800-551527
Hungary	(36) (1) 252-4647	Taiwan	(886) (2) 719-5589
India	(91) (11) 682-6035	Thailand	(66) (2) 661-3511
Indonesia	(62) (21) 352-2044	United Kingdom	(44) (134) 0800-960271
Italy	(39) (2) 1678-59020	United States	(1) (800) 333-1917
Japan	(81) (3) 3335-8622		

Customer Support Options Worldwide

In addition to the phone numbers listed below, this chapter contains worldwide sales and service addresses and phone numbers.

Customer Support & Product Repair Assistance for the U.S. and Canada:	<p>Call (1) (208) 323-2551 Monday through Friday from 6 am to 6 pm (Mountain Time) <i>free of charge during the Warranty Period. However, your standard long-distance phone charges still apply.</i> Have your serial number ready when calling.</p> <p>Post-warranty telephone assistance is available to answer your product questions. Call (1) (900) 555-1500 (\$2.50* per minute, U.S. only) or call (1) (800) 999-1148 (\$25* per call, Visa or MasterCard, U.S. and Canada). <i>Charges begin only when you connect with a support technician. *Prices subject to change.</i></p>
European Customer Support Center Language and In-Country Options Available Open Monday through Friday 8:30 to 18:00 CET	
<p>HP provides a free telephone support service during the warranty period. By calling a telephone number listed below, you will be connected to a responsive team waiting to help you. If you require support after your warranty has expired, you can receive support for a fee through the same telephone number. The fee is charged on a per-incident basis. When calling HP, please have the following information ready: product name and serial number, date of purchase, and description of the problem.</p>	
<p>Danish: Denmark (45) 3929-4099</p> <p>Dutch: Belgium (32) (2) 626-8806 Netherlands (31) (20) 606-8751</p> <p>English: Ireland (353) (1) 662-5525 UK (44) (171) 512-5202 International (44) (171) 512-5202</p> <p>Finnish: Finland (358) (9) 0203-47288</p> <p>French: Belgium (32) (2) 626-8807 France (33) (45) 043-9853 Switzerland (41) (84) 880-1111</p>	<p>German: Austria (43) (1) 0660-6386 Germany (49) (180) 525-8143</p> <p>Italian: Italy (39) (2) 264-10350</p> <p>Norwegian: Norway (47) 2211-6299</p> <p>Portuguese: Portugal (351) (1) 441-7199</p> <p>Spanish: Spain (34) (90) 232-1123</p> <p>Swedish: Sweden (46) (8) 619-2170</p>
In-country Support Numbers	
<p>If you require support after your warranty has expired or additional product repair services, or if your country is not listed below, see "Worldwide HP Sales and Service Offices" in appendix E.</p>	
<p>Argentina (54) (1) 781-4059 (54) (1) 781-4069</p> <p>Australia (61) (3) 272-8000</p> <p>Brazil (55) (11) 709-1444</p> <p>Canada (1) (208) 323-2551</p> <p>China (86) (10) 6261-4174 (86) (10) 6261-4175 (86) (10) 6261-4176 (86) (10) 6262-5666</p> <p>Czech Republic (42) (2) 471-7321</p> <p>Greece (30) (1) 689-6411</p> <p>Hong Kong (852) 800-7729</p> <p>Hungary (36) (1) 343-0310</p> <p>India (91) (11) 682-6035 (91) (11) 682-6069</p> <p>Indonesia (62) (21) 350-3408</p> <p>Japan (81) (3) 3335-8333</p> <p>Korea (82) (2) 3270-0700; outside Seoul, call (82) (80) 999-0700</p>	<p>Malaysia (60) (3) 295-2566</p> <p>México D.F. (52) (5) 326-4600</p> <p>México Guadalajara (52) (3) 669-9500</p> <p>México Monterey (52) (83) 378-4240</p> <p>Middle East/Africa (41) (22) 780-7111</p> <p>New Zealand (64) (9) 356-6640</p> <p>Philippines (63) (2) 894-1451</p> <p>Poland (48) (22) 37-5065</p> <p>Portugal (351) (1) 301-7330</p> <p>Russia (7) (95) 923-5001</p> <p>Singapore (65) 272-5300</p> <p>Switzerland (41) (1) 753-7111</p> <p>Taiwan (886) (2) 717-0055</p> <p>Thailand (66) (2) 661-4011 (66) (2) 661-4012</p> <p>Turkey (90) (1) 224-5925</p>

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>Before calling an HP Sales and Service office, be sure to contact the appropriate Customer Support Center number listed on the previous pages.</p>	<p>Argentina: Hewlett-Packard Argentina S.A. Montañeses 2140/50/60 1428 Buenos Aires Phone: (54) (1) 787-7100 Fax: (54) (1) 787-7213</p>	<p>Australia: Hewlett-Packard Australia Ltd. 31-41 Joseph Street Blackburn, VIC 3130 Phone: (61) (3) 272-2895 Fax: (61) (3) 898-7831</p> <p>Hardware Repair Center Phone: (61) (3) 272-8000</p> <p>Extended Warranty Support Phone: (61) (3) 272-2577</p> <p>Customer Information Center Phone: (61) (3) 272-8000</p>
<p>Austria: Hewlett-Packard GmbH Liebiggasse 1 A-1222 Vienna Phone: (43) (1) 25000-555 Fax: (43) (1) 25000-500</p>	<p>Belgium: Hewlett-Packard Belgium S.A. NV Boulevard de la Woluwe-Woluwedal 100-102 B-1200 Brussels Phone: (32) (2) 778-31-11 Fax: (32) (2) 763-06-13</p>	<p>Brazil: Edisa Hewlett-Packard S.A. Av. Do Contorno, 6321, 12º andar 30110-110, Belo Horizonte, MG Phone: (55) (31) 221-8845 Fax: (55) (31) 221-8836</p>
<p>Canada: Hewlett-Packard (Canada) Ltd. 17500 Trans Canada Highway South Service Road Kirkland, Québec H9J 2X8 Phone: (1) (514) 697-4232 Fax: (1) (514) 697-6941</p> <p>Hewlett-Packard (Canada) Ltd. 5150 Spectrum Way Mississauga, Ontario L4W 5G1 Phone: (1) (905) 206-4725 Fax: (1) (905) 206-4739</p>	<p>China: China Hewlett-Packard Co. Ltd. Level 5, West Wing Office China World Trade Center No. 1, Jian Guo Men Wai Avenue Beijing 100004 Phone: (86) (10) 6505-3888, ext. 5450 Fax: (86) (10) 6505-1033</p> <p>Hardware Repair Center and Extended Warranty Support Phone: (86) (10) 6262-5666 ext. 6101 or 6102 (86) (10) 6261-4167</p>	<p>Czech Republic: Hewlett-Packard s. r. o. Novodvorská 82 CZ-14200 Praha 4 Phone: (42) (2) 613-07111 Fax: (42) (2) 471-7611</p>

<p>Denmark: Hewlett-Packard A/S Kongevejen 25 DK-3460 Birkerød Denmark Phone: (45) 99-1000 Fax: (45) 4281-5810</p>	<p>Far East Region: Hewlett-Packard Asia Pacific Ltd. 17-21/F Shell Tower, Times Square 1 Matheson Street, Causeway Bay Hong Kong Phone: (852) 2599-7777 Fax: (852) 2506-9244</p> <p>Hardware Repair Center and Extended Warranty Support Phone: (852) 2599-7000</p> <p>Customer Information Center Phone: (852) 2599-7066</p>	<p>Finland: Hewlett-Packard Oy Piispankalliontie 17 FIN-02200 Espoo Phone: (358) (9) 887-21 Fax: (358) (9) 887-2477</p>
<p>France: Hewlett-Packard France 42 Quai du Point du Jour F-92659 Boulogne Cedex Phone: (33) (146) 10-1700 Fax: (33) (146) 10-1705</p>	<p>Germany: Hewlett-Packard GmbH Herrenberger Strasse 130 71034 Böblingen Phone: (49) (180) 532-6222 (49) (180) 525-8143 Fax: (49) (180) 531-6122</p>	<p>Greece: Hewlett-Packard Hellas 62, Kifissias Avenue GR-15125 Maroussi Phone: (30) (1) 689-6411 Fax: (30) (1) 689-6508</p>
<p>Hungary: Hewlett-Packard Magyarország Kft. Erzsébet királyné útja 1/c. H-1146 Budapest Phone: (36) (1) 343-0550 Fax: (36) (1) 122-3692</p> <p>Hardware Repair Center Phone: (36) (1) 343-0312</p> <p>Customer Information Center Phone: (36) (1) 343-0310</p>	<p>India: Hewlett-Packard India Ltd. Paharpur Business Centre 21 Nehru Place New Delhi 110 019 Phone: (91) (11) 647-2311 Fax: (91) (11) 646-1117</p> <p>Hardware Repair Center and Extended Warranty Support Phone: (91) (11) 642-5073 (91) (11) 682-6042</p>	<p>Italy: Hewlett-Packard Italiana SpA Via Giuseppe di Vittorio, 9 Cernusco Sul Naviglio I-20063 (Milano) Phone: (39) (2) 921-21 Fax: (39) (2) 921-04473</p>
<p>Japan: Hewlett-Packard Japan, Ltd. 3-29-21 Takaido-higashi Suginami-ku, Tokyo 168 Phone: (81) (3) 3335-8333 Fax: (81) (3) 3335-8338</p> <p>Hardware Repair Center Phone: (81) (4) 7355-6660 Fax: (81) (4) 7352-1848</p>	<p>Korea: Hewlett-Packard Korea 25-12, SHP House Yoido-dong, Youngdeungpo-ku Seoul 150-010 Phone: (82) (2) 769-0114 Fax: (82) (2) 784-7084</p> <p>Hardware Repair Center Phone: (82) (2) 3270-0700 (82) (2) 707-2174 (Desk/Let) (82) (2) 3270-0710 (Hardware)</p> <p>Extended Warranty Support Phone: (82) (2) 3770-0365 (Bench) (82) (2) 769-0500 (Onsite)</p>	<p>Latin American Headquarters: 5200 Blue Lagoon Drive Suite 950 Miami, FL 33126 USA Phone: (1) (305) 267-4220</p>
<p>México, D.F.: Hewlett-Packard de México, S.A. de C.V. Prolongación Reforma No. 700 Lomas de Santa Fe 01210 México, D.F. Phone: (52) (5) 326-4600 Fax: (52) (5) 326-4274</p>	<p>México, Guadalajara: Hewlett-Packard de México, S.A. de C.V. Monte Morelos No. 299 Fracc. Loma Bonita 45060 Guadalajara, Jal. Phone: (52) (3) 669-9302 Fax: (52) (3) 669-9560</p>	<p>México Monterrey: Hewlett-Packard de México, S.A. de C.V. Batallón de San Patricio 111 Piso 23-Torre Comercial América Colonia del Valle 66269 Garza García, Nuevo León Phone: (52) (8) 368-5100 Fax: (52) (8) 356-7498</p>

<p>Middle East/Africa: ISB HP Response Center Hewlett-Packard S.A. Rue de Veyrot 39 P.O. Box 364 CH-1217 Meyrin - Geneva Switzerland Phone: (41) (22) 780-4111</p>	<p>Netherlands: Hewlett-Packard Nederland BV Startbaan 16 NL-1187 XR Amstelveen Postbox 667 NL-1180 AR Amstelveen Phone: (31) (20) 547-6911 Fax: (31) (20) 547-7755</p>	<p>New Zealand: Hewlett-Packard (NZ) Limited Ports of Auckland Building Princes Wharf, Quay Street P.O. Box 3860 Auckland Phone: (64) (9) 356-6640 Fax: (64) (9) 356-6620</p> <p>Hardware Repair Center and Extended Warranty Support Phone: (64) (9) 0800-733547</p> <p>Customer Information Center Phone: (64) (9) 0800-651651</p>
<p>Norway: Hewlett-Packard Norge A/S Postboks 60 Skøyen Drammensveien 169 N-0212 Oslo Phone: (47) 2273-5600 Fax: (47) 2273-5610</p>	<p>Poland: Hewlett-Packard Polska ul.Newelska 6 PK-01-447 Warszawa Phone: (48) (22) 375-065 Fax: (48) (22) 374-783</p>	<p>Portugal: Hewlett-Packard Portugal Rua Gregório Lopes Lote 1732B P-1400 Lisboa Phone: (351) (1) 301-7330 Fax: (351) (1) 301-7345</p>
<p>Russia: AO Hewlett-Packard Business Complex Building #2 129223, Moskva, Prospekt Mira VVC Phone: (7) (95) 928-6885 Fax: (7) (95) 974-7829</p>	<p>Singapore: H-P Singapore (Pte), Ltd. 150 Beach Road #29-00 Gateway West Singapore 0718 Phone: (65) 291-9088 Fax: (65) 292-7089</p> <p>Hardware Repair Center and Customer Information Center Phone: (65) 272-5300</p> <p>Extended Warranty Support Phone: (65) 374-3173</p>	<p>Spain: Hewlett-Packard Española, S.A. Carretera de la Coruña km 16.500 E-28230 Las Rozas, Madrid Phone: (34) (1) 626-1600 Fax: (34) (1) 626-1830</p>
<p>Sweden: Hewlett-Packard Sverige AB Skalholtsgatan 9 S-164 97 Kista Phone: (46) (8) 444-2000 Fax: (46) (8) 444-2666</p>	<p>Switzerland: Hewlett-Packard (Schweiz) AG In der Luberzen 29 CH-8902 Urdorf/Zürich Phone: (41) (1) 753-7111 Fax: (41) (1) 753-7700</p>	<p>Taiwan: Hewlett-Packard Taiwan Ltd. 8th Floor 337, Fu-Hsing North Road Taipei, 10483 Phone: (886) (2) 712-0404 Fax: (886) (2) 715-3107</p> <p>Hardware Repair Center: (886) (2) 717-9673 (North Taiwan) (886) (4) 327-0153 (Central Taiwan) (886) (8) 073-3733 (South Taiwan)</p> <p>Extended Warranty Support Phone: (886) (8) 021-1666</p>

<p>Thailand: Hewlett-Packard (Thailand) Ltd. 11th Floor Pacific Place 140 Sukhumvit Road Bangkok 10110 Phone: (66) (2) 254-6720 Fax: (66) (2) 254-6731</p> <p>Hardware Repair Center and Extended Warranty Support Phone: (66) (2) 661-3900 ext. 6001 or 6002</p> <p>Customer Information Center Phone: (66) (2) 661-3900 ext. 3211</p>	<p>Turkey: Hewlett-Packard Company Bilgisayar Ve Ölçüm Sistemleri AS 19 Mayıs Caddesi Nova Baran Plaza Kat: 12 80220 Sisli-Istanbul Phone: (90) (212) 224-5925 Fax: (90) (212) 224-5939</p>	<p>United Kingdom: Hewlett-Packard Ltd. Cain Road Bracknell Berkshire RG12 1HN Phone: (44) (134) 436-9222 Fax: (44) (134) 436-3344</p>
<p>Venezuela: Hewlett-Packard de Venezuela S.A. Los Ruices Norte 3A Transversal Edificio Segre Caracas 1071 Phone: (58) (2) 239-4244 Fax: (58) (2) 239-3080</p>		

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