

Administration guide



Large Format Systems

Connectivity information for Scan-to-File



A CANON COMPANY

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Chapter 1

Introduction

Introduction for the reader

Introduction

The Océ Large Format Systems - Scan-to-File manual describes how to configure a Scan-to-File environment from every Océ TDS/TCS/PlotWave/ColorWave systems.

- First, prepare the scan-to-file environment on your workstation
 - Windows TCP/IP
 - Macintosh
- Then, configure the scan destination/location on the printer controller
- Actually, you can also:
 - configure a scan location in the Cloud.
 - test the validity of any destination/location.
 - retrieved the scanned files from your workstation.

Prerequisite

The TCP/IP settings on the printer controller must be properly configured according to the procedures of:

- the Océ LF Systems Connectivity Manual for Windows, or
- the Océ LF Systems Connectivity Manual for Macintosh.

List of abbreviations

Abbreviation	Full expression
CW	ColorWave
Océ ColorWave 6x0	Océ ColorWave 600 and Océ ColorWave 650
Océ PlotWave 3x0	Océ PlotWave 300, Océ PlotWave 340, Océ PlotWave 350 and Océ Plot-wave 360
PW	PlotWave
TCS	Technical Colour System
TDS	Technical Document System
TDS7x0	Océ TDS700 and Océ TDS750

Physical connections

With the Océ TDS/TCS systems, as well as with the Océ ColorWave/PlotWave systems, the following network boards are available:

- Standard: Ethernet (UTP) 10Mb/s, 100Mb/s and 1Gb/s with RJ45 connector

Chapter 2

Configure the Scan-to-File environment on a Windows computer

Supported operating systems

The procedures described this chapter apply to destination workstations running under:

- Windows Server 2008
- Windows Server 2008 R2
- Windows 7
- Windows 8
- Windows 8.1
- Windows Server 2012
- Windows Server 2012 R2
- Windows 10
- Windows Server 2016

Scan-to-File to an SMB destination: introduction and prerequisites

Introduction

To configure a Scan-to-File environment, you must:

- make sure you comply with the prerequisites.
- configure the destination folder on the workstation where you want to store your scans.
- configure the SMB scan destination on the printer controller.

The procedures vary according to your operating system, your network configuration and your printer model. Follow the provided links to find the adequate procedures for your needs.



NOTE

To create a SMB Scan-to-File destination (in a network without DNS server), make sure that you enable the 'SMB printing' or 'NetBios over TCP/IP' setting (according to your Océ system) on the Settings Editor (or Express WebTools) of your Océ system controller.

Prerequisites for a destination workstation

Before you start, make sure that domain security policy allows access from the Océ TDS/TCS/PlotWave/ColorWave to the computer where the destination folder is located.

Incoming ports for Scan-to-File using SMB

To use the Scan-to-File via SMB, open the following ports on the destination workstation:

- UDP port 137
- UDP port 138
- TCP port 139
- TCP port 445



NOTE

Windows platforms include an internal Windows Firewall. This firewall is activated by default. When Windows Firewall is enabled, check that the 'File and Printer sharing' exception is enabled.

Supported SMB protocol: SMB1, SMB2, SMB3

Introduction

When you scan to a remote destination you use a SMB protocol. Dependent of the printer and the printer version different SMB protocols, SMB1, SMB2, or SMB3, can be used. In the table below you can see the SMBX protocol that is supported by each system.

Product	SMB1	SMB2	SMB3
Océ ColorWave 300	X	-	-
Océ ColorWave 650			
Océ PlotWave 300			
Océ Plotwave 350			
Océ PlotWave 900			
Océ TC4			
Océ TCS systems			
Océ TDS systems			

Product	SMB1	SMB2	SMB3
Océ ColorWave 650 R3 Océ PlotWave 340 Océ Plotwave 360 Océ PlotWave 500 Océ PlotWave 750 Océ PlotWave 900 R2	X	X	-
Océ ColorWave 500 Océ ColorWave 700 Océ ColorWave 3500 Océ ColorWave 3700 Océ PlotWave 345 Océ PlotWave 365 Océ PlotWave 450 Océ PlotWave 550	X	X	X

Configure a destination folder in the network (Windows operating systems)

Before you begin

This section is a prerequisite for the configuration of the destination folder in the network:

- [PC destination is part of a domain on page 15](#)
- [PC destination is part of a workgroup on page 19](#)

The destination folder for SMB scanning is located on a workstation connected to the customer network. We call this workstation a 'destination workstation'. Make sure that the domain security policy allows access from the printer to this destination workstation.

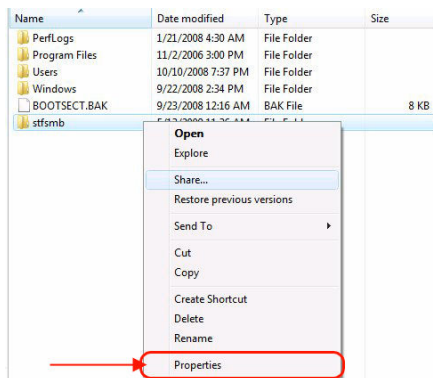
Configure a destination folder on Windows operating system when the PC destination is part of a domain

When to do

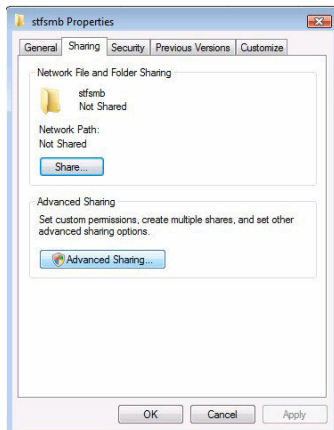
The next procedure applies to all supported Windows operating systems: Windows 7/ 8/ 8.1/ 10 and Windows Server 2008 R2/ Server 2012 (R2).

Procedure

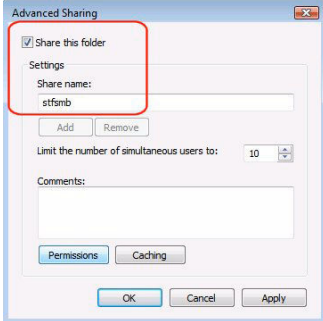
1. Create or browse to the destination folder on the customer workstation.
2. Right click this folder and select 'Properties'.



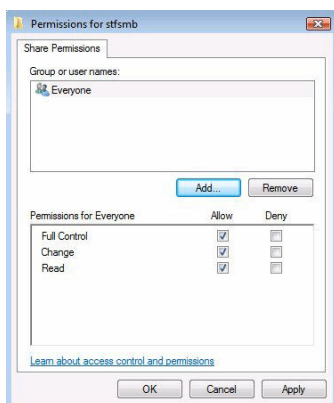
- From the 'Sharing' tab, click 'Advanced Sharing'.



- From the 'Advanced Sharing' window:

Step	Action	Illustration
1	Make sure the 'Share this folder' option is checked. Make sure there is a 'Share name'. Click 'Apply' to confirm.	
2	Click 'Permissions'.	

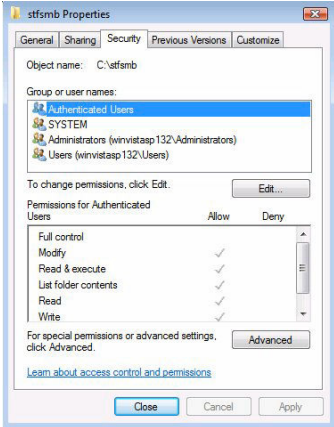
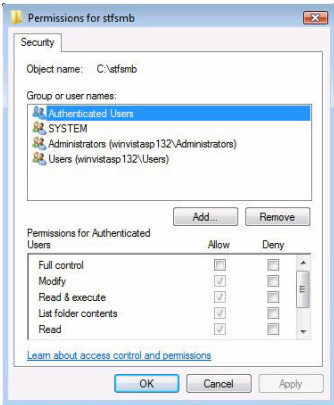
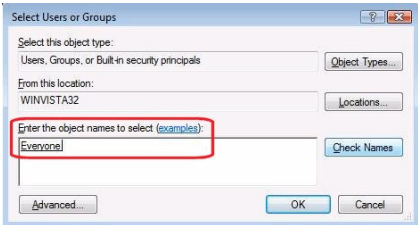
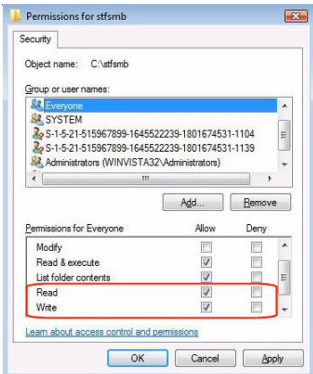
- From the 'Permissions' window, select 'Everyone' and check the 'Full Control' option.



Click 'Apply' and 'OK' to confirm.

- Click also 'OK' to confirm and close the 'Advanced Sharing' window.

7. Back to the 'Properties' window:

Step	Action	Remarks
1	Open the 'Security' tab. Click 'Edit'.	
2	The 'Permissions' window opens. Click 'Add' to add the user name which will be used for Scan-to-File.	
3	Enter the user name 'Everyone'. Click 'OK' to confirm.	
4	Make sure the user name 'everyone' has Read and Write permissions on the destination folder. Click 'OK' to confirm.	

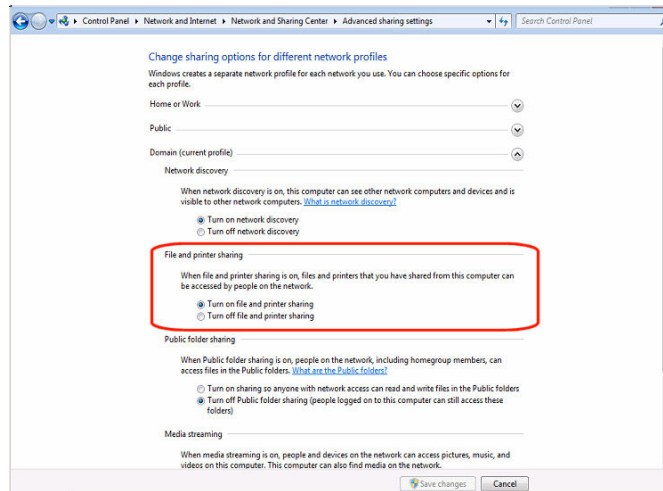


NOTE

For all supported Windows operating systems, make sure that the option 'File and printer sharing' is enabled.

To verify:

1. Open 'Control Panel' (- 'Network and Internet') - 'Network and Sharing Center' - 'Change advanced sharing settings'
2. Expand the section that corresponds to the current network profile (e.g., Domain in our example).
3. Select the 'Turn on file and printer sharing' option.



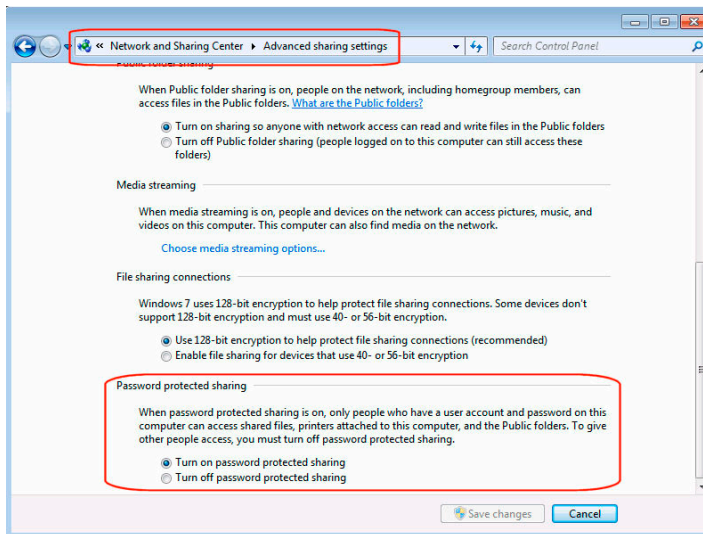
Configure a destination folder on Windows operating system when the PC destination is part of a workgroup

When to do

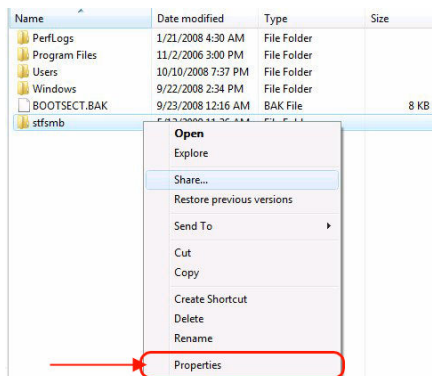
The next procedure applies to all supported Windows operating systems: Windows 7/ 8/ 8.1/ 10 and Windows Server 2008 R2/ Server 2012 (R2).

Procedure

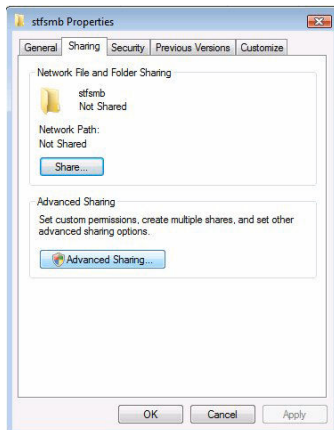
1. The following method is valid whatever the option 'On' or 'Off' for the 'Password protected sharing' option.



2. Create or browse to the destination folder on the customer workstation.
3. Right click this folder and select 'Properties'.



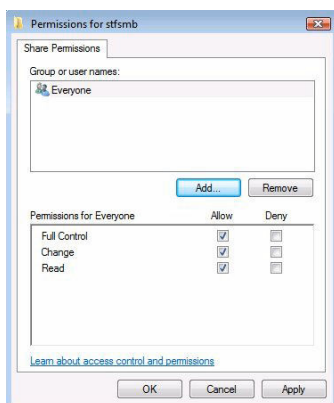
- From the 'Sharing' tab, click 'Advanced Sharing'.



- From the 'Advanced Sharing' window:

Step	Action	Illustration
1	Make sure the 'Share this folder' option is checked. Make sure there is a 'Share name'.	
2	Click 'Permissions'.	

- From the 'Permissions' window, select 'Everyone' and check the 'Full Control' option.



Click 'OK' to confirm.

- Click also 'OK' to confirm and close the 'Advanced Sharing' window.



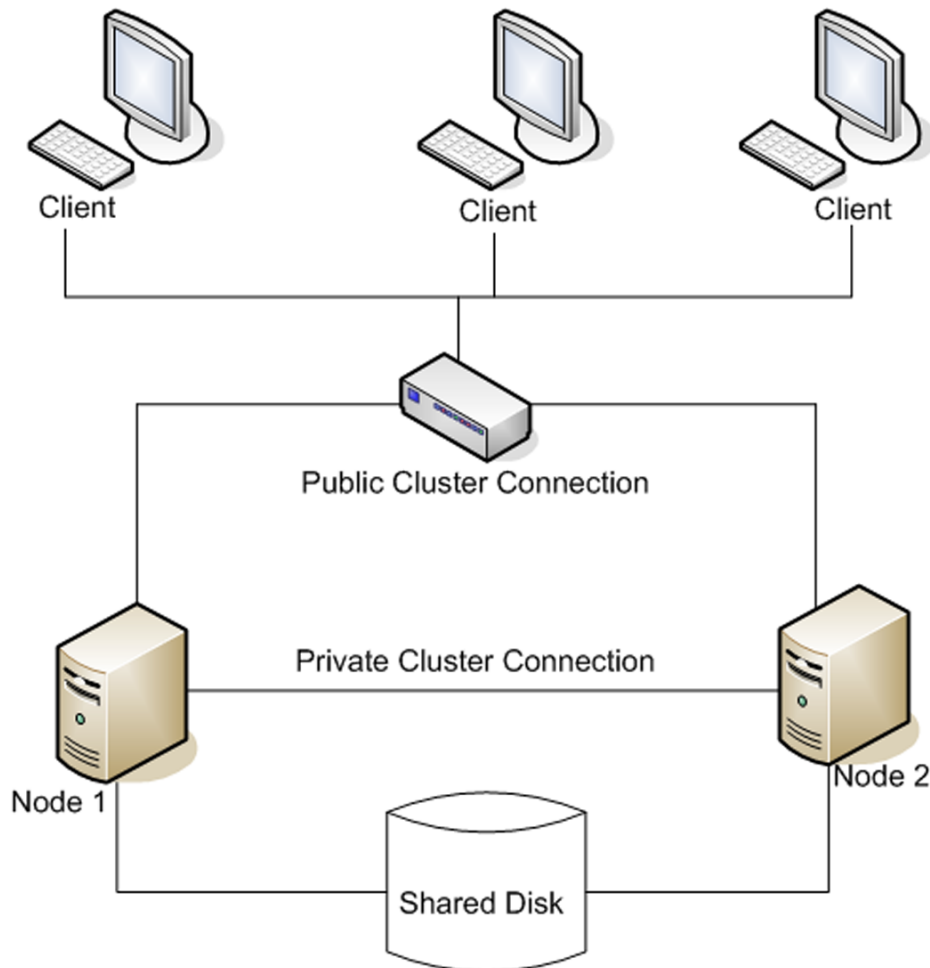
NOTE

The 'Security' tab, if present, is not used in that case (as the workstation is part of a workgroup).

Configure a destination folder on a Cluster (failover) with Windows Server 2008 R2

Introduction

It is possible to configure a shared folder in a cluster environment. Here after is an illustrated example of a failover cluster.



[1] Illustration of a failover cluster environment

Pre-requisites

- 2 servers with Windows Server 2008 R2 Enterprise Edition.
In our case the host names are:
 - Winsrv2008R21
 - Winsrv2008R22
- 1 shared disk (e.g. a NAS server) where you want to Scan To File via SMB
- 1 printer where Scan To File via SMB destination will be defined

The 2 servers are installed in Failover Cluster with access to the shared disk (to do so, refer to the Windows Server 2008 R2 documentation).

Configure a destination folder

The next sections guide you through the creation of a destination folder in a Cluster environment:

- first, create a High availability File server,
- then, define the Share you want to scan to on the failover cluster.

Create a High availability File Server within the Cluster

When to do

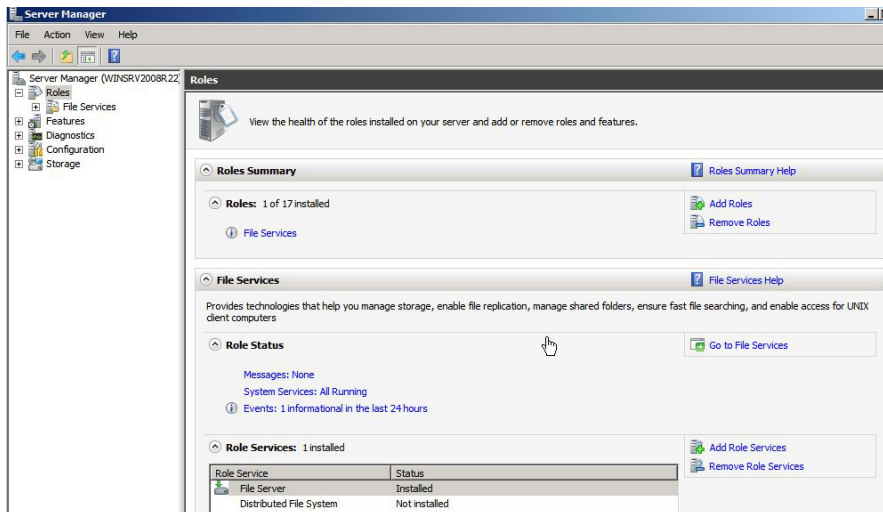
The next procedure is a pre-requisite to define the Share where you want to scan to on a failover Cluster.

Before you begin

The role 'File Services' must be installed on each Node:

- Winsrv2008R21
- Winsrv2008R22

Illustration



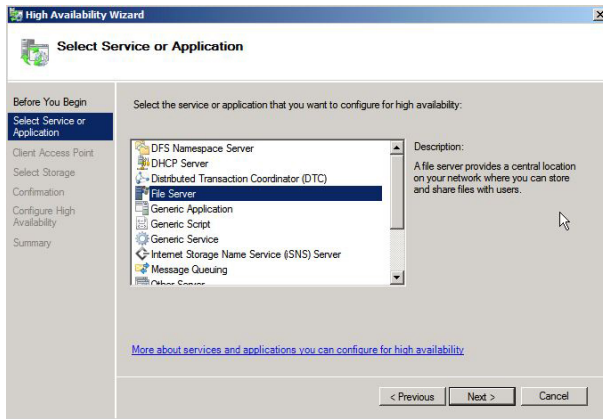
Procedure

1. On the Winsrv2008R21 system, open 'Failover Cluster Manager'.
2. Select your cluster. Then, select 'Configure a Service or Application'.

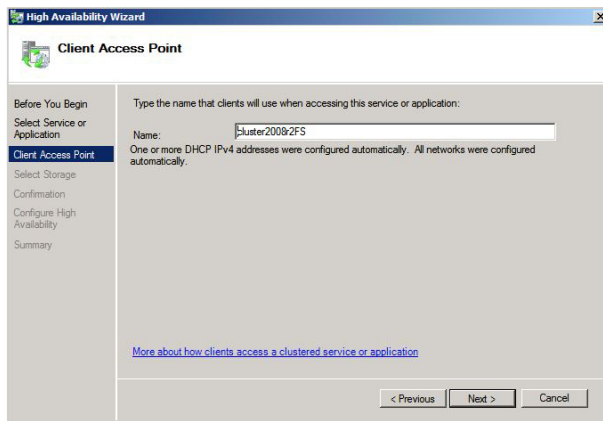


A wizard opens.

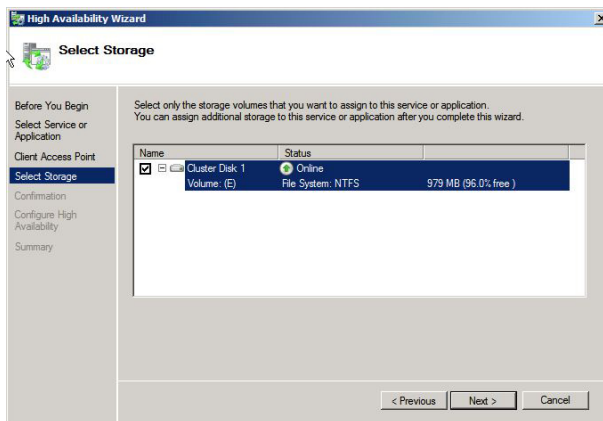
- From the 'Select Service or Application' screen select 'File Server'. Then, click 'Next'.



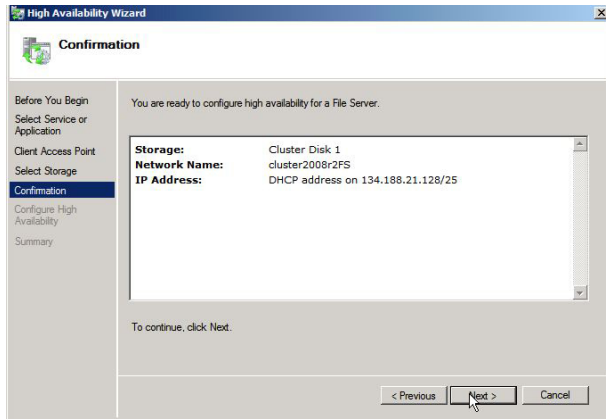
- Give a name to the Client Access Point. In our example, the name is 'cluster2008r2FS'. Then, click 'Next'.



- After validation, select the storage volume you defined when you created the cluster with an external storage. Then, click 'Next'.

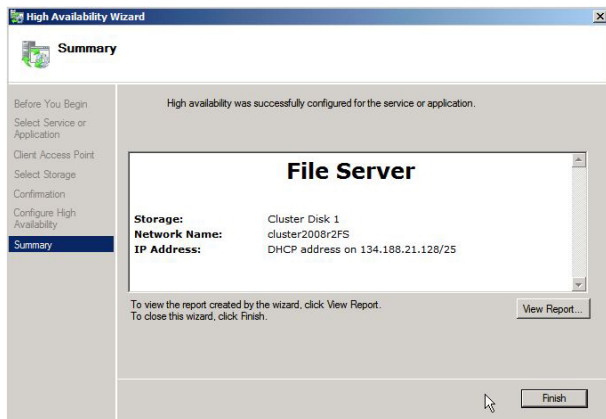


6. From the 'Confirmation' screen, click 'Next'.



Result

After a short moment, the 'Summary' screen appears. It confirms the creation of the High availability service.



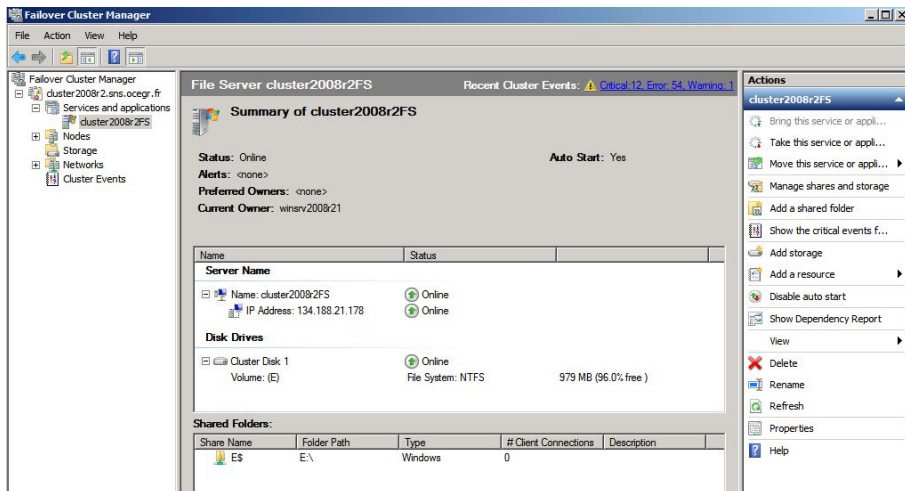
Define the Share to scan to on the Failover Cluster

Before you begin

Make sure you created a High availability File Server.

Procedure

1. Open the Failover Cluster Manager.
2. Select the File Server services previously created. From the 'Actions' pane, click 'Add a shared folder'.

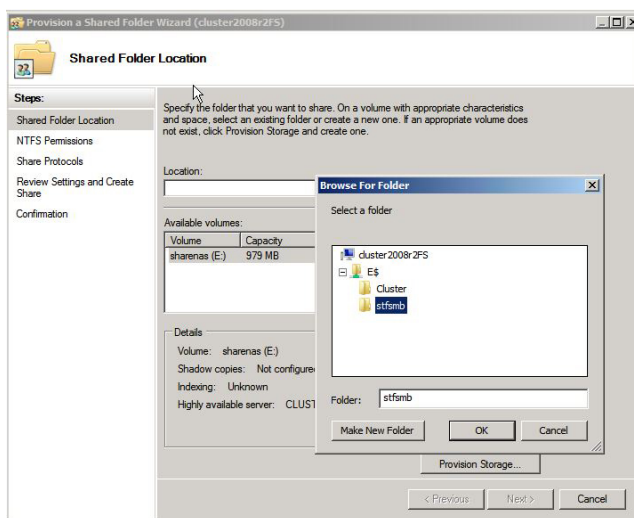


3. A wizard, named 'Provision a Shared Folder Wizard', opens.
4. Browse to the location where you want to store the Share folder. In our example, the Share is named 'stfsmb'.



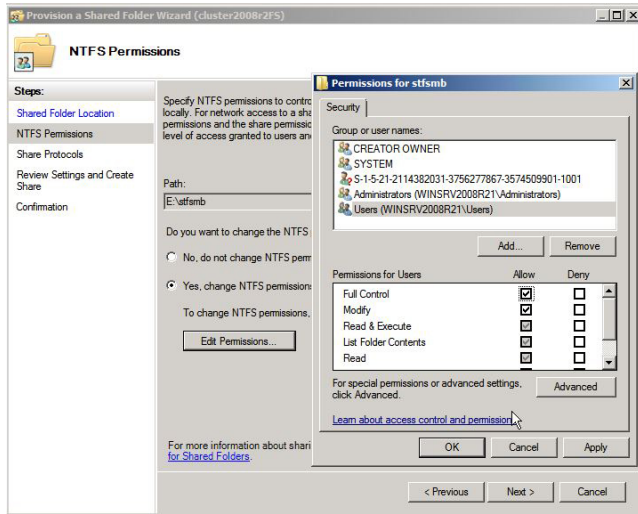
NOTE

You can also create a Shared folder, if not yet done.



Then, click 'Next'.

- 5. From the 'NTFS Permissions' step, you can define the NTFS permissions according to your corporate policy. Then, click 'Apply' to apply the permissions.

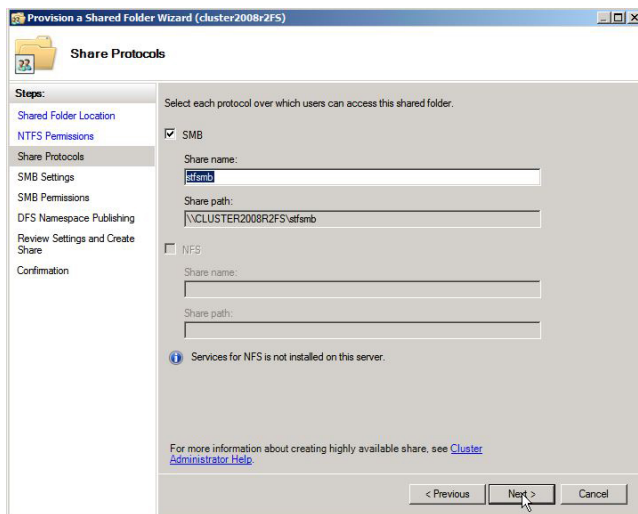


- 6. From the 'Share Protocols' step, define the Share name for SMB.

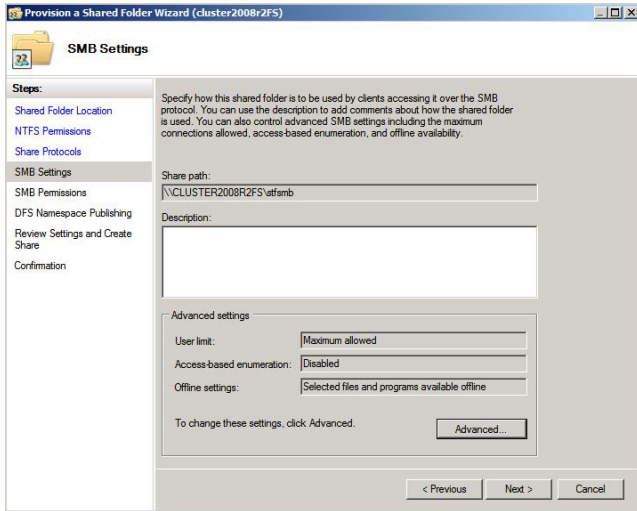


NOTE

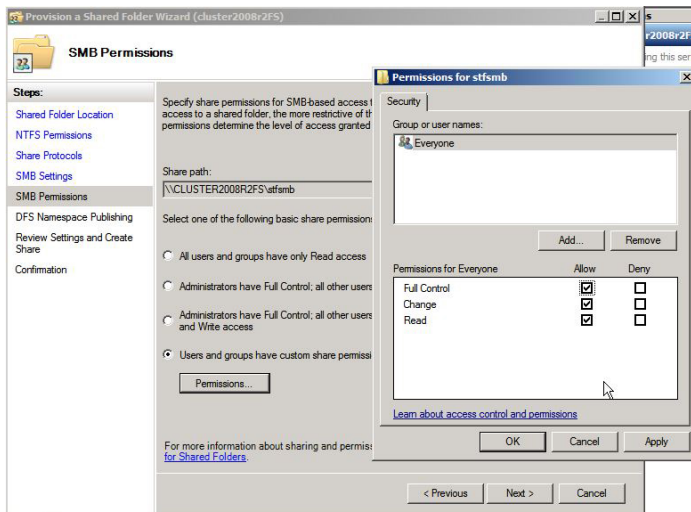
Note the path to the Share. This path is used to define the SMB external location on the printer controller. In our example, the path is: \\CLUSTER2008R2FS\stfsmb .



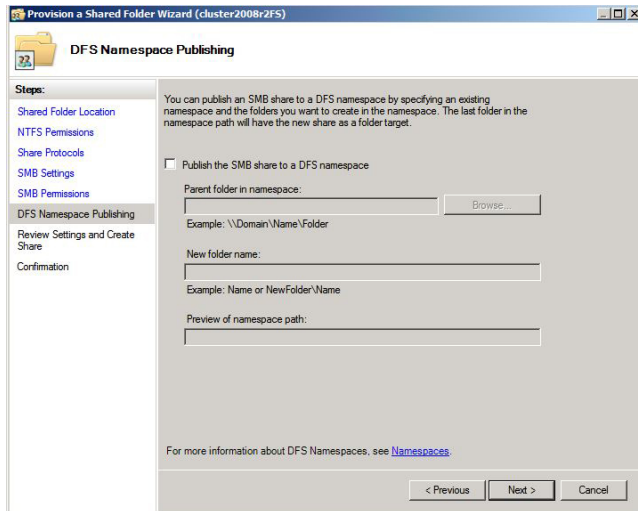
- From the 'SMB Settings' step, you can change the settings according to your corporate policy. In our example, we kept the default values for the SMB settings.



- From the 'SMB Permissions' step, you can define the SMB permissions, according to your corporate policy. In our example, we defined the 'Full control' for 'Everyone'.

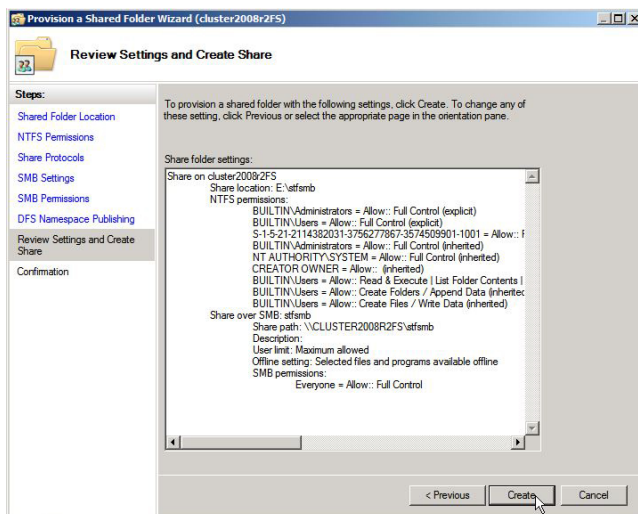


9. If you have setup a Distribution File System, enable it from the 'DFS Namespace Publishing' step. In our example, there is no DFS.

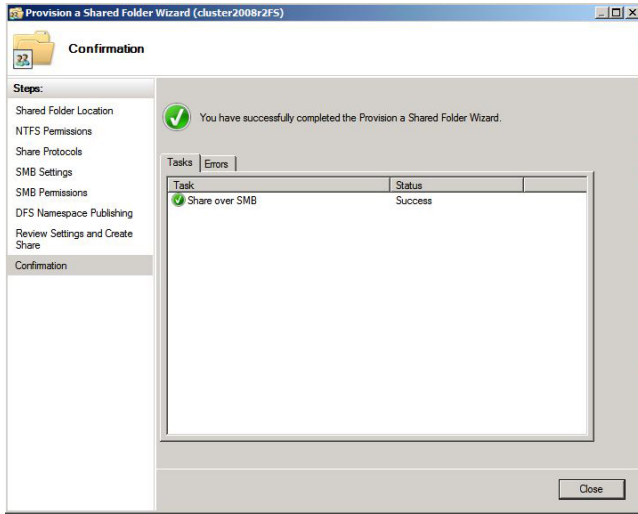


Then, click 'Next'.

10. From the 'Review Settings and Create Share' step, review the settings you defined. When the settings are correct, click 'Create' to create the share.



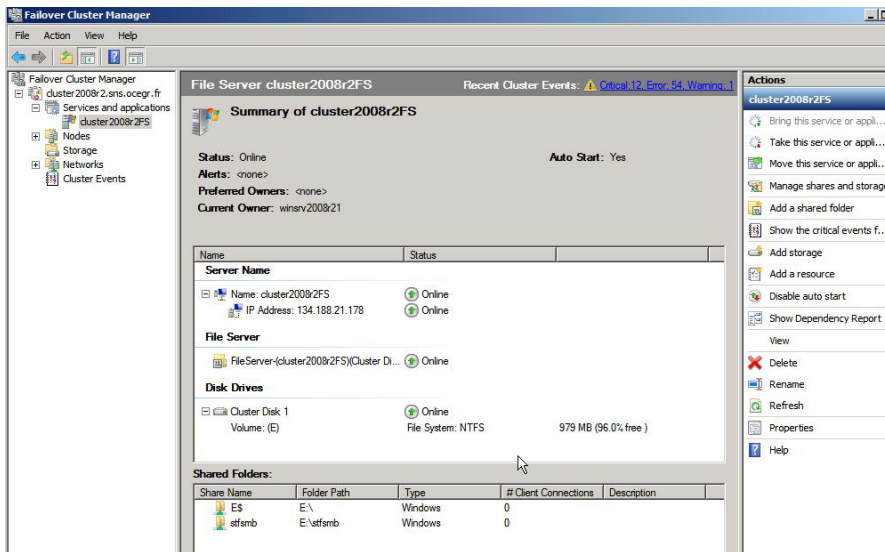
11. A confirmation screen appears. Click 'Close' to exit the wizard.



Result

The Share you created is now visible in the pane that lists your shared folders.

You can now go on with the configuration of the SMB scan destination on your printer controller.



Configure the SMB scan destination on the printer controller

Before you begin

Open the printer controller application:

- Scan Manager for the Océ TDS/TCS and TC4 systems
- Océ Express WebTools for the Océ PlotWave/ColorWave systems

References

If your printer is an...	Then refer to the procedure...
Océ ColorWave 550/650 R3	Configure the SMB external location in the Océ ColorWave 550/650 R3 Express WebTools on page 30
Océ ColorWave 550/650 R2	Configure the SMB scan destination in the Océ ColorWave 550/650 R2 Express WebTools on page 33
Océ PlotWave 340/345/360/365/450/500/550 Océ ColorWave 500/700/3500/3700	Configure the SMB external location in the Océ PlotWave 340/345/360/365/450/500/550 and Océ ColorWave 500/700/3500/3700 Express WebTools on page 35
another Océ PlotWave/Colorwave system	Configure the SMB scan destination in the Océ ColorWave 300/PlotWave Express WebTools on page 38
Océ TDS/TCS	Configure the SMB scan destination on the Océ TDS/TCS Scan manager on page 40

Configure the SMB scan destination in the Océ ColorWave 550/650 R3 Express WebTools



Before you begin

Open the Océ Express WebTools.

Procedure

1. Select the 'Configuration' tab.
2. Select 'External locations'.
3. Click 'Create new'.
4. Fill in the text boxes to define the SMB external location.

Text box	Content to define
'Name'	Enter a logical name for the destination. This logical name also appears on the scanner panel.
'Description'	Enter a text that provides complementary information about the destination.
'Type'	Select the destination type 'SMB'.

Text box	Content to define
'User name'	<p>Enter the user account name (local or domain) with 'Full Control' to the destination folder.</p> <p>The user account name has the following format:</p> <p>- Local user name:</p> <ul style="list-style-type: none"> • <IP address>\<user name> (IP address of the destination workstation), or • <hostname>\<user name> (hostname of the destination workstation). <p>- Domain user name:</p> <ul style="list-style-type: none"> • <domain>\<user name>.
'Password'	<p>Enter the password of the user account with the 'Full Control' permissions.</p>
'Folder'	<p>Enter the path to the destination folder.</p> <p>Use the following syntax:</p> <ul style="list-style-type: none"> • \\<hostname>\<sharename>[\<path>] <p>or,</p> <ul style="list-style-type: none"> • \\<IP address>\<sharename>[\<path>] <p> NOTE You can copy-paste the path from the Windows Explorer.</p> <p> NOTE Within an IPv6 environment, you may need to refer to: External location creation in an IPv6 environment on page 116</p>

5. Click 'OK' to confirm.



NOTE

It is possible to create 421 external locations, for:

- the Océ PlotWave 340/360 (R1.2 and higher),
- the Océ PlotWave 500 (R1.1 and higher),
- the Océ ColorWave 500/700/3500/3700,
- the Océ PlotWave 345/365,
- and the Océ PlotWave 450/550

For other products or releases, 20 external locations can be created.

6. Log out when you are finished.

Result

The printer software automatically checks the validity of the remote destination.

If	Then
the creation is successful	A successful message displays: 'The remote destination is valid'.
an error occurred.	The creation of the remote destination fails. An error message displays. To fix the issue, see: Troubleshoot the creation of an SMB external location on page 131

- Click 'Change' to come back to the configuration screen.

- Click 'Save' to save the template as you defined it.

Configure the SMB scan destination in the Océ ColorWave 550/650 R2 Express WebTools

Before you begin



Open the Océ Express WebTools.

Procedure

1. From the [Configuration] tab, open the 'Remote destinations' window. If requested, logon to Océ Express WebTools.
2. Click 'Create new'.

3. Fill in the text boxes to define the SMB remote destination.

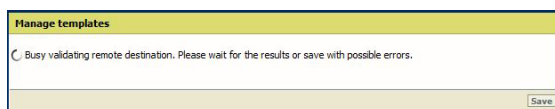
Text box	Content to define
'Name'	Enter a logical name for the destination. This logical name also appears on the scanner panel.
'Description'	Enter a text that provides complementary information about the destination.
'Type'	Select the destination type 'SMB'.
'User name'	Enter the user account name (local or domain) with 'Full Control' to the destination folder. The user account name has the following format: <ul style="list-style-type: none"> - Local user name: <ul style="list-style-type: none"> • <IP address>\<user name> (IP address of the destination workstation), or • <hostname>\<user name> (hostname of the destination workstation). - Domain user name: <ul style="list-style-type: none"> • <domain>\<user name>.
'Password'	Enter the password of the user account with the 'Full Control' permissions.

Text box	Content to define
'Folder'	<p>Enter the path to the destination folder. Use the following syntax:</p> <ul style="list-style-type: none"> • \\<hostname>\<sharename>[\<path>] or, • \\<IP address>\<sharename>[\<path>] <p> NOTE You can copy-paste the path from the Windows Explorer.</p> <p> NOTE Within an IPv6 environment, you may need to refer to: External location creation in an IPv6 environment on page 116</p>

4. Click 'OK' to confirm.
5. Log out when you are finished.

Result

The printer software automatically checks the validity of the remote destination.



If	Then
the creation is successful	A successful message displays: 'The remote destination is valid'.
an error occurred.	The creation of the remote destination fails. An error message displays. To fix the issue, see: Troubleshoot the creation of an SMB destination (after an error message) on page 132

- Click 'Change' to come back to the configuration screen.
- Click 'Save' to save the template as you defined it.

Configure the SMB external location in the Océ PlotWave 340/345/360/365/450/500/550 and Océ ColorWave 500/700/3500/3700 Express WebTools

Before you begin

Open the printer controller application.



Procedure



1. Select the 'Configuration' tab.
2. Select 'External locations'.
3. Click 'Create new'.

A new window opens.

[2] Illustration of the configuration window for the SMB external location on an Océ PlotWave 340/360 v1.1

4. Fill in the text boxes to define the SMB external location.

Text box	Content to define
Name	Enter a logical name for the destination. This logical name also appears on the printer operator panel.
Description	Enter a text that provides complementary information about the location.  NOTE This field cannot be empty.
Type	Select the destination type 'SMB'.
Path	Use the following syntax: <ul style="list-style-type: none"> • \\<hostname>\<sharename>[\<path>] or, • \\<IP address>\<sharename>[\<path>]  NOTE Within an IPv6 environment, you may need to refer to: External location creation in an IPv6 environment on page 116

Text box	Content to define
<p>Credentials (except for Océ PlotWave 340/360 versions prior to v1.1)</p>	<p>Select one of the proposed values.</p> <ul style="list-style-type: none"> 'Use the following credentials for automatic login': the credentials defined in the next fields ('User name' and 'Password') are stored permanently into the printer controller. Users can then access directly to the external location. <p> IMPORTANT For the Océ PlotWave 340/360 printers: this value is compatible with the previous version v1.0.x of the printer. After an upgrade of the print system (from v1.0.x to v1.1), the value 'Use the following credentials for automatic login' automatically applies to the existing external locations.</p> <ul style="list-style-type: none"> 'Prompt the user to log in on the user panel': the credentials are not stored into the printer controller. Users must enter the credentials ('User name' and 'Password') on the user panel when they want to access the external location. <p> IMPORTANT For the Océ PlotWave 340/360 printers: this value is only available from the version v1.1 of the printer.</p> <p>To know how to log in from the user panel, refer to the dedicated section in the present guide.</p>
<p>User name</p>	<p>Enter the user account name (local or domain). When scanning to the SMB location, this account must have the 'Full Control' permissions to the destination folder.</p> <p>The user account name has the following format:</p> <ul style="list-style-type: none"> Local user name: <ul style="list-style-type: none"> <IP address>\<user name> (IP address of the destination workstation), or <hostname>\<user name> (hostname of the destination workstation). Domain user name: <domain>\<user name>.
<p>Password</p>	<p>Enter the password of the user account with the 'Full Control' permissions.</p>
<p>Access permissions Enabled functionalities</p>	<p>None, Print from only, Scan to only, Print from and Scan to</p>

5. Click 'OK'.



NOTE

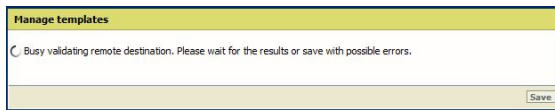
It is possible to create 421 external locations, for:

- the Océ PlotWave 340/360 (R1.2 and higher),
- the Océ PlotWave 500 (R1.1 and higher),
- the Océ ColorWave 500/700/3500/3700,
- the Océ PlotWave 345/365,
- and the Océ PlotWave 450/550

For other products or releases, 20 external locations can be created.

Result

The printer software automatically checks the validity of the external location.



After you finish

If the creation is successful, the destination appears in the list of external locations.

If an error occurred, the creation of the external location fails. An error message displays.

To fix the issue, see: [Troubleshoot the creation of an SMB external location on page 131](#).

- Click 'Change' to come back to the configuration screen.
- Click 'Save' to save the location as you defined it.

Configure the SMB scan destination in the Océ ColorWave 300 and the Océ PlotWave 300 Express WebTools

Procedure

1. From the [Configuration] tab, open the [Scan destinations] page to configure the Scan-to-File destinations.
2. Search for a scan destination that is not enabled yet, or that the customer wants to configure. Click 'Edit'.
If requested, log in to Océ Express WebTools.




NOTE

The first and second scan destination are reserved for Local and USB scan. Use another scan destination.

[3] Configure the SMB destination

3. Fill in the text boxes to define the SMB destination on the printer controller:

Text box	Content to define
'Name'	Enter a logical name for the destination. This logical name also appears on the scanner panel.
'Enabled'	Place a check mark in the enabled box.
'Type'	Select the destination type 'Remote via SMB'.
'Remote folder'	Enter the path to the destination folder. Use the following syntax: <ul style="list-style-type: none"> • \\<hostname>\<sharename>[\<path>] or, • \\<IP address>\<sharename>[\<path>] <p> NOTE You can copy-paste the path from the Windows Explorer.</p>

Text box	Content to define
'Remote user name'	<p>Enter the user account name (local or domain) with 'Full Control' to the destination folder.</p> <p>The user account name has the following format:</p> <p>- Local user name:</p> <ul style="list-style-type: none"> • <IP address>\<user name> (IP address of the destination workstation), or • <hostname>\<user name> (hostname of the destination workstation). <p>- Domain user name:</p> <ul style="list-style-type: none"> • <domain>\<user name>. <p> NOTE Within an IPv6 environment, you may need to refer to: External location creation in an IPv6 environment on page 116</p>
'Remote password'	<p>Enter the password of the user account with the 'Full Control' permissions.</p> <p>Confirm this password, if requested.</p>

4. Click 'OK' to confirm.

Result

The scan destination is created. You can test its validity (for the Océ PlotWave 300 and the Océ ColorWave 300 printers, the test procedure is only available from their version 1.2.1).

To do so, see: [test the validity of the remote scan destination on page 98](#).

Configure the SMB scan destination in the Océ TDS/TCS Scan Manager

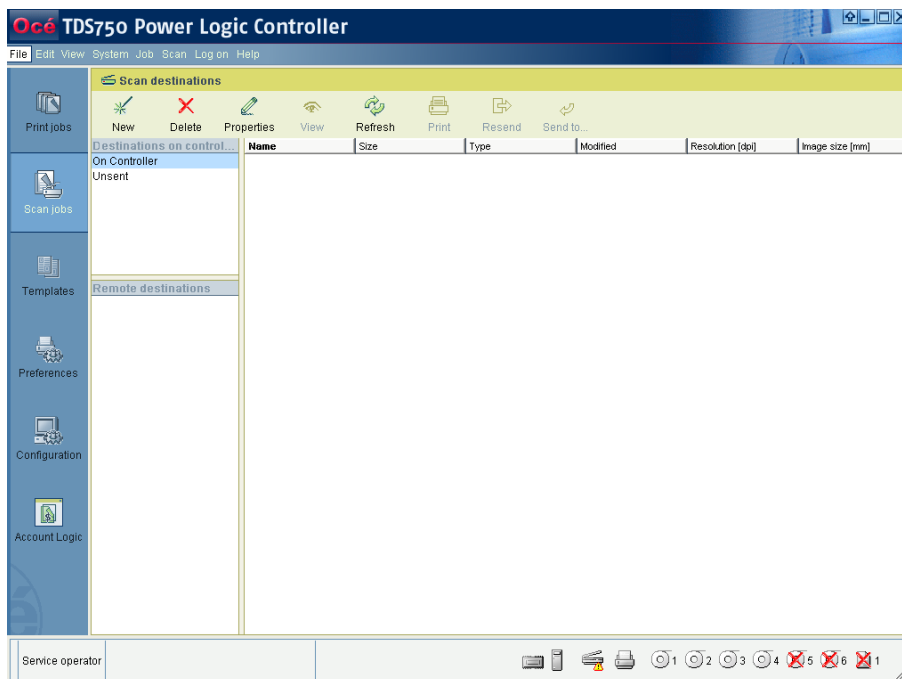
Procedure

1. Select 'Destinations' in the tree view of the Scan Manager.



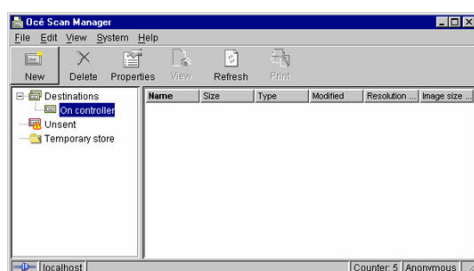
NOTE

For the Océ TDS7x0 printers and the Océ TC4 scanner, click 'Scan Jobs' to open the 'Scan destinations' window.



[4] Interface for Océ TDS7x0 printers and TC4 scanner (Océ Power Logic Controller)

2. Click 'New' from the toolbar.




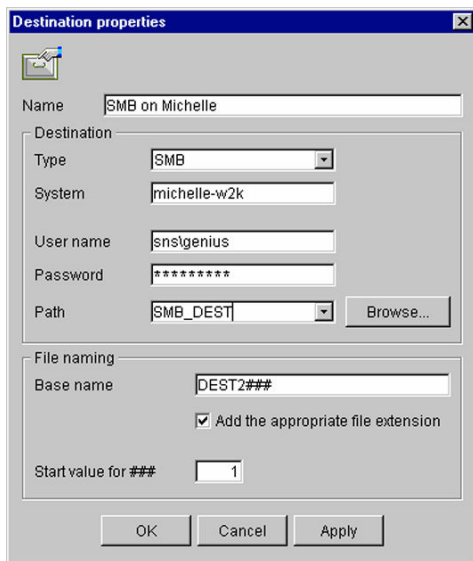
[5] Océ Scan Manager

The 'Destination properties' dialogue box appears.

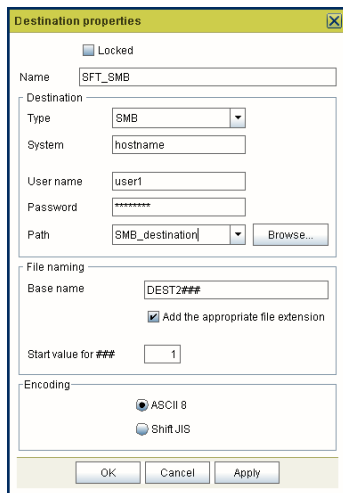
3. Fill in the text boxes to define the 'Destination properties':

Text box	Content to define
'Name'	Enter a logical name for the destination. This logical name also appears on the scanner panel.
'Type' (drop-down list)	Choose destination type 'SMB'. ▶

Text box	Content to define
'System'	Enter the host name or IP address of a computer where the destination shared folder is located.
'User name'	<p>Enter the user account name (local or domain) with 'Full Control' to the destination folder.</p> <p>The user account name has the following format:</p> <ul style="list-style-type: none"> - Local user name: <ul style="list-style-type: none"> • <IP address>\<user name> (IP address of the destination workstation), or • <hostname>\<user name> (hostname of the destination workstation). - Domain user name: <ul style="list-style-type: none"> • <domain>\<user name>.
'Password'	Enter the password of the user account with the 'Full Control' permissions.
'Path'	<p>Enter the path to the destination folder: select it from the drop-down list.</p> <p> NOTE You may have to wait a few seconds before content appears in the drop-down list.</p>



[6] Example of destination properties in Océ Scan Manager



[7] Example of destination properties in Océ Power Logic Controller

4. Click 'OK'.

Scan-to-File to an FTP destination

Prerequisites for Scan-to-File to an FTP destination in a Windows environment

When to do

In the context of Scan-to-File via FTP:

- the FTP Client is located on printer controller,
- the FTP Server on the destination workstation.



NOTE

The next procedures apply to the Océ TDS/TCS/ColorWave/PlotWave printers (supporting the Scan-to-File option) and to the Océ TC4 stand alone scanner.



NOTE

Scan-to-File to an FTP location is possible under Windows operating systems. However, since Windows 8 and Windows Server 2012, we recommend you to refer to the **Microsoft dedicated documentation** for:

- the configuration of the Windows Firewall,
- the installation of the FTP service, and
- the configuration of the FTP Server on the destination workstation.

The procedures for the Windows operating systems released previously are still available in the present manual.

Before you begin

Windows platforms include an internal Windows Firewall. This firewall is activated by default.

You must configure the Firewall settings on a Windows destination workstation when you use the Scan-to-File option (see next procedure).

Configure the Windows firewall for Scan-to-File using FTP

Procedure

1. Access the Firewall exception list.

If	Then
Windows Server 2008 Windows Server 2008 R2	'Start' - 'Control Panel' - ('Security') - 'Windows Firewall' - 'Allow a program through Windows Firewall'
Windows 7 Windows 8 / 8.1 Windows 10	'Start' - 'Control Panel' - 'Windows Firewall' - 'Allows <an app a program> or feature through Windows Firewall'

2. Make the necessary checks.

Example

[4] Configuration of Windows firewall for a Scan-to-File using FTP

If the operating system on the destination workstation is	Then, you must
Windows 7 Windows 8 / 8.1 Windows 10	Check that the FTP Server is enabled in the firewall exceptions list.
Windows Server 2008 Windows Server 2008 R2	Check that the FTP Server is enabled in the firewall exceptions list. Check if the firewall is stateful. To do so, execute the following command line: <code>netsh advfirewall show global</code> . If the firewall setting 'StatefulFTP' is not 'enable', then you must activate it. To do so, execute the following command line: <code>netsh advfirewall set global StatefulFtp enable</code> .

Configure the FTP server in the network - references

Install and configure the FTP Server on the workstation

Find in the next table the link to the procedure that corresponds to your operating system. The related procedure describes how to install and configure the FTP Server on your workstation.

If the destination workstation runs under...	Then, refer to the procedure...
Windows Server 2008 (R2)	Scan-to-File to an FTP destination (Windows Server 2008(R2)) on page 45
Windows 7 Windows 8 / 8.1 Windows 10	Scan-to-File to an FTP destination (Windows 7/8/8.1/10) on page 51



NOTE

Scan-to-File to an FTP location is possible under Windows operating systems. However, since Windows 8 and Windows Server 2012, we recommend you to refer to the **Microsoft dedicated documentation** for:

- the configuration of the Windows Firewall,
- the installation of the FTP service, and
- the configuration of the FTP Server on the destination workstation.

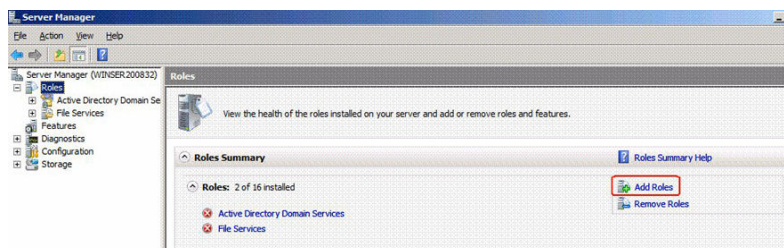
The procedures for the Windows operating systems released previously are still available in the present manual.

Scan-to-File to an FTP destination (Windows Server 2008(R2))

Install the FTP service on Windows Server 2008

Procedure

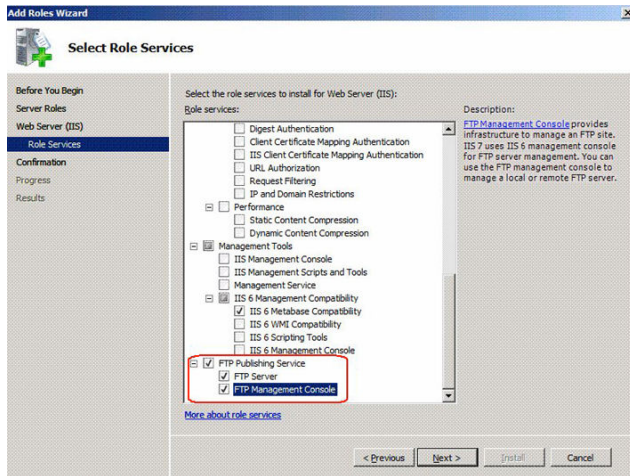
1. Open the 'Programs and Features' window (Start - Control Panel (- Programs) - Programs and Features).
2. Click 'Turn Windows features on or off', then 'Continue'.
3. Expand 'Internet Information Service'.
4. Open the Server Manager application.



[8] Server Manager

5. Click 'Add role'. Then click 'Next'.
If a window pops-up to require 'Add features required for Web Server (IIS)?', click 'Add required features'.
6. Click 'Next' twice.

7. In the Role Services window, check the "FTP Publishing Service" and click 'Next >'

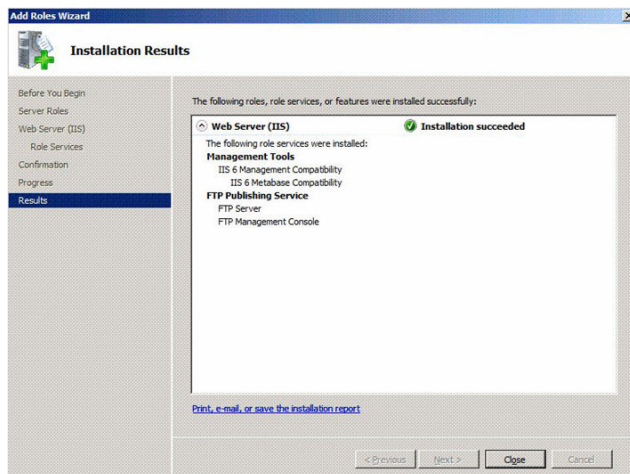


The confirmation window appears.

If a window pops-up to require 'Add features required for Web Server (IIS)?', click 'Add required features'.

8. Click 'Install'.

When installation is finished, the following window appears.



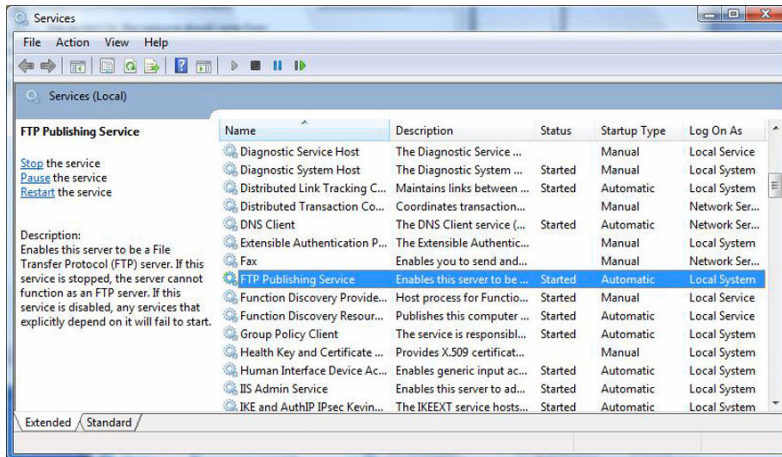
9. Click 'Close'.

Start the FTP service on Windows Server 2008

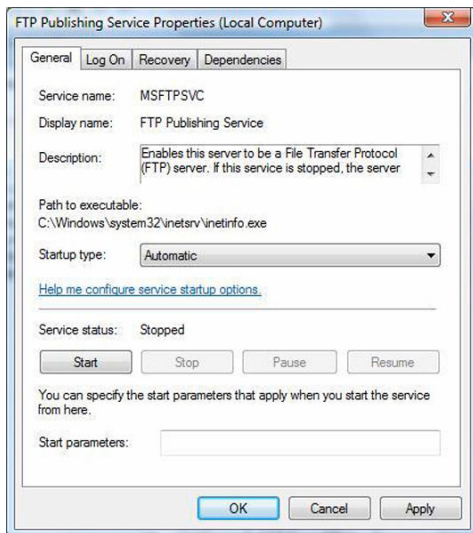
Procedure

1. Open the 'Administrative Tools' window ('Start' (- 'Control Panel' - 'Programs') - 'Administrative Tools').

2. Double click 'Services', then click 'Continue'.



3. Right click 'FTP Publishing Service', then select 'Properties'.
The 'FTP Publishing Service properties (Local Computer)' window appears.



4. Set 'Startup type' to 'Automatic', click 'Start', then 'OK'.
5. Close 'Services'.

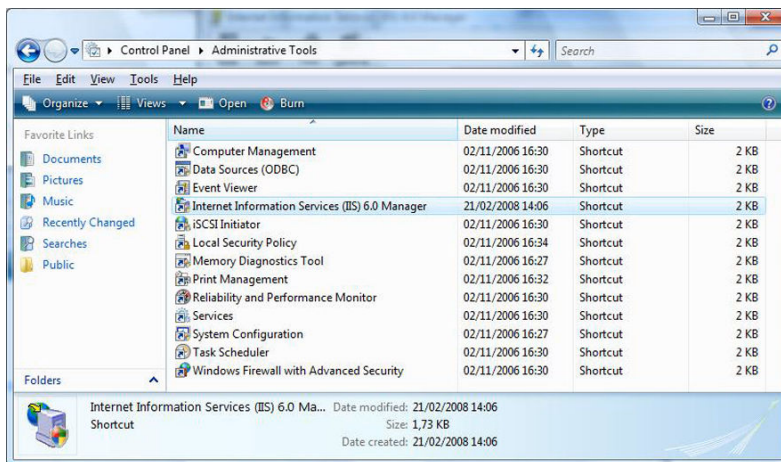
Configure the FTP server on the Windows Server 2008 destination workstation

Before you begin

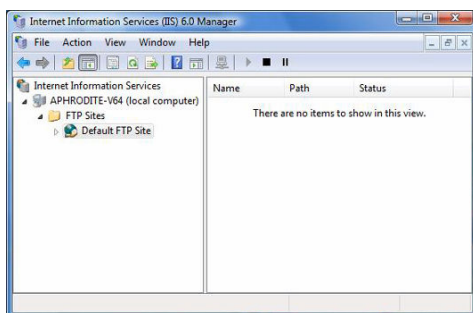
When scanning to a Windows destination workstation, you need to configure the Windows Firewall of the workstation (see [Configuration of Windows firewall for Scan-to-File using FTP on page 43](#)).

Procedure

1. Open the 'Administrative Tools' window (Start (- Control Panel - Programs) - Administrative Tools).

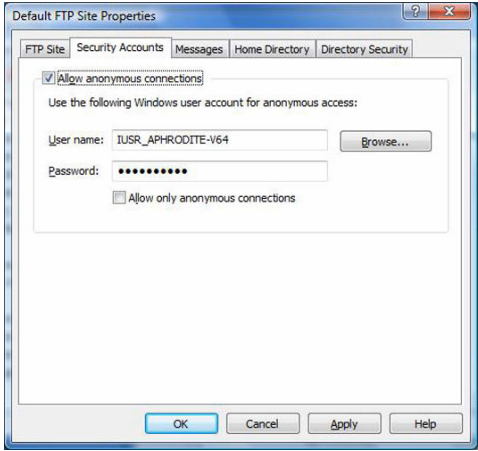


2. Double click 'Internet Information Services (IIS) 6.0 Manager', then click 'Continue'.
3. Select your 'local computer' - 'FTP sites'.

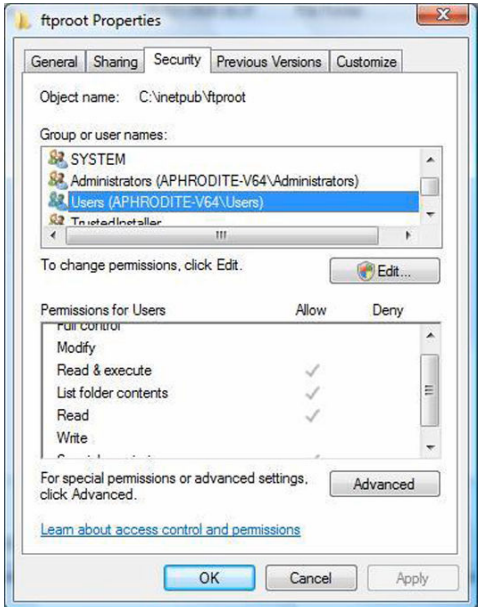


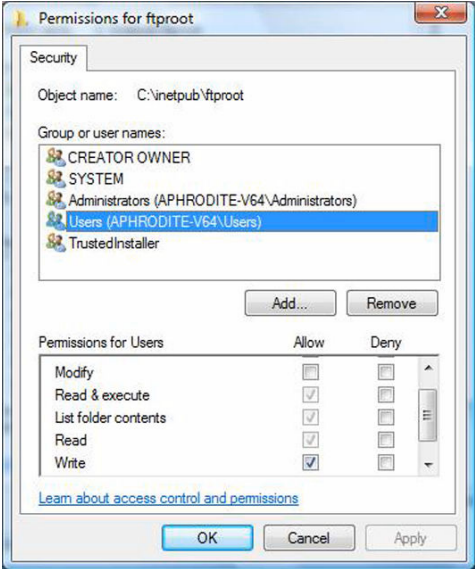
4. Right click 'Default FTP Site', then select 'Properties'.
5. From the 'Properties' window:

Step	Action
1	<p>Select 'Home Directory' tab Browse the FTP Directory. Ensure that the boxes 'Read' and 'Write' are checked.</p>

Step	Action
2	<p>Select 'Security Accounts' tab. If only authenticated access is required, uncheck the box 'Allow only anonymous connections'.</p> 
3	<p>Click 'OK', close 'Internet Information Services (IIS) 6.0 Manager' and 'Administrative Tools'.</p>

6. Open 'Computer' and find the directory you defined as FTP site directory local path.
7. Right click the directory, then select 'Properties'.
8. From the 'Security' tab:

Step	Action
1	<p>Select 'Users' account Click 'Edit' Click 'Continue'</p> 

Step	Action
2	<p>Select 'Users' account again. Ensure that 'Write' case is checked and click 'OK' twice.</p> 
3	Click 'OK'.

Result

You can now go on with the configuration of the FTP destination:

- *in the Océ TDS Scan Manager on page 63*
- *in the Océ ColorWave 300/PlotWave Express WebTools on page 61*
- *in the Océ ColorWave 550/650 Express WebTools on page 56*
- *in the Océ ColorWave 550/650 R3 printer controller on page 54*
- *in the Océ PlotWave 340/345/360/365/450/500/550 and Océ ColorWave 500/700/3500/3700 Express WebTools on page 58*

Scan-to-File to an FTP destination (Windows 7/8/8.1/10)

Introduction

This section is a prerequisite for the configuration of the FTP destination. It describes how to:

- [Install the FTP service on page 51](#)
- [Configure the FTP server on the destination workstation on page 51](#)

Install the FTP service on Windows 7/8/8.1/10

Procedure

1. Open the 'Programs' window ('Start' - 'Control Panel' - 'Programs') - 'Programs and Features').
2. Click 'Turn Windows features on or off'.
3. Expand 'Internet Information Services', 'FTP Server', and 'Web Management Tools'.
4. In 'FTP Server', check 'FTP Extensibility' and 'FTP service'.
5. In 'Internet Information services', check 'IIS Management Console'.

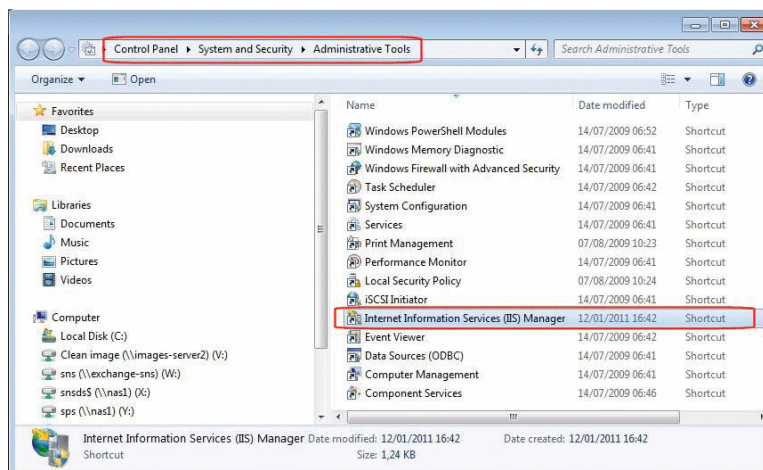


6. Click 'OK'.

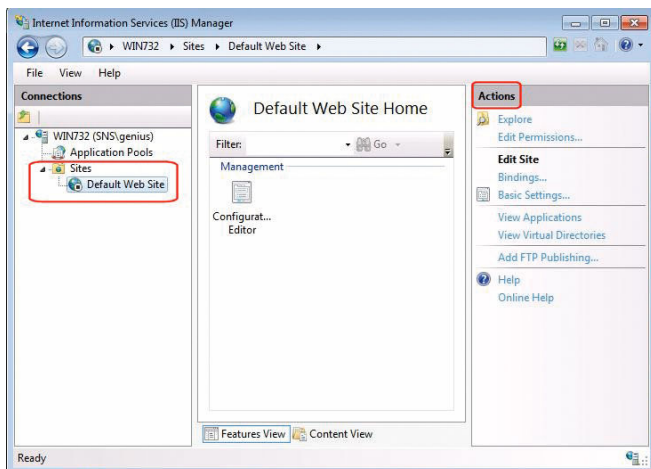
Configure the FTP server on the Windows 7/8/8.1/10 destination workstation

Procedure

1. Open the 'Administrative Tools' window ('Start' - 'Control Panel' - 'System and Security' - 'Administrative Tools').




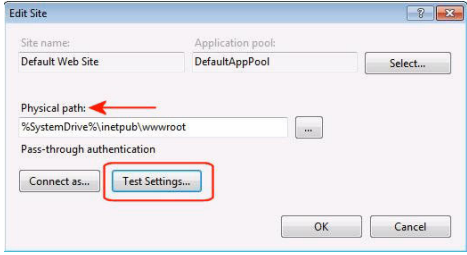
2. Double click on 'Internet Information Services (IIS) Manager'.
3. Right click on 'Default Web site' and select 'Add FTP Publishing'.



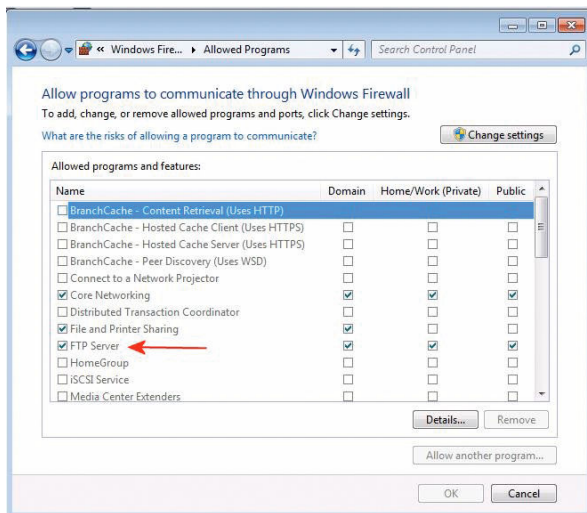
4. In the 'Add FTP Site Publishing' window:

Step	Action	Illustration
1	Configure the Binding and SSL settings: <ul style="list-style-type: none"> • Binding: <ol style="list-style-type: none"> 1 - Set the 'IP Address' to 'All Unassigned'. 2 - Indicate the value 21 to Port. • Check 'Start FTP site automatically' • SSL: <ul style="list-style-type: none"> Check ' No SSL'. 	
2	Click 'Next'.	
3	Give authorization to the User (you have identified) with Read and Write permissions.	
4	Click 'Finish'.	

5. In the 'Internet Information Services (IIS) Manager' window, click 'Default Web Site'.
6. Select 'Basic Settings' in the 'Actions' section. The 'Edit Site' window opens.

Step	Action	Illustration
1	<p>Make sure (or change, if needed) that:</p> <ul style="list-style-type: none"> the Physical path exists, and that the authorized user you specified (in step 4) has Read and Write permissions on this path. <p> NOTE You can also use the 'Test Settings' button to check the FTP server.</p>	
2	Click 'OK'.	

7. Make sure (or configure, if needed) that the Windows Firewall allows 'FTP' inbound connections.



Result

You can now go on with the configuration of the FTP destination:

- [in the Océ TDS Scan Manager on page 63](#)
- [in the Océ ColorWave 300/PlotWave Express WebTools on page 61](#)
- [in the Océ ColorWave 550/650 Express WebTools on page 56](#)
- [in the Océ ColorWave 550/650 R3 printer controller on page 54](#)
- [in the Océ PlotWave 340/345/360/365/450/500/550 and Océ ColorWave 500/700/3500/3700 Express WebTools on page 58](#)

Configure the FTP destination on the printer controller

Before you begin

Open the printer controller application:

- Scan Manager for the Océ TDS/TCS and TC4 systems
- Océ Express WebTools for the Océ PlotWave/ColorWave systems

References

If your printer is an...	Then refer to the procedure...
Océ ColorWave 550/650 R3	Configure the FTP external location in the Océ ColorWave 550/650 R3 Express WebTools on page 54
Océ ColorWave 550/650 R2	Configure the FTP scan destination in the Océ ColorWave 550/650 Express WebTools on page 56
Océ PlotWave 340/345/360/365/450/500/550 Océ ColorWave 500/700/3500/3700	Configure the FTP external location in the Océ PlotWave 340/345/360/365/450/500/550 and Océ ColorWave 500/700/3500/3700 Express WebTools on page 58
another Océ PlotWave/Colorwave system	Configure the FTP scan destination in the Océ ColorWave 300/PlotWave Express WebTools on page 61
Océ TDS/TCS	Configure the FTP scan destination on the Océ TDS/TCS Scan Manager on page 63



NOTE

For more information about the encryption of the user names and passwords, refer to:

- the Océ PlotWave-ColorWave Systems Security - Administration guide, or
- the Océ TDS-TCS Systems Security manual.

Configure the FTP external location in the Océ ColorWave 550/650 R3 Express WebTools

Before you begin

Open the Océ Express WebTools.

Procedure

1. Select the 'Configuration' tab.
2. Select 'External locations'.
3. Click 'Create new'.

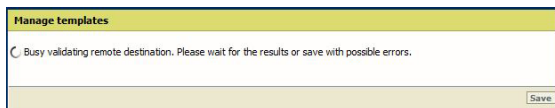
- Fill in the text boxes to define the FTP external location.

Text box	Content to define
'Name'	Enter a logical name for the destination. This logical name also appears on the scanner panel.
'Description'	Enter a text that provides complementary information about the destination.
'Type'	Select the destination type 'FTP'.
'User name'	Enter the user account name (local or domain). If Anonymous Connections are allowed, you can leave the box empty.
'Password'	Enter the password of the user account (local or domain). If Anonymous Connections are allowed, you can leave the box empty.
'Folder'	Enter the name or IP address of the FTP server and the path to the destination folder. Use the following syntax: <ul style="list-style-type: none"> • <hostname>[/<path>] or, • <IP address>[/<path>]

- Click 'OK' to confirm.
- Log out when you are finished.

Result

The printer software automatically checks the validity of the remote destination.



If	Then
the creation is successful	A successful message displays: 'The remote destination is valid'.
an error occurred.	The creation of the remote destination fails. An error message displays. To fix the issue, see: Troubleshoot the creation of an FTP external location on page 134.

- Click 'Change' to come back to the configuration screen.
- Click 'Save' to save the template as you defined it.

Configure the FTP scan destination in the Océ ColorWave 550/650 R2 Express WebTools

Before you begin

Open Océ Express WebTools.



NOTE

For more information about the encryption of the user name and the password, refer to the Océ PlotWave-ColorWave Systems Security - Administration guide.

Procedure

1. From the [Configuration] tab, open the 'Remote Destinations' window. If requested, logon to Océ Express WebTools.
2. Click 'Create new'.

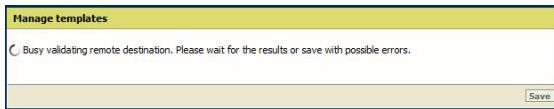
3. Fill in the text boxes to define the FTP remote destination.

Text box	Content to define
'Name'	Enter a logical name for the destination. This logical name also appears on the scanner panel.
'Description'	Enter a text that provides complementary information about the destination.
'Type'	Select the destination type 'FTP'.
'User name'	Enter the user account name (local or domain). If Anonymous Connections are allowed, you can leave the box empty.
'Password'	Enter the password of the user account (local or domain). If Anonymous Connections are allowed, you can leave the box empty.
'Folder'	Enter the name or IP address of the FTP server and the path to the destination folder. Use the following syntax: <ul style="list-style-type: none"> • <hostname>[/<path>] or, • <IP address>[/<path>]

4. Click 'OK' to confirm.
5. Log out when you are finished.

Result

The printer software automatically checks the validity of the remote destination.



If	Then
the creation is successful	A successful message displays: 'The remote destination is valid'.
an error occurred.	The creation of the remote destination fails. An error message displays. To solve the problem, see Troubleshoot the creation of an FTP scan destination on page 136

- Click 'Change' to come back to the configuration screen.
- Click 'Save' to save the template as you defined it.



Configure the FTP external location in the Océ PlotWave 340/345/360/365/450/500/550 and Océ ColorWave 500/700/3500/3700 Express WebTools



Procedure

1. In Océ Express WebTools of your Océ PlotWave 340/345/360/365/450/500/550 or Océ ColorWave 500/700/3500/3700 system, select the 'Configuration' tab.
2. Select 'External locations'.
3. Click 'Create new'.
A new window opens.

[9] Illustration of the configuration window for the FTP external location on an Océ PlotWave 340/360 v1.1

4. Fill in the text boxes to define the FTP external location.

Text box	Content to define
Name	Enter a logical name for the destination. This logical name also appears on the printer operator panel.
Description	Enter a text that provides complementary information about the location.  NOTE This field cannot be empty.
Type	Select the destination type 'FTP'.
Path	Enter the name or the IP address of the FTP server, and the path to the destination folder. Use the following syntax: <ul style="list-style-type: none"> • <hostname>[/<path>] or, • <IP address>[/<path>].  NOTE Within an IPv6 environment, you may need to refer to: External location creation in an IPv6 environment on page 116

Text box	Content to define
Credentials (except for Océ PlotWave 340/360 versions prior to v1.1)	<p>Select one of the proposed values.</p> <ul style="list-style-type: none"> 'Use the following credentials for automatic login': the credentials defined in the next fields ('User name' and 'Password') are stored permanently into the printer controller. Users can then access directly to the external location. <p> IMPORTANT For the Océ PlotWave 340/360 printers: this value is compatible with the previous version v1.0.x of the printer. After an upgrade of the print system (from v1.0.x to v1.1), the value 'Use the following credentials for automatic login' automatically applies to the existing external locations.</p> <ul style="list-style-type: none"> 'Prompt the user to log in on the user panel': the credentials are not stored into the printer controller. Users must enter the credentials ('User name' and 'Password') on the user panel when they want to access the external location. <p> IMPORTANT For the Océ PlotWave 340/360 printers: this value is only available from the version v1.1 of the printer.</p> <p>To know how to log in from the user panel, refer to the section: Log in to an external location on page 103.</p>
User name	Enter the FTP account user name (local or domain). If Anonymous Connections are allowed, you can leave the box empty.
Password	Enter the password of the user account (local or domain). If Anonymous Connections are allowed, you can leave the box empty.
Access permissions Enabled functionalities	None, Print from only, Scan to only, Print from and Scan to

5. Click 'OK' to confirm.



NOTE

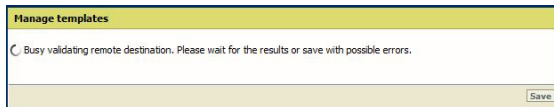
It is possible to create 421 external locations, for:

- the Océ PlotWave 340/360 (R1.2 and higher),
- the Océ PlotWave 500 (R1.1 and higher),
- the Océ ColorWave 500/700/3500/3700,
- the Océ PlotWave 345/365,
- and the Océ PlotWave 450/550

For other products or releases, 20 external locations can be created.

Result

The printer software automatically checks the validity of the external location.



After you finish

If the creation is successful, the destination appears in the list of external locations.

If an error occurred, the creation of the external location fails. An error message displays.

To fix the issue, see: [Troubleshoot the creation of an FTP external location on page 134](#)

- Click 'Change' to come back to the configuration screen.
- Click 'Save' to save the location as you defined it.

Configure the FTP destination in the Océ ColorWave 300/PlotWave Express WebTools

Procedure

1. From the [Configuration] tab, open [Scan destinations] to configure the Scan-to-File destinations.
2. Search for a scan destination that is not enabled yet, or that the customer wants to configure. Click 'Edit'.

If requested, log in to Océ Express WebTools.



NOTE

The first and second scan destination are reserved for Local and USB scan. Use another scan destination.

[10] Configure the FTP destination

3. Fill in the text boxes to define the 'Destination properties':

Text box	Content to define
'Name'	Enter a logical name for the destination. This logical name also appears on the scanner panel.
'Enabled'	Place a check mark in the enabled box.
'Type'	Select the destination type 'Remote via FTP'.
'Remote folder'	Enter the name or IP address of the FTP server and the path to the destination folder. Use the following syntax: <ul style="list-style-type: none"> • <hostname>[/<path>] or, • <IP address>[/<path>]
'Remote user name'	Enter the user account name (local or domain). If Anonymous Connections are allowed, you can leave the box empty.
'Remote password'	Enter the password of the user account (local or domain). If Anonymous Connections are allowed, you can leave the box empty.



NOTE

In a Japanese environment, the FTP server only supports the Shift-JIS encoding. Before you configure a Japanese FTP server, open the 'Generic' - 'Encoding for remote FTP server' setting of your Océ Express WebTools. Make sure the value is set to 'Shift-JIS'.

4. Click 'OK' to confirm.
5. Log out when you are finished.

Result

With the Océ PlotWave 300 and the Océ ColorWave 300 printers, from their version 1.2.1, you can [test the validity of the remote scan destination on page 98](#).

Configure the FTP destination in the Océ TDS/TCS Scan Manager

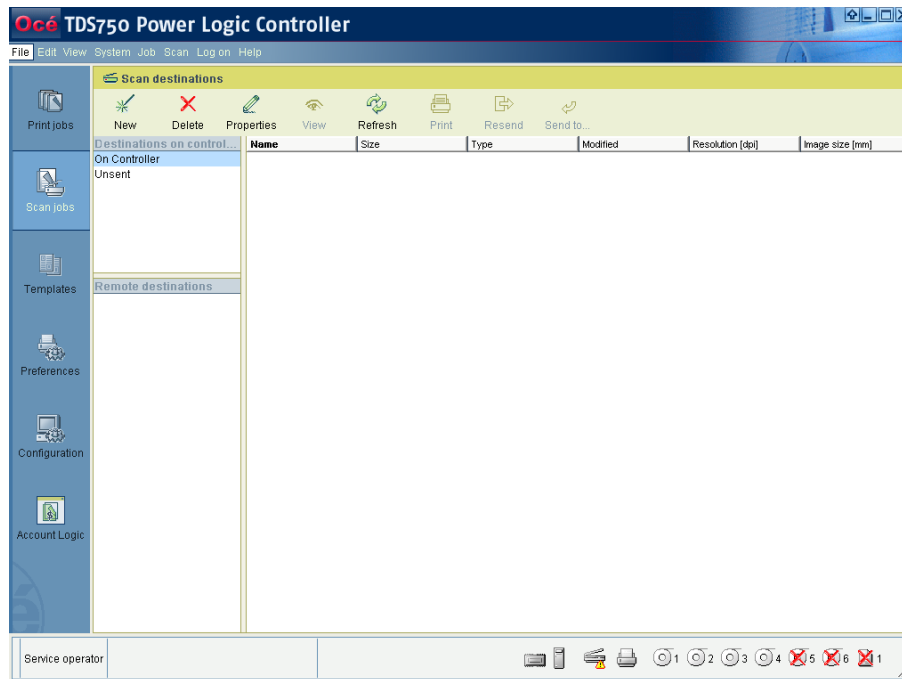
Procedure

1. Select 'Destinations' in the tree view of the Scan Manager.



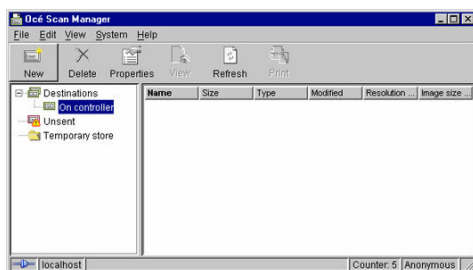
NOTE

For the Océ TDS7x0 printers and the Océ TC4 scanner, click 'Scan Jobs' to open the 'Scan destinations' window.



[11] Interface for Océ TDS7x0 printers and TCS scanner (Océ Power Logic Controller)

2. Click on the 'New' button of the toolbar.



[12] Océ Scan Manager

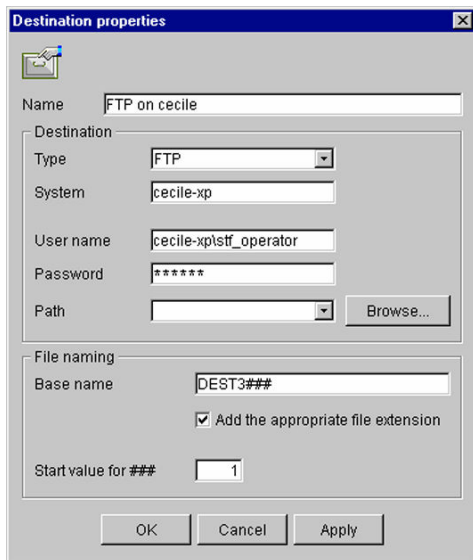
The 'Destination properties' dialogue box appears.

3. Fill in the text boxes to define the 'Destination properties':

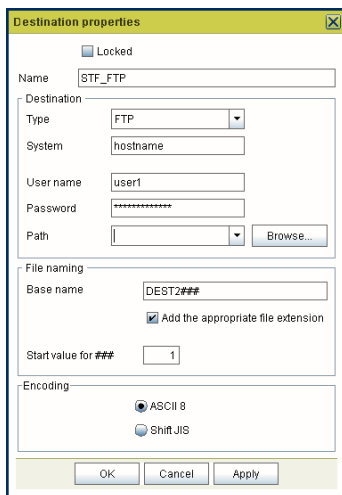
Text box	Content to define
'Name'	Enter a logical name for the destination. This logical name also appears on the scanner panel.
'Type' (drop-down list)	Choose destination type 'FTP'.
'System'	Enter the name or IP address of the FTP server. ▶

Configure the FTP destination in the Océ TDS/TCS Scan Manager

Text box	Content to define
'User name'	Enter the user account name (local or domain). If Anonymous Connections are allowed, you can leave the box empty.
'Password'	Enter the password of the user account (local or domain). If Anonymous Connections are allowed, you can leave the box empty.
'Path'	Enter the path to the destination folder (if any).



[13] Example of destination properties in Océ Scan Manager



[14] Example of destination properties in Océ Power Logic Controller

4. Click 'OK'.

Chapter 3

Configure the Scan-to-File environment on a Mac OS X.x computer

Introduction

Introduction

This section applies to destination workstations running under MAC OS X from its version 10.9.

Activate the FTP access on the Mac OS X workstation

Introduction

You can scan a file and send it to a Mac OS X workstation.



NOTE

The Scan-to-File only applies to the printer model which support the "scan" feature.

Before you begin

1. Activate the FTP access to enable the FTP server on the Macintosh computer.
2. Configure the SMB destination either:
 - in the Scan Manager of the Océ TDS/TCS controller
 - or in the Océ Express WebTools of your Océ ColorWave/PlotWave print system.



IMPORTANT

To use the Macintosh computer as a FTP server, make sure that the 'FTP Access' is activated on the 'System Preferences - Sharing' window.

Activate the Macintosh FTP access (from Mac OS X 10.7)

Introduction

The FTP server has been removed from the interface of Mac OS X. However, it is still present in the system. You must activate it. The next procedure describes you how to do so.

Procedure

1. Open the 'Terminal' window: [Launchpad]→[Utilities]→[Terminal]
2. Type in exactly the following command line: `sudo -s launchctl load -w /System/Library/LaunchDaemons/ftp.plist`
3. Press the [Enter] key on the keyboard.
4. To exit the Terminal window, type in `exit` and press the [Enter] key.
5. Restart the Mac workstation.

Result

The FTP server will now always be activated by default.



NOTE

To deactivate the FTP server, repeat the procedure but replace `load` by `unload` in the command line (step 2).

Configure a destination folder in the network

Procedure

1. Per user, create a destination folder on your Mac workstation. For instance: 'STF_folder' on the Desktop.
2. Select this folder.
3. While the folder is selected, click [File]→[Get Info].
4. At the bottom of the 'Info' window, expand the 'Sharing and permissions' section.
5. Give the appropriate privilege ('Write only (Drop box)' or 'Read & Write') to the users allowed to perform the scan-to-file operation.

Result

The folder you created will be the destination for your scan-to-file operations.

You can now configure the FTP destination on the printer controller.

Configure the FTP destination on the printer controller

Before you begin

Open the printer controller application:

- Scan Manager for the Océ TDS/TCS and TC4 systems
- Océ Express WebTools for the Océ PlotWave/ColorWave systems

References

If your printer is an...	Then refer to the procedure...
Océ ColorWave 550/650 R3	Configure the FTP external location in the Océ ColorWave 550/650 R3 Express WebTools on page 54
Océ ColorWave 550/650 R2	Configure the FTP scan destination in the Océ ColorWave 550/650 Express WebTools on page 56
Océ PlotWave 340/345/360/365/450/500/550 Océ ColorWave 500/700/3500/3700	Configure the FTP external location in the Océ PlotWave 340/345/360/365/450/500/550 and Océ ColorWave 500/700/3500/3700 Express WebTools on page 58
another Océ PlotWave/Colorwave system	Configure the FTP scan destination in the Océ ColorWave 300/PlotWave Express WebTools on page 61
Océ TDS/TCS	Configure the FTP scan destination on the Océ TDS/TCS Scan Manager on page 63



NOTE

For more information about the encryption of the user names and passwords, refer to:

- the Océ PlotWave-ColorWave Systems Security - Administration guide, or
- the Océ TDS-TCS Systems Security manual.

Configure the FTP external location in the Océ ColorWave 550/650 R3 Express WebTools

Before you begin

Open the Océ Express WebTools.

Procedure

1. Select the 'Configuration' tab.
2. Select 'External locations'.
3. Click 'Create new'.

The screenshot shows a dialog box titled "Remote destinations". It contains the following fields and options:

- Name: [Text input field]
- Description: [Text input field]
- Type: Radio buttons for FTP (selected) and SMB.
- User name: [Text input field]
- Password: [Text input field with masked characters]
- Folder: [Text input field]
- Buttons: "Ok" and "Cancel" at the bottom right.

4. Fill in the text boxes to define the FTP external location.

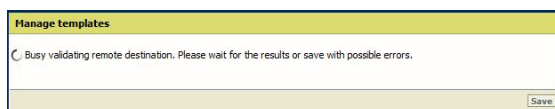
Text box	Content to define
'Name'	Enter a logical name for the destination. This logical name also appears on the scanner panel.
'Description'	Enter a text that provides complementary information about the destination.
'Type'	Select the destination type 'FTP'.
'User name'	Enter the user account name (local or domain). If Anonymous Connections are allowed, you can leave the box empty.
'Password'	Enter the password of the user account (local or domain). If Anonymous Connections are allowed, you can leave the box empty.
'Folder'	Enter the name or IP address of the FTP server and the path to the destination folder. Use the following syntax: <ul style="list-style-type: none"> • <hostname>[/<path>] or, • <IP address>[/<path>]

5. Click 'OK' to confirm.

6. Log out when you are finished.

Result

The printer software automatically checks the validity of the remote destination.



If	Then
the creation is successful	A successful message displays: 'The remote destination is valid'.
an error occurred.	The creation of the remote destination fails. An error message displays. To fix the issue, see: Troubleshoot the creation of an FTP external location on page 134.

- Click 'Change' to come back to the configuration screen.
- Click 'Save' to save the template as you defined it.

Configure the FTP scan destination in the Océ ColorWave 550/650 R2 Express WebTools

Before you begin

Open Océ Express WebTools.

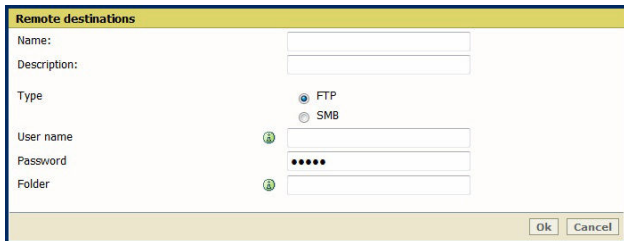


NOTE

For more information about the encryption of the user name and the password, refer to the Océ PlotWave-ColorWave Systems Security - Administration guide.

Procedure

1. From the [Configuration] tab, open the 'Remote Destinations' window. If requested, logon to Océ Express WebTools.
2. Click 'Create new'.



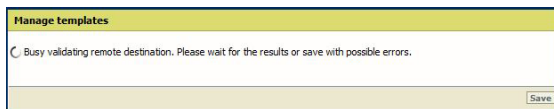
3. Fill in the text boxes to define the FTP remote destination.

Text box	Content to define
'Name'	Enter a logical name for the destination. This logical name also appears on the scanner panel.
'Description'	Enter a text that provides complementary information about the destination.
'Type'	Select the destination type 'FTP'.
'User name'	Enter the user account name (local or domain). If Anonymous Connections are allowed, you can leave the box empty.
'Password'	Enter the password of the user account (local or domain). If Anonymous Connections are allowed, you can leave the box empty.
'Folder'	Enter the name or IP address of the FTP server and the path to the destination folder. Use the following syntax: <ul style="list-style-type: none"> • <hostname>[/<path>] or, • <IP address>[/<path>]

4. Click 'OK' to confirm.
5. Log out when you are finished.

Result

The printer software automatically checks the validity of the remote destination.



If	Then
the creation is successful	A successful message displays: 'The remote destination is valid'.
an error occurred.	The creation of the remote destination fails. An error message displays. To solve the problem, see Troubleshoot the creation of an FTP scan destination on page 136

- Click 'Change' to come back to the configuration screen.
- Click 'Save' to save the template as you defined it.



Configure the FTP external location in the Océ PlotWave 340/345/360/365/450/500/550 and Océ ColorWave 500/700/3500/3700 Express WebTools



Procedure

1. In Océ Express WebTools of your Océ PlotWave 340/345/360/365/450/500/550 or Océ ColorWave 500/700/3500/3700 system, select the 'Configuration' tab.
2. Select 'External locations'.
3. Click 'Create new'.
A new window opens.

[15] Illustration of the configuration window for the FTP external location on an Océ PlotWave 340/360 v1.1

4. Fill in the text boxes to define the FTP external location.

Text box	Content to define
Name	Enter a logical name for the destination. This logical name also appears on the printer operator panel.
Description	Enter a text that provides complementary information about the location.  NOTE This field cannot be empty.
Type	Select the destination type 'FTP'.
Path	Enter the name or the IP address of the FTP server, and the path to the destination folder. Use the following syntax: <ul style="list-style-type: none"> • <hostname>[/<path>] or, • <IP address>[/<path>].  NOTE Within an IPv6 environment, you may need to refer to: External location creation in an IPv6 environment on page 116

Text box	Content to define
Credentials (except for Océ PlotWave 340/360 versions prior to v1.1)	Select one of the proposed values. <ul style="list-style-type: none"> 'Use the following credentials for automatic login': the credentials defined in the next fields ('User name' and 'Password') are stored permanently into the printer controller. Users can then access directly to the external location. <p> IMPORTANT For the Océ PlotWave 340/360 printers: this value is compatible with the previous version v1.0.x of the printer. After an upgrade of the print system (from v1.0.x to v1.1), the value 'Use the following credentials for automatic login' automatically applies to the existing external locations.</p> <ul style="list-style-type: none"> 'Prompt the user to log in on the user panel': the credentials are not stored into the printer controller. Users must enter the credentials ('User name' and 'Password') on the user panel when they want to access the external location. <p> IMPORTANT For the Océ PlotWave 340/360 printers: this value is only available from the version v1.1 of the printer.</p> <p>To know how to log in from the user panel, refer to the section: Log in to an external location on page 103.</p>
User name	Enter the FTP account user name (local or domain). If Anonymous Connections are allowed, you can leave the box empty.
Password	Enter the password of the user account (local or domain). If Anonymous Connections are allowed, you can leave the box empty.
Access permissions Enabled functionalities	None, Print from only, Scan to only, Print from and Scan to

5. Click 'OK' to confirm.



NOTE

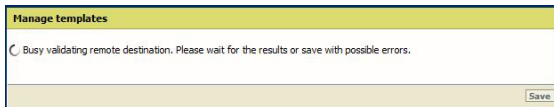
It is possible to create 421 external locations, for:

- the Océ PlotWave 340/360 (R1.2 and higher),
- the Océ PlotWave 500 (R1.1 and higher),
- the Océ ColorWave 500/700/3500/3700,
- the Océ PlotWave 345/365,
- and the Océ PlotWave 450/550

For other products or releases, 20 external locations can be created.

Result

The printer software automatically checks the validity of the external location.



After you finish

If the creation is successful, the destination appears in the list of external locations.

If an error occurred, the creation of the external location fails. An error message displays.

To fix the issue, see: [Troubleshoot the creation of an FTP external location on page 134](#)

- Click 'Change' to come back to the configuration screen.
- Click 'Save' to save the location as you defined it.

Configure the FTP destination in the Océ ColorWave 300/PlotWave Express WebTools

Procedure

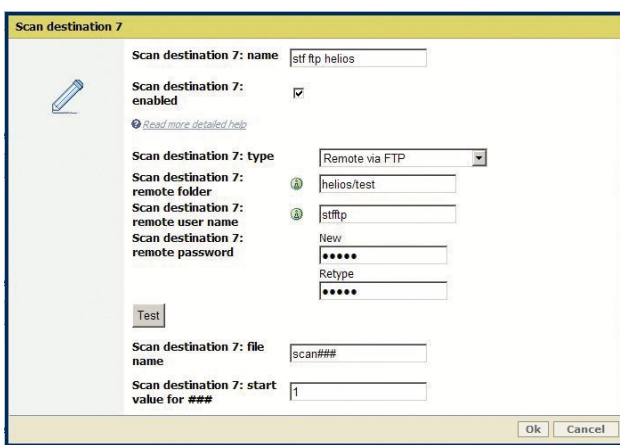
1. From the [Configuration] tab, open [Scan destinations] to configure the Scan-to-File destinations.
2. Search for a scan destination that is not enabled yet, or that the customer wants to configure. Click 'Edit'.

If requested, log in to Océ Express WebTools.



NOTE

The first and second scan destination are reserved for Local and USB scan. Use another scan destination.



[16] Configure the FTP destination

3. Fill in the text boxes to define the 'Destination properties':

Text box	Content to define
'Name'	Enter a logical name for the destination. This logical name also appears on the scanner panel.
'Enabled'	Place a check mark in the enabled box.
'Type'	Select the destination type 'Remote via FTP'.
'Remote folder'	Enter the name or IP address of the FTP server and the path to the destination folder. Use the following syntax: <ul style="list-style-type: none"> • <hostname>[/<path>] or, • <IP address>[/<path>]
'Remote user name'	Enter the user account name (local or domain). If Anonymous Connections are allowed, you can leave the box empty.
'Remote password'	Enter the password of the user account (local or domain). If Anonymous Connections are allowed, you can leave the box empty.



NOTE

In a Japanese environment, the FTP server only supports the Shift-JIS encoding. Before you configure a Japanese FTP server, open the 'Generic' - 'Encoding for remote FTP server' setting of your Océ Express WebTools. Make sure the value is set to 'Shift-JIS'.

4. Click 'OK' to confirm.
5. Log out when you are finished.

Result

With the Océ PlotWave 300 and the Océ ColorWave 300 printers, from their version 1.2.1, you can [test the validity of the remote scan destination on page 98](#).

Configure the FTP destination in the Océ TDS/TCS Scan Manager

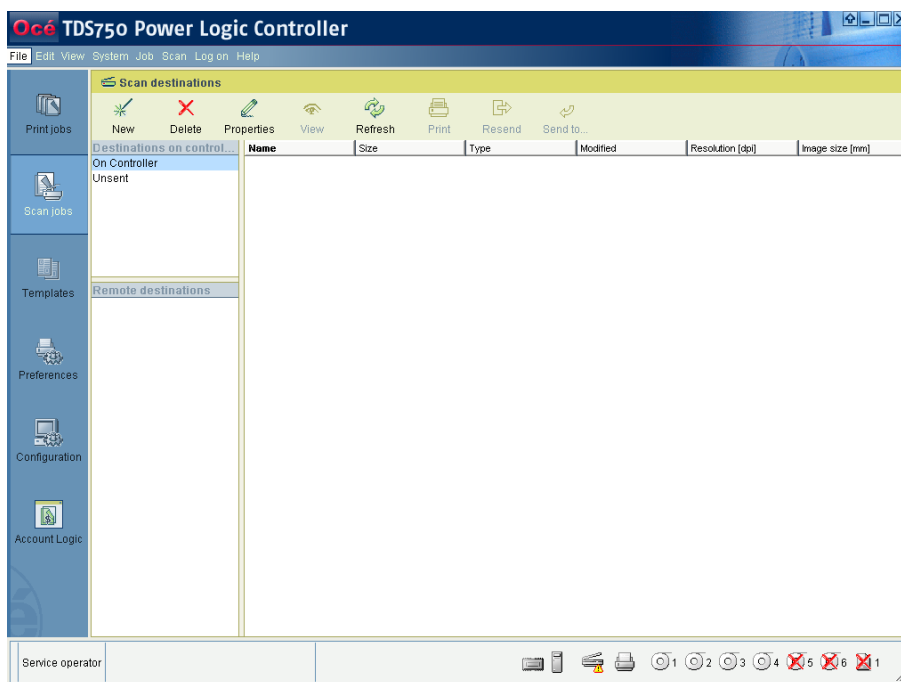
Procedure

1. Select 'Destinations' in the tree view of the Scan Manager.



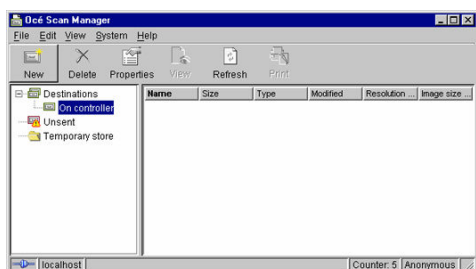
NOTE

For the Océ TDS7x0 printers and the Océ TC4 scanner, click 'Scan Jobs' to open the 'Scan destinations' window.



[17] Interface for Océ TDS7x0 printers and TCS scanner (Océ Power Logic Controller)

2. Click on the 'New' button of the toolbar.



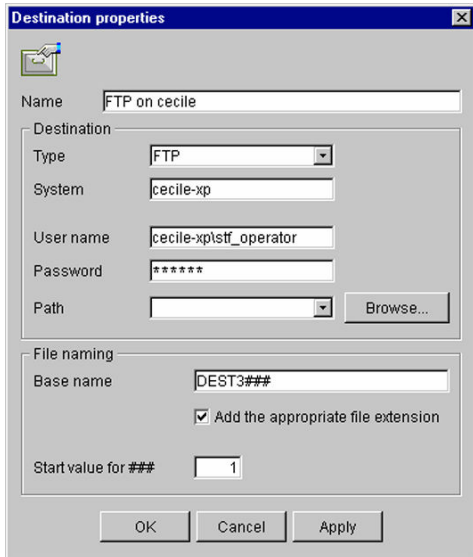
[18] Océ Scan Manager

The 'Destination properties' dialogue box appears.

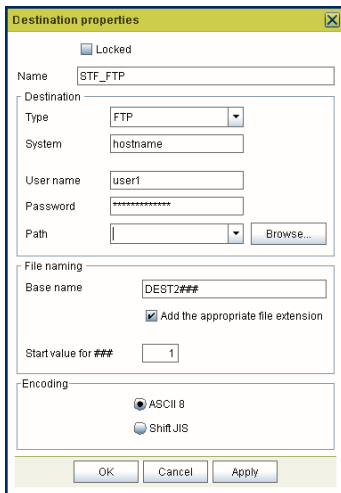
3. Fill in the text boxes to define the 'Destination properties':

Text box	Content to define
'Name'	Enter a logical name for the destination. This logical name also appears on the scanner panel.
'Type' (drop-down list)	Choose destination type 'FTP'.
'System'	Enter the name or IP address of the FTP server. ▶

Text box	Content to define
'User name'	Enter the user account name (local or domain). If Anonymous Connections are allowed, you can leave the box empty.
'Password'	Enter the password of the user account (local or domain). If Anonymous Connections are allowed, you can leave the box empty.
'Path'	Enter the path to the destination folder (if any).



[19] Example of destination properties in Océ Scan Manager



[20] Example of destination properties in Océ Power Logic Controller

4. Click 'OK'.

Chapter 4

Configure a Scan-to-File environment to a Cloud external location (Océ PlotWave 340/345/360/365/450/500/550 and Océ ColorWave 500/700/3500/3700 systems)

Scan to an External location - introduction (Océ PlotWave 340/345/360/365/450/500/550 and Océ ColorWave 500/700/3500/3700)

Introduction

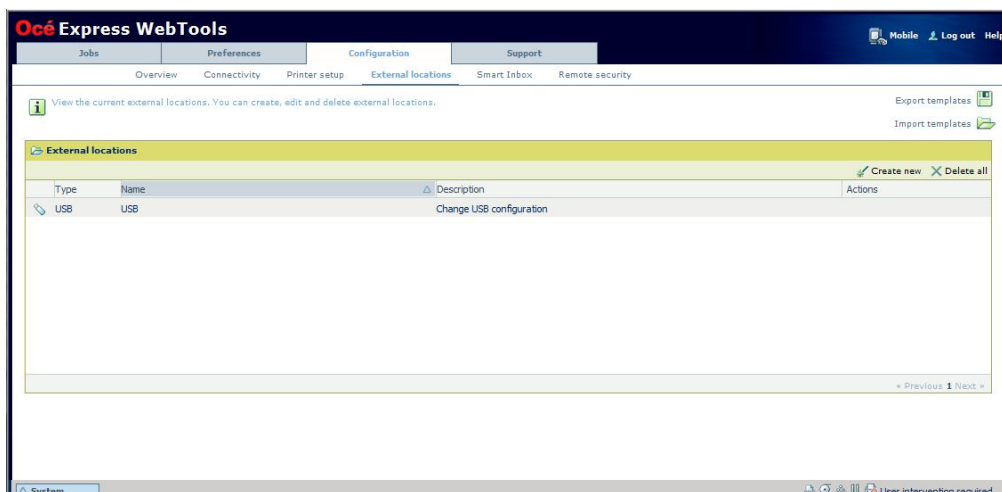
Whatever action you want to perform with the external location (Print from or Scan to), the configuration to create, to modify, or to delete the external location is the same.

With the Océ PlotWave 340/345/360/365/450/500/550 and the Océ ColorWave 500/700/3500/3700 systems, you can scan documents to an external location. This location can be a remote folder (SMB or FTP), or a folder located on the Cloud.

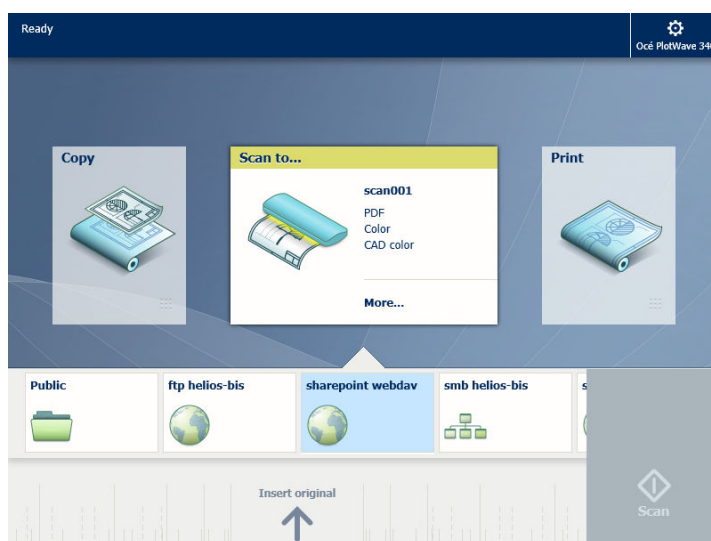
Prerequisites

To configure a 'Scan to' external location, you must:

- configure the destination folder or path on the workstation where you want to scan to
- configure the corresponding external location on the printer controller



[21] Configuration of an external location from the Océ Express WebTools



[22] View of the 'Scan to' locations from the printer panel

Create a Cloud external location

Introduction to supported Cloud locations

It is possible to create the external location on the cloud. Two types of Cloud locations exist.

- WebDAV protocol compatible web services:
 - some external sites are WebDAV compatible
 - Sharepoint sites are WebDAV compatible
- Non WebDAV protocol compatible web services.



NOTE

Some Clouds are not WebDAV compliant. They are not officially supported by the printing systems. However, the present chapter also provide some related information.

WebDAV

Web Distributed Authoring and Versioning (WebDAV) is an extension of the Hypertext transfer protocol in order to communicate with Web Servers for managing documents.

More and more Web Servers in the Cloud supports WebDAV protocol (for instance: Microsoft SharePoint).

You can print from a WebDAV location, and you can also scan to this location. The next section provides the details for scanning.

List of supported WebDAV environments

Here is the list of the web services supporting WebDAV protocol you can configure with your print system:

- Cloudsafe
- Box.com
- AutoDesk Buzzsaw
- AutoCAD WS
- MyDisk

Here is the list of other WebDAV compliant repositories to which you can connect your print system:

- Microsoft SharePoint
- Apache Jackrabbit

Non WebDAV compliant Clouds

It is also possible to create the external location on Clouds which are not WebDAV compliant (e.g. with DropBox). To do so, you need a 3rd party provider, that is Webdav compatible and which enables some non WebDAV compliant cloud storage.

In the next section, as an example, we use: CloudDav™, from Storamadeeasy (SME™).

Configure the Proxy settings

Before you begin

Open the printer controller application.

When to do

A proxy may be required to configure an external location located in the Cloud (for instance, when the external location requires a connection to the Internet). Configure the proxy settings as follows.

Procedure

1. From Océ Express WebTools, select the 'Configuration' tab.
2. Select 'Connectivity - Proxy settings'.

Setting	Value
Proxy enabled	Disabled
Proxy hostname	
Proxy port	81
Proxy requires authentication	No
Proxy authentication: user	
Proxy authentication: password	*****
Proxy authentication: domain	

3. Click the 'Edit' button.
A new window opens.

Proxy settings

Proxy enabled

Proxy hostname

Proxy port

Proxy requires authentication

Proxy authentication: user

Proxy authentication: password

 Retype

Proxy authentication: domain

Ok Cancel

4. Fill in the fields.

Setting name	Content to define
[Proxy enabled]	Enable it if required.
[Proxy hostname]	Enter the proxy hostname. It is recommended to enter the fully Qualified name i.e. including the correct DNS suffix (e.g. <Hostname>.<DNS.Suffix>).
[Proxy port]	Enter the Proxy TCP port.
[Proxy requires authentication]	Check the box if an authentication is required.
[Proxy authentication: user]	User name for proxy authentication.

Configure the Proxy settings

Setting name	Content to define
[Proxy authentication: password]	Password for proxy authentication.
[Proxy authentication: domain]	Enter the user domain if required, otherwise let it blank.



NOTE

For more information about the encryption of the user name and the password, refer to the Océ PlotWave-ColorWave Systems Security - Administration guide.

Result

Now you can configure the Cloud external location.

Configure your environment to address a non-WebDAV-compliant Cloud storage

Before you begin

Choose a 3rd party provider, that is WebDAV compatible, and which supports your non-WebDAV-compliant Cloud storage. This external provider will turn your non-WebDAV-compliant Cloud into one that can be used with your Océ printing system.

In this section, we use CloudDav, from Storamadeeasy, as an example: this provider supports several Clouds.

(For more information, refer to SME website: <http://storamadeeasy.com>; or the complete list: http://storamadeeasy.com/cloud_list.)



NOTE

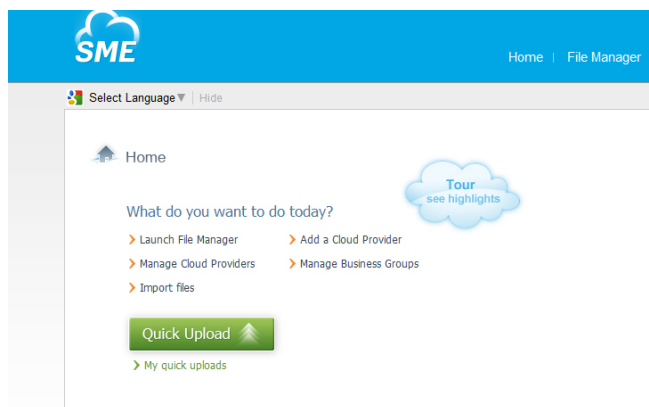
SME is free for personal usage, but not for business usage. Please consult the price on: <http://storamadeeasy.com>

When to do

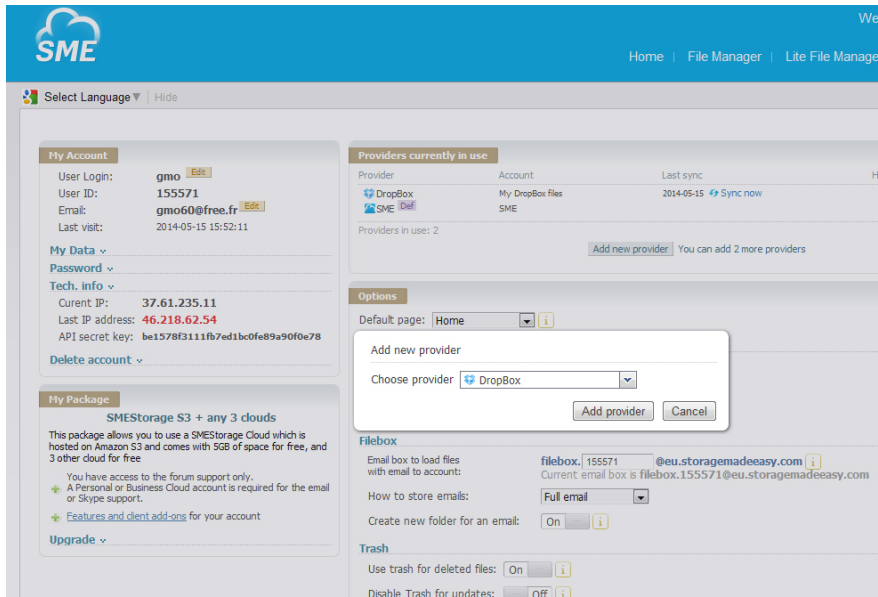
The next procedure is built on the assumption that you want to define an external location to your DropBox cloud.

Procedure

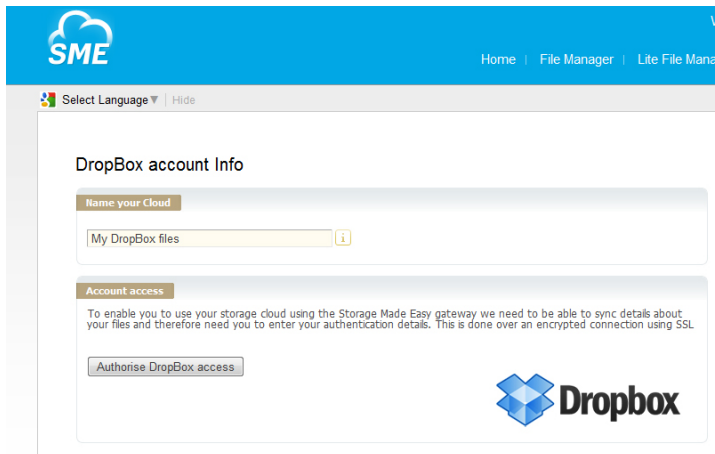
1. Create a new account on SME (Personal or business).
2. Log in to your SME account.
3. From the Home page, click 'Add a Cloud Provider' to add your DropBox provider.



4. Select DropBox in the list.

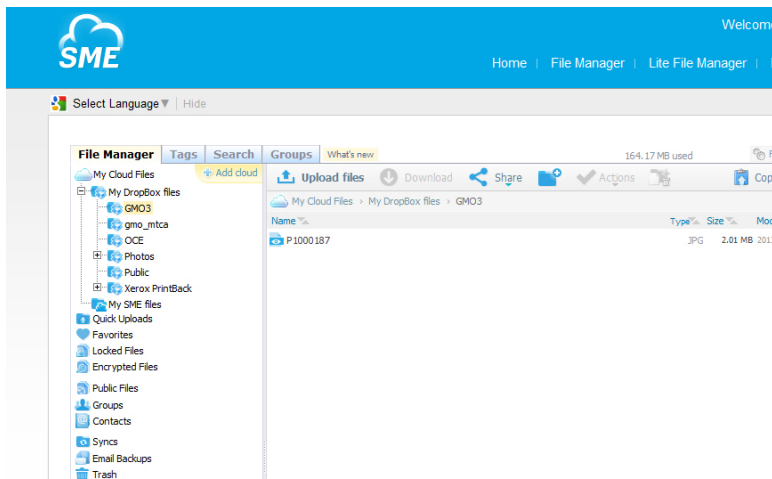


- 5. Enter your DropBox account information.
- 6. Allow the DropBox access.



Result

You can now see your DropBox files in SME File Manager.



After you finish

Retrieve the information that is needed to configure the new Cloud as an external location on your printer controller.

The parameters which will be used to create the external location creation on the printer controller are:

- Path: `https://webdaveu.storagemadeeasy.com/My%20DropBox%20files/`



NOTE

(The generic URL to use cloudDAV once enabled is `https://webdav.storagemadeeasy.com`, or `https://webdaveu.storagemadeeasy.com` for EU server)

- Username: <your SME account>
- Password: <the SME password>

Configure a WebDAV external location on the printer controller

Before you begin

Open the printer controller application.

If a proxy is required, see: [Configure the Proxy settings for a Cloud external location on page 85](#)

If the Cloud is not WebDAV compliant, refer to the dedicated procedure in the previous section.



NOTE

For more information about the encryption of the user names and passwords, refer to the Océ PlotWave-ColorWave Systems Security - Administration guide.

Configure the WebDAV location from the Océ Express WebTools




Procedure

1. From the Océ Express WebTools, select the 'Configuration' tab.
 2. Select 'External locations'.
 3. Click 'Create new'.
- A new window opens.

[23] Illustration of the configuration window for the WebDAV external location on an Océ PlotWave 340/360 v1.1

4. Fill in the text boxes to define the WebDAV external location.

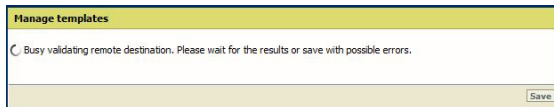
Setting name	Content to define
Name	Enter a logical name for the location. This logical name also appears on the printer operator panel.
Description	Enter a text that provides complementary information about the location. This field cannot be empty.
Type	Choose a location type. Here, select 'WebDAV'. ▶

Setting name	Content to define
Path	<p>Enter the complete folder access on your WebDAV. E.g.: http://sharepoint.domain.net/project/subproject/Shared%20Documents</p> <p>Consult your WebDAV server documentation on how to access to the folder access.</p> <p> NOTE For examples of the Folder access of WebDAV server, see: Tips for the retrieval of Cloud locations path on page 93.</p>
Use proxy settings	<p>Check the box if proxy settings are required to access to the WebDAV server over the Internet.</p>
Credentials (except for Océ PlotWave 340/360 versions prior to v1.1)	<p>Select one of the proposed values.</p> <ul style="list-style-type: none"> 'Use the following credentials for automatic login': the credentials defined in the next fields ('User name' and 'Password') are stored permanently into the printer controller. Users can then access directly to the external location. <p> IMPORTANT For the Océ PlotWave 340/360 printers: this value is compatible with the previous version v1.0.x of the printer. After an upgrade of the print system (from v1.0.x to v1.1), the value 'Use the following credentials for automatic login' automatically applies to the existing external locations.</p> <ul style="list-style-type: none"> 'Prompt the user to log in on the user panel': the credentials are not stored into the printer controller. Users must enter the credentials ('User name' and 'Password') on the user panel when they want to access the external location. <p> IMPORTANT For the Océ PlotWave 340/360 printers: this value is only available from the version v1.1 of the printer.</p> <p>To know how to log in from the user panel, refer to the dedicated section in the present guide.</p>
Username	<p>Enter the user account name to access to the WebDAV server.</p>
Password	<p>Enter the password of the user account to access to the WebDAV server.</p>
Access permissions Enabled functionalities	<p>Select the Access permissions among the proposed values: None, Print from only, Scan to only, Print from and Scan to.</p>

- Click 'OK'.

Result

The printer software automatically checks the validity of the external location.



After you finish

If the creation is successful, the destination appears in the list of external locations.

If an error occurred, the creation of the external location fails. An error message displays.

To fix the issue, see: [Troubleshoot the creation of a WebDAV location on page 137](#)

- Click 'Change' to come back to the configuration screen.
- Click 'Save' to save the location as you defined it.

Tips for the retrieval of Cloud locations path

Tip for path creation with SharePoint

When using SharePoint with your Internet browser, the URL looks like this:

```
http://sharepoint.ocecreteil.oce.net/mns/RnD-SnS/Shared%20Documents/Forms/AllItems.aspx?
RootFolder=%2fmns%2fRnD%2dSnS%2fShared%20Documents
%2ftest&FolderCTID=&View=%7b0020140C%2d93CB
%2d4DD4%2dA776%2d63A2A4392D94%7d
```

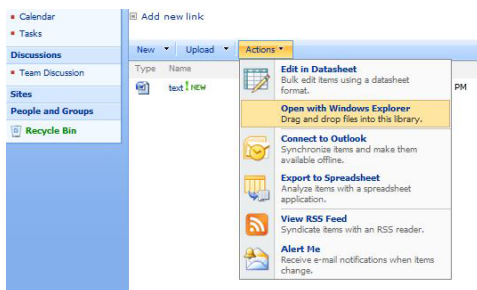


IMPORTANT

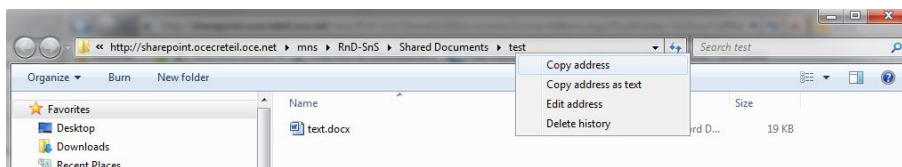
Do not use the above folder syntax for the External location 'path' setting.

Follow the next steps to define the path of the external location.

1. With your browser, go to the SharePoint location you want to print from or scan to.
2. Click 'Actions'.
3. Select 'Open with Windows Explorer'.



4. A new window opens. Right-click on the address in the address bar, and select 'Copy address as text' in the contextual menu.



5. Report this address as the path to the External location when you create the related location from the printer controller.
The path now looks like this: `http://sharepoint.ocecreteil.oce.net/mns/RnD-SnS/Shared Documents/test`

Tip for path creation with a Cloud WebDAV server (e.g. Box.com)

Generally, the Web Access and the folder access are different. The 'path' setting must correspond to the folder access. We recommend that you consult to the documentation of the WebDAV server for the folder syntax.

Example:



IMPORTANT

Do NOT use the next syntax.

- `https://www.box.com/files#/files/0/j/123456/test`



NOTE

USE the syntax of one of the next examples.

- `https://dav.box.com`
`https://dav.box.com/dav`

Chapter 5

Configure a Scan-to-Home folder (for Océ PlotWave 345/365/450/550 and Océ ColorWave 500/700/3500/3700 systems)

Scan to the Home folder: introduction and prerequisites

Introduction

Home folders are private network locations where the Active Directory users can store their files.

Definition

With the 'Scan to Home' feature, an authenticated user can send scanned files from the system directly to his/her Microsoft Active Directory Home folder.

Attributes

To allow a user to scan files to his/her Home folder, the following configurations are required:

Item to configure	Requirements
Microsoft Active Directory	<ul style="list-style-type: none">• A Home folder exists for each user• Users have the Read and Write rights for their private Home folder
Network	<ul style="list-style-type: none">• Kerberos (for authentication)• LDAP (for access to Home directory)• SMB protocols (for data transfer)
Printer configuration	The User authentication is enabled and configured.

Scan to a Home folder

Procedure

1. For a complete description of the 'Scan to Home' feature, refer to the Océ PlotWave-ColorWave Systems Security - Administration guide.
The Security guide also contains a full description of the 'Scan to Home' behaviour. This feature is available for the Océ PlotWave 345/365/450/550, Océ ColorWave 500/700 (from R4.1) and Océ ColorWave 3500/3700 systems.

Chapter 6

Test the validity of the Scan-to-File environment

Test the validity of the remote destination

Make sure you created a valid folder

Find in the next table the link to the procedure that corresponds to your operating system. The related procedure describes how to make sure that the remote/external folder (that you want to connect with your print system) is valid.

If your printer is an...	Then refer to the procedure...
Océ ColorWave 500 Océ ColorWave 550 (R2 and R3) Océ ColorWave 650 (R2 and R3) Océ ColorWave 700 Océ ColorWave 3500 Océ ColorWave 3700 Océ PlotWave 340 Océ PlotWave 345 Océ PlotWave 360 Océ PlotWave 365 Océ PlotWave 450 Océ PlotWave 500 Océ PlotWave 550	Test the validity of the remote scan destination/external location: Océ PlotWave 340/345/360/365/450/500/550 and Océ ColorWave 500/550/650/700/3500/3700 on page 102
Océ ColorWave 300 or another Océ PlotWave system	Test the validity of the remote scan destination: Océ ColorWave 300 and Océ PlotWave 300/350/750/900 on page 98
Océ TDS/TCS system	Not applicable. There is no procedure to make sure the scan destination is valid for the Océ TDS/TCS systems. In case of error, refer to: <ul style="list-style-type: none"> • the troubleshooting chapter provided in this manual. • your Canon local representative for support information: "http://www.canon.com/support/"

Test the validity of the remote scan destination: Océ ColorWave 300 and the Océ PlotWave 300/350/750/900 systems

Introduction

From the version 1.2.1 of the Océ PlotWave 300 and the Océ ColorWave 300 printers, a specific 'Test' feature has been introduced to support the creation of a scan destination.

This 'Test' feature allows to check, or to troubleshoot, a remote scan destination (SMB or FTP).



NOTE

This feature is now also available for Océ PlotWave 350, Océ PlotWave 750 and Océ PlotWave 900 printers.

Purpose

The 'Test' feature is a 'Test' button available in the 'Scan destination' window.

Use it in order to test:

- the validity of the parameters entered when you create a scan destination
- the connection validity when a problem occurs during a remote Scan to File operation

When to do

After you configured the scan destination on the controller.

Before you begin

The 'Scan destination' window must be opened. If not already done:

1. Open a web browser and enter the URL of the printing system (<http://<hostname>>) to open the Océ Express WebTools.
2. Go to 'Configuration' - 'Scan destinations'.

Test the scan destination

Procedure

1. Select a Scan destination and click on 'Edit'.
If requested, logon to Océ Express WebTools.



NOTE

You can logon as: System administrator, Key operator or Power User.

The selected Scan destination window appears.

2. Click the 'Test' button.

Scan destination 4

Scan destination 4: name STF SMB on Host1

Scan destination 4: enabled

[Read more detailed help](#)

Scan destination 4: type Remote via SMB

Scan destination 4: remote folder \\host1\stfsmb

Scan destination 4: remote user name host1\share

Scan destination 4: remote password New

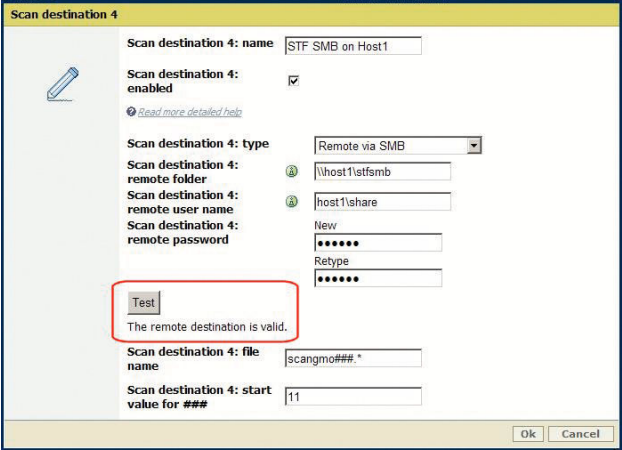
Retype

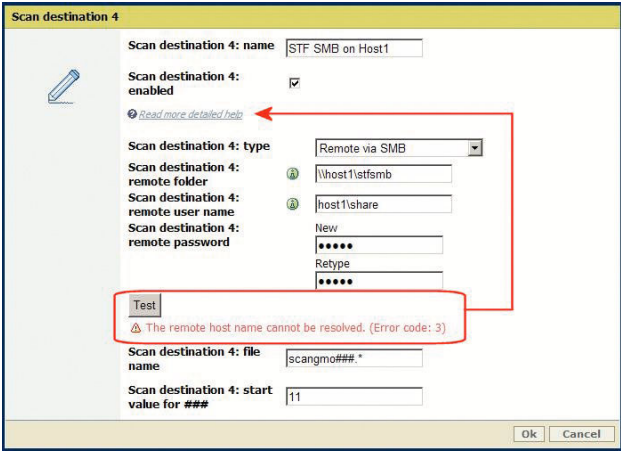
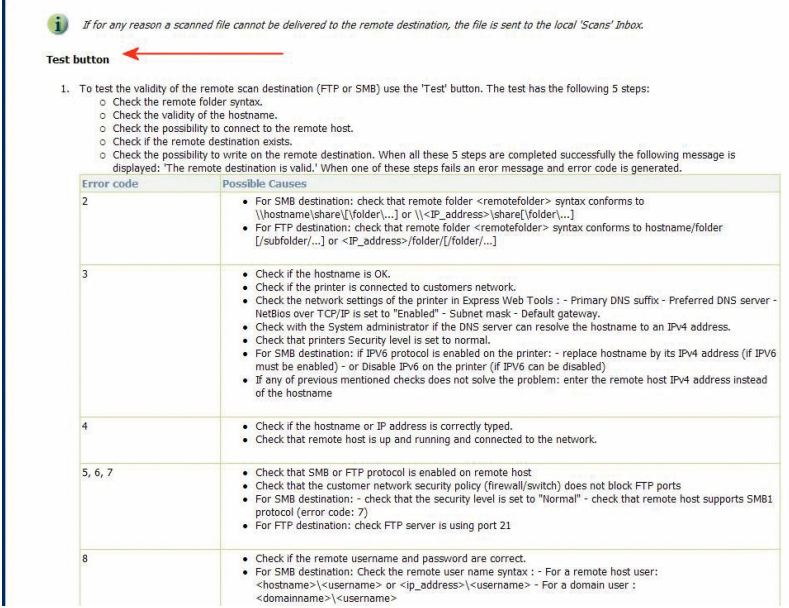
Test

Scan destination 4: file name scangmo###.*

Scan destination 4: start value for ### 11

Ok Cancel

If	Then
the message 'The remote destination is valid' appears	Click 'OK' to close the 'Scan destination' window. 

If	Then												
<p>something goes wrong during the test, an error message is displayed with a possible error cause.</p>	<ol style="list-style-type: none"> Note the 'Error code' number generated. In the 'Scan destination' window, click 'Read more detailed help'  <ol style="list-style-type: none"> A window opens and displays the 'Configure scan destinations' section of the online help. Scroll down until you reach the 'Test button' section. In the table, make the corrective actions proposed in the 'Possible Causes' section that corresponds to the error code you noted.  <table border="1"> <thead> <tr> <th>Error code</th> <th>Possible Causes</th> </tr> </thead> <tbody> <tr> <td>2</td> <td> <ul style="list-style-type: none"> For SMB destination: check that remote folder <remotefolder> syntax conforms to \\hostname[share][\folder\...] or \<IP_address>\share[\folder\...] For FTP destination: check that remote folder <remotefolder> syntax conforms to hostname/folder[/subfolder/...] or <IP_address>/folder[/folder/...] </td> </tr> <tr> <td>3</td> <td> <ul style="list-style-type: none"> Check if the hostname is OK. Check if the printer is connected to customers network. Check the network settings of the printer in Express Web Tools : - Primary DNS suffix - Preferred DNS server - NetBios over TCP/IP is set to "Enabled" - Subnet mask - Default gateway. Check with the System administrator if the DNS server can resolve the hostname to an IPv4 address. Check that printers Security level is set to normal. For SMB destination: if IPv6 protocol is enabled on the printer: - replace hostname by its IPv4 address (if IPv6 must be enabled) - or Disable IPv6 on the printer (if IPv6 can be disabled) If any of previous mentioned checks does not solve the problem: enter the remote host IPv4 address instead of the hostname </td> </tr> <tr> <td>4</td> <td> <ul style="list-style-type: none"> Check if the hostname or IP address is correctly typed. Check that remote host is up and running and connected to the network. </td> </tr> <tr> <td>5, 6, 7</td> <td> <ul style="list-style-type: none"> Check that SMB or FTP protocol is enabled on remote host Check that the customer network security policy (firewall/switch) does not block FTP ports For SMB destination: - check that the security level is set to "Normal" - check that remote host supports SMB1 protocol (error code: 7) For FTP destination: check FTP server is using port 21 </td> </tr> <tr> <td>8</td> <td> <ul style="list-style-type: none"> Check if the remote username and password are correct. For SMB destination: Check the remote user name syntax : - For a remote host user: <hostname>\<username> or <ip_address>\<username> - For a domain user : <domainname>\<username> </td> </tr> </tbody> </table> <p>Repeat from step 2 of this procedure.</p>	Error code	Possible Causes	2	<ul style="list-style-type: none"> For SMB destination: check that remote folder <remotefolder> syntax conforms to \\hostname[share][\folder\...] or \<IP_address>\share[\folder\...] For FTP destination: check that remote folder <remotefolder> syntax conforms to hostname/folder[/subfolder/...] or <IP_address>/folder[/folder/...] 	3	<ul style="list-style-type: none"> Check if the hostname is OK. Check if the printer is connected to customers network. Check the network settings of the printer in Express Web Tools : - Primary DNS suffix - Preferred DNS server - NetBios over TCP/IP is set to "Enabled" - Subnet mask - Default gateway. Check with the System administrator if the DNS server can resolve the hostname to an IPv4 address. Check that printers Security level is set to normal. For SMB destination: if IPv6 protocol is enabled on the printer: - replace hostname by its IPv4 address (if IPv6 must be enabled) - or Disable IPv6 on the printer (if IPv6 can be disabled) If any of previous mentioned checks does not solve the problem: enter the remote host IPv4 address instead of the hostname 	4	<ul style="list-style-type: none"> Check if the hostname or IP address is correctly typed. Check that remote host is up and running and connected to the network. 	5, 6, 7	<ul style="list-style-type: none"> Check that SMB or FTP protocol is enabled on remote host Check that the customer network security policy (firewall/switch) does not block FTP ports For SMB destination: - check that the security level is set to "Normal" - check that remote host supports SMB1 protocol (error code: 7) For FTP destination: check FTP server is using port 21 	8	<ul style="list-style-type: none"> Check if the remote username and password are correct. For SMB destination: Check the remote user name syntax : - For a remote host user: <hostname>\<username> or <ip_address>\<username> - For a domain user : <domainname>\<username>
Error code	Possible Causes												
2	<ul style="list-style-type: none"> For SMB destination: check that remote folder <remotefolder> syntax conforms to \\hostname[share][\folder\...] or \<IP_address>\share[\folder\...] For FTP destination: check that remote folder <remotefolder> syntax conforms to hostname/folder[/subfolder/...] or <IP_address>/folder[/folder/...] 												
3	<ul style="list-style-type: none"> Check if the hostname is OK. Check if the printer is connected to customers network. Check the network settings of the printer in Express Web Tools : - Primary DNS suffix - Preferred DNS server - NetBios over TCP/IP is set to "Enabled" - Subnet mask - Default gateway. Check with the System administrator if the DNS server can resolve the hostname to an IPv4 address. Check that printers Security level is set to normal. For SMB destination: if IPv6 protocol is enabled on the printer: - replace hostname by its IPv4 address (if IPv6 must be enabled) - or Disable IPv6 on the printer (if IPv6 can be disabled) If any of previous mentioned checks does not solve the problem: enter the remote host IPv4 address instead of the hostname 												
4	<ul style="list-style-type: none"> Check if the hostname or IP address is correctly typed. Check that remote host is up and running and connected to the network. 												
5, 6, 7	<ul style="list-style-type: none"> Check that SMB or FTP protocol is enabled on remote host Check that the customer network security policy (firewall/switch) does not block FTP ports For SMB destination: - check that the security level is set to "Normal" - check that remote host supports SMB1 protocol (error code: 7) For FTP destination: check FTP server is using port 21 												
8	<ul style="list-style-type: none"> Check if the remote username and password are correct. For SMB destination: Check the remote user name syntax : - For a remote host user: <hostname>\<username> or <ip_address>\<username> - For a domain user : <domainname>\<username> 												

Test the validity of the remote scan destination/external location: Océ PlotWave 340/345/360/365/450/500/550 and Océ ColorWave 500/550/650/700/3500/3700

When to do

After you configured the scan destination on the controller.

Test the scan destination/external location validity on the Océ PlotWave 340/345/360/365/450/500/550 and Océ ColorWave 500/550/650/700/3500/3700

Procedure

1. The printer software automatically checks the validity of the remote destination.

If	Then
the creation is successful	A successful message displays: 'The remote destination is valid'.
an error occurred	The creation of the remote destination fails. An error message displays. See the next steps (2 or 3) to fix the issue.



NOTE

On the recent Océ systems, the 'remote destination' is named 'external location'. The procedures are identical.

2. To create a valid SMB scan destination, refer to the procedure:
[Troubleshoot the creation of an SMB external location on page 131](#)
3. To create a valid FTP scan destination, refer to the procedure:
[Troubleshoot the creation of an FTP external location on page 134](#)
4. To create a valid scan destination on a Cloud location, refer to the procedure:
[Troubleshoot the creation of a WebDAV external location \(after an error message\) on page 137](#)

Chapter 7

Log in and scan to an external location

Introduction

The next section is only applicable to the Océ PlotWave 340/360 from version **v1.1**, the Océ PlotWave 345/365, the Océ PlotWave 500, the Océ PlotWave 450/550 and to the Océ ColorWave 500/700/3500/3700 printers.

Depending on the configuration of the external locations, it is possible that a user must enter credentials from the user panel in order to access the external locations.

When to do

When you configured the external location, you defined the 'Credentials' value to 'Prompt the user to log in on the user panel'.

Procedure

1. From the user panel, select the 'Scan' tile.
2. Select the external location where you want to scan the document.
3. Insert the original document to be scanned into the scanner.
Define the needed scan settings.
4. When ready to scan, press the green button. The login window appears on the user panel.
5. Enter the credentials (as previously defined from the Océ Express WebTools).

Setting name	Action
[User name]	Tap the field named 'User name'. A keyboard appears. Enter the 'User name' value defined for this external location. Tap 'OK'.
[Password]	Tap the field name 'Password'. A keyboard appears. Enter the 'Password' value defined for this external location. Tap 'OK'.



NOTE

Make sure the syntax of the 'User name' and 'Password' values is exactly the same as the one defined from Océ Express WebTools.

For an SMB external location, make sure the [User name] syntax is as follows:

- for a local user: <hostname>\<user name> or <IP address>\<user name>
- for a domain user: <domain>\<user name>

6. Tap 'OK' to log in to the external location.
When the credentials are correct, a login icon appears in the top right corner of the user panel.
The scanned document is sent to the external location.



NOTE

As long as the login icon appears on the user panel, the user can access the selected external location (without the need to log in again). A time-out forces the logout after 1 minute of inactivity.

After you finish

To log out from the external location, a user must tap the login icon. The logout window appears. Tap 'Yes' to log out.



NOTE

The login icon corresponds to the last credentials entered by a user (in case several credentials were entered on the user panel).

However, when you log out, you log out from **all** external locations.

Chapter 8

Retrieve scanned files

Scope of this section

The next procedures describe how to retrieve the scanned files from the following print systems:

- Océ TDS/TCS (except the Océ TxS300)
- Océ ColorWave 300
Océ ColorWave 550
Océ ColorWave 650 R2
- Océ PlotWave 300
Océ PlotWave 350
Océ PlotWave 750
Océ PlotWave 900

For the Océ ColorWave 500/550/650 R3/700/3500/3700 and the Océ PlotWave 340/345/360/365/450/500/550, you can only retrieve the scanned files from the Océ Express WebTools interface.

To do so, connect to the Océ Express WebTools interface of your printer. Select the scanned files to retrieve from the 'Scans' Smart Inbox. Save and download the selected files to your workstation.



NOTE

Scan-to-File procedures do not apply to the following print systems:

- Océ TDS300
- Océ TCS300
- Océ ColorWave 600

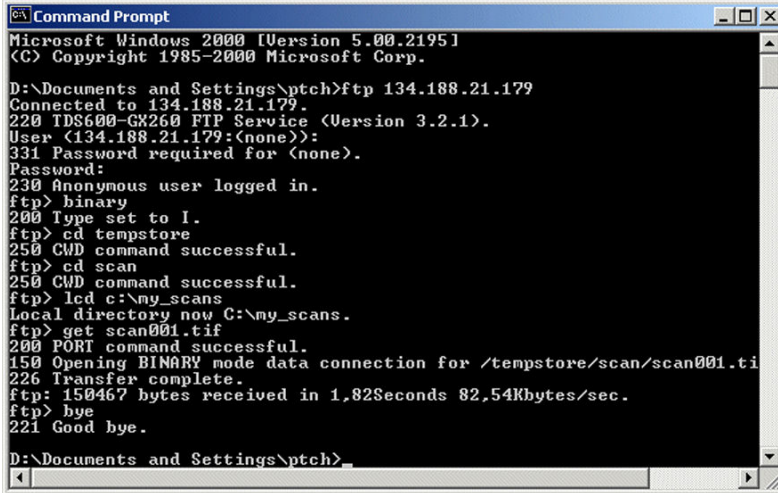
Retrieve the scanned files on a Windows computer

Retrieve scanned files using DOS command line interface

Procedure

1. Launch MS-DOS Command Prompt.
2. Type the command `ftp` followed by the Océ TDS/TCS/ColorWave/PlotWave hostname or IP address.
For example: `ftp tds600-gx260` or `ftp 134.188.21.179`
3. Press 'Enter' twice for user name and password.
A connection is now set to the Océ TDS/TCS/ColorWave/PlotWave FTP server for user 'anonymous'.
4. Type the command `binary` to set the binary transmission mode.
5. Type the command `cd tempstore` to enter the 'tempstore' directory of the Océ TDS/TCS/ColorWave/PlotWave FTP server.
6. Type the command:
 - `cd scan` to enter the 'scan' directory where scans to destination 'on controller' are stored.
 - `cd unsent` to enter the 'unsent' directory where scans not delivered to SMB or FTP remote destination are stored.
7. Type the command `lcd` followed by the local directory containing the data to print (where you store the scans).
For example `lcd c:\my_scans`.
8. Type the command `get` followed by the name of data file.
For example: `get scan001.tiff`.

9. Type `bye` command to close the FTP session.



```
Microsoft Windows [Version 5.00.2195]
(C) Copyright 1985-2000 Microsoft Corp.

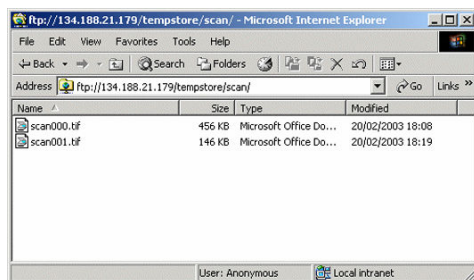
D:\Documents and Settings\ptch>ftp 134.188.21.179
Connected to 134.188.21.179.
220 TDS600-GX260 FTP Service (Version 3.2.1).
User (134.188.21.179:(none)):
331 Password required for (none).
Password:
230 Anonymous user logged in.
ftp> binary
200 Type set to I.
ftp> cd tempstore
250 CWD command successful.
ftp> cd scan
250 CWD command successful.
ftp> lcd c:\my_scans
Local directory now C:\my_scans.
ftp> get scan001.tif
200 PORT command successful.
150 Opening BINARY mode data connection for /tempstore/scan/scan001.tif
226 Transfer complete.
ftp: 150467 bytes received in 1.82Seconds 82.54Kbytes/sec.
ftp> bye
221 Good bye.

D:\Documents and Settings\ptch>
```

Retrieve scanned files using a browser

Procedure

1. Launch the Windows Explorer or an Internet browser (e.g. Microsoft Internet Explorer).
2. Type the FTP address of your Océ TDS/TCS/ColorWave/PlotWave printer.
For example 'ftp://134.188.21.179' or 'ftp://tds600-gx260'.
3. Explore 'tempstore' folder.
4. Explore:
 - 'scan' folder to retrieve scans to destination 'on controller'
 - or 'unsent' folder to retrieve scans not delivered to SMB or FTP remote destination.
5. Select the scan file(s) you want to retrieve and copy them, for example, to the window of another session of the Windows Explorer.



Retrieve the scanned files on a Mac OS X.x computer

Retrieve scanned files using a Terminal command line

Procedure

1. Launch the 'Terminal' utility.
2. Type the command `ftp` followed by the Océ TDS/TCS/ColorWave/PlotWave hostname or IP address.
For example: `ftp PW300` (in our example) or `ftp 134.188.21.179`
3. Press 'Enter' twice for user name and password.
A connection is now set to the Océ TDS/TCS/ColorWave/PlotWave FTP server for user 'anonymous'.
4. Type the command `cd tempstore` to enter the 'tempstore' directory of the Océ TDS/TCS/ColorWave/PlotWave FTP server.
5. Type the command:
 - `cd scan` to enter the 'scan' directory where scans to destination 'on controller' are stored.
 - `cd unsent` to enter the 'unsent' directory where scans not delivered to FTP remote destination are stored.
6. Type the command `lcd` followed by the local directory containing the data to print (where you store the scans).
For example `lcd /Users/genius/Desktop/STF_folder`.
7. Type the command `get` followed by the name of the data file.
For example: `get scan001.tiff`.
The scanned file is copied into the Mac folder.
8. Type `bye` command to close the FTP session.

```

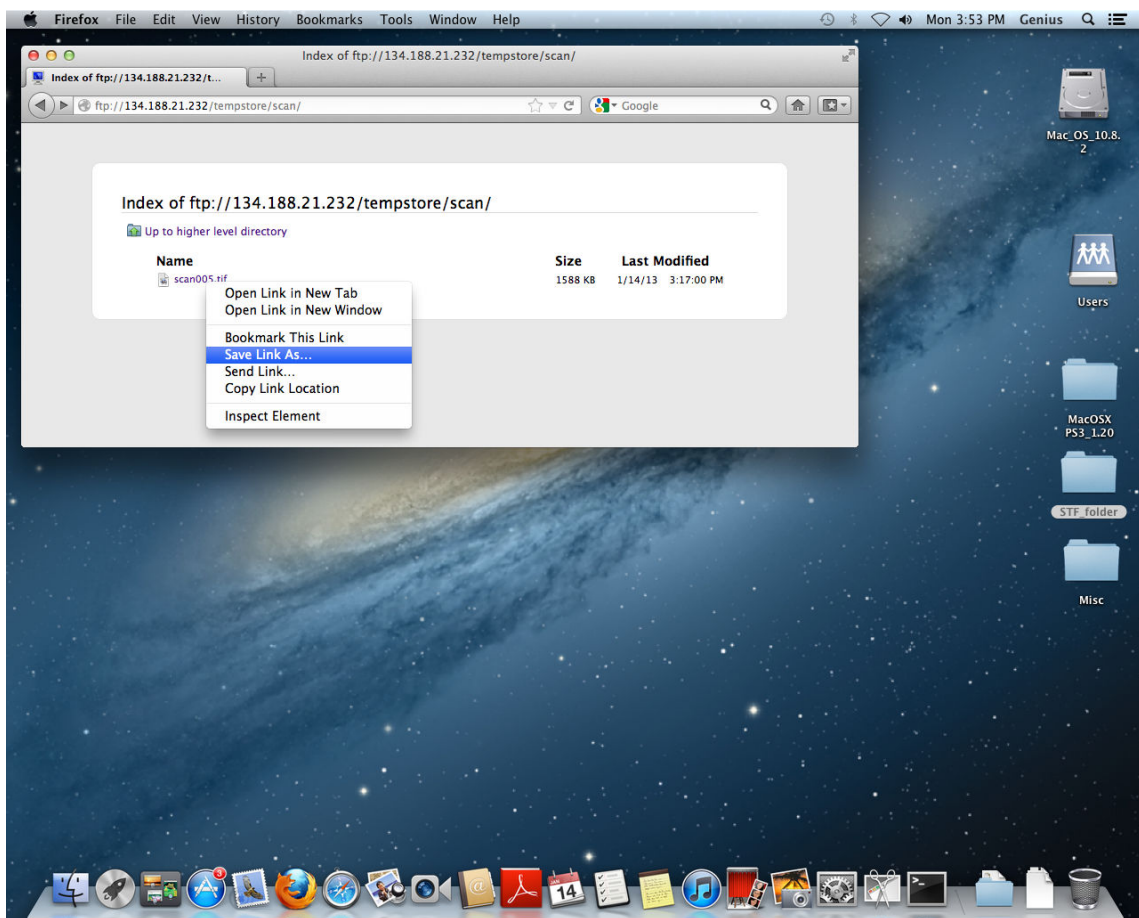
genius ~ bash -- 78x29
Last login: Mon Jan 14 15:20:16 on ttys000
new-mac-mini:~ genius$ ftp PW300
Connected to pw300.sns.ocegr.fr.
220 PW300 FTP Service (Version 4.5.8).
Name (PW300:genius):
331 Password required for genius.
Password:
230 Anonymous user logged in.
Remote system type is UNIX.
Using binary mode to transfer files.
ftp> cd tempstore
250 CWD command successful.
ftp> cd scan
250 CWD command successful.
ftp> lcd /Users/genius/Desktop/STF_folder
Local directory now: /Users/genius/Desktop/STF_folder
ftp> get scan005.tif
local: scan005.tif remote: scan005.tif
229 Entering Passive Mode (|||4242|).
150 Opening BINARY mode data connection for /tempstore/scan/scan005.tif.
 1507 KiB   6.04 MiB/s
226 Transfer complete.
1625398 bytes received in 00:00 (6.02 MiB/s)
ftp> bye
221 Good bye.
new-mac-mini:~ genius$

```

Retrieve scanned files using a browser

Procedure

1. Launch an Internet browser (e.g. Safari or Firefox).
2. Type the FTP address of your Océ TDS/TCS/ColorWave/PlotWave printer.
For example 'ftp://134.188.21.232' or 'ftp://pw300'.
3. Explore 'tempstore' folder.
4. Explore:
 - 'scan' folder to retrieve scans to destination 'on controller'
 - or 'unsent' folder to retrieve scans not delivered to SMB or FTP remote destination.
5. Select the scan file you want to retrieve by a <CTRL> + click on its name. A secondary menu appears.
6. Select 'Save link as...' to save this file to a local directory.



Chapter 9

Troubleshooting for Scan-to-File environments

Find solutions to your potential issues

If the problem comes from...	Then refer to the section...
the Windows environment	Troubleshooting for Windows environment on page 112
the fact that the print system is integrated in an IPv6 environment	Troubleshooting for IPv6 environments on page 115
an error message on the printer controller, or the impossibility to create the remote/external destination	Troubleshooting on the printer controller on page 123

Troubleshooting for Windows environments

Impossible to create a SMB Scan-to-File destination: Windows Server 2008 (Océ TDS/TCS)

Symptom

It is impossible to create a SMB Scan-to-File destination on a domain controller running under Windows Server 2003 or Windows Server 2008.

Cause

When a Windows Server 2008 is promoted to the domain controller, the default value of a registry setting (see below) changes from '0' to '1' (Enabled).

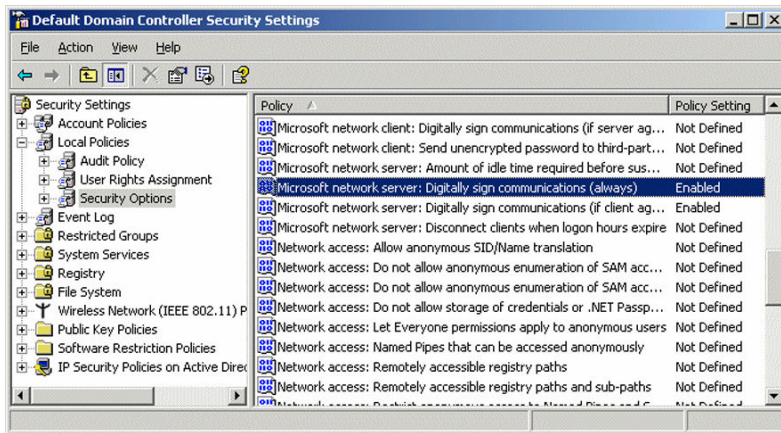
As a result the domain controller's SMB server accepts only digitally signed SMB packets. This feature is not supported by the Océ SMB client used by the Océ Scan Manager. Consequently, the creation of SMB destinations fails.

Diagnose

- You can use another workstation, member server or stand alone server for the Scan-to-File destination.
- You can upgrade your Océ TDS/TCS system to:
 - Océ TDS300 v1.1.9
 - Océ TDS320 v1.0.9
 - Océ TDS400 v2.1.9
 - Océ TDS600 v4.1.9
 - Océ TDS800 v2.1.9
 - Océ TDS860 v1.0.9
 - Océ TCS400 v2.2.9
- A network administrator can modify the domain controller and disable 'Digitally sign communications', as explained in the following procedure:

Resolution

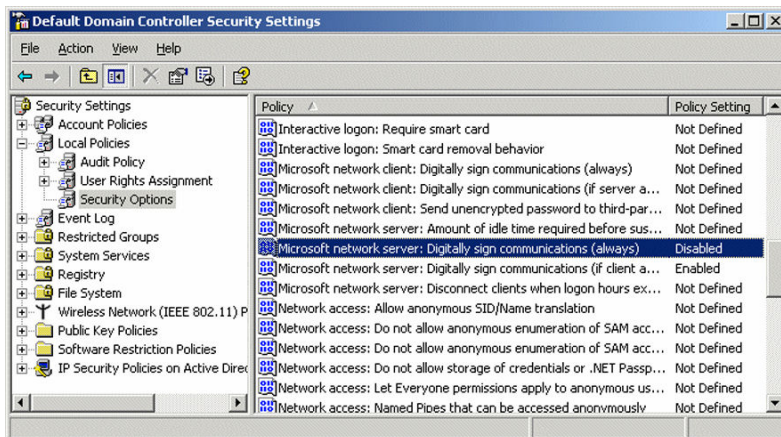
1. Open the 'Domain Controller Security Settings' snap-in ('Start / Programs / Administrative Tools / Domain Controller Security Settings').
2. Explore 'Local Policies', then 'Security Options'.
3. Double-click 'Microsoft network server: Digitally sign communication (always)' to open the setting properties window.



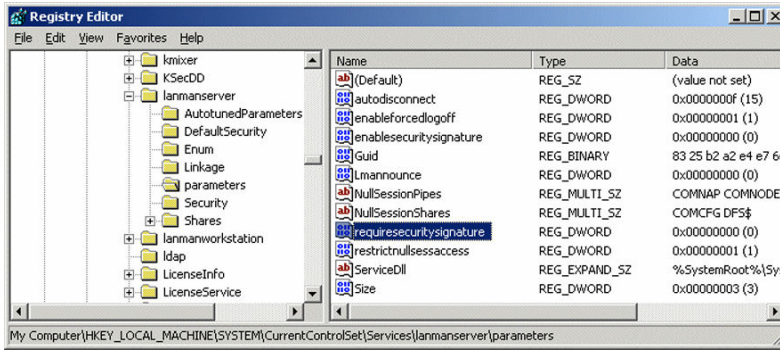
4. Select 'Disabled' and click 'OK'.



5. Close the 'Domain Controller Security Settings' snap-in.



6. After 5 minutes, the following key in the Registry Editor is automatically set to '0'(Disabled):
 HKEY_LOCAL_MACHINE\SYSTEM\CurrentControlSet\Services\lanmanserver
 \parameters



Troubleshooting for IPv6 environments

Scan-to-File to an SMB destination in an IPv6 environment

Symptom

The scan to an SMB destination fails.

The SMB destination is defined with a hostname, that has both an IPv4 address and an IPv6 address in the DNSv4.

This happens with the following **print systems**:

- Océ TDS450 1.6
- Océ TCS500 1.6
- Océ TDS700 1.6
- Océ TC4 1.6
- Océ PlotWave 300 1.0/1.1.1
- Océ PlotWave 350 1.0
- Océ PlotWave 900 1.0
- Océ ColorWave 300 1.0

And when the scan destination is located on one of the following **environments**:

- Windows Server 2008
- Windows 7

Resolution

- Disable IPv6 on the print controller.
or
- Define the SMB destination with the IP address instead of the hostname.

Issue with SMB external location creation in an IPv6 environment

Introduction

Impossible to create an SMB external location in an IPv6 environment.

This issue can occur with an Océ ColorWave 500/700/3500/3700, or an Océ PlotWave 340/345/360/365/450/500/550.

When you configure the printing system and the possible external locations, you cannot use the IPv6 address without a prior edition.

Indeed, the traditional IPv6 address must be edited.

1. Replace the ':' sign by a '-' sign.
2. Add '.ipv6.literal.net' at the end of the address.

Example

The IP address of the remote destination is `2001:db8:ffff:2:224:e8ff:fe46:6cba`

A shared remote folder, named 'scans', is available on this external location.

To access to the shared remote folder, the user must type in the following address in the Windows Explorer: `\\2001-db8-ffff-2-224-e8ff-fe46-6cba.ipv6.literal.net\scans`

IPv6 for Océ PlotWave 300/350, Océ ColorWave 300, Océ TDS/TCS/TC4 systems

Introduction

The IPv6 implementation described in this section applies to the following Océ print systems:

- Océ PlotWave 300
Océ PlotWave 350
- Océ ColorWave 300
- Océ TDS450
Océ TDS7x0
- Océ TCS300
Océ TCS500
- Océ TC4

Find below a description of this implementation:

- the settings
- the related features
- the limitations

IPv6 available settings

The IPv6 settings are located on the print controller (Océ Express WebTools or Océ Settings Editor, according to the printer model), generally under the 'Connectivity' tab.

Possible definitions:

- IPv6 setting: enable / disable
- IPv6 manual address
- IPv6 manual gateway address
- IPv6 link local address (not changeable)
- IPV6 stateless address (not changeable)

Features related with IPv6

The next table shows the features available in relation with the IPv6 settings.

Feature	Description
IPv6 addresses	<ul style="list-style-type: none"> • Link local addresses (fe80:...): this address is determined automatically and cannot be changed, it can be used for local network only, since it is not routable. • Stateless autoconfigured addresses (Router advertisement): this address is determined automatically and cannot be changed. It is routable. • IPv6 manual address (Global unicast address) • IPv6 manual gateway address
Protocols supported by the system	<ul style="list-style-type: none"> • Print: FTP, LPR, HTTP, HTTPS • Scan: Scan-To-File via FTP
Compatibility with WPD printer discovery	<ul style="list-style-type: none"> • From WPD 1.19.2 • All versions of WPD2
Compatibility with Security levels	<ul style="list-style-type: none"> • High • Medium/High • Medium • Normal

Limitations

- A pure IPv6 network is not supported (only IPv6 + IPv4; e.g. DNS).
- The DHCPv6 protocol is not supported.
- The SNMP agent (for system supporting it) is not supported on IPv6.
- Scan-to-File via SMB is not supported on IPv6.
- NetBIOS over TCP/IP is not supported on IPv6.
- The IPv6 configuration is not accessible from the Printer Local Panel.
- An IPv6 setting change requires a reboot of the printing system.

IPv6 for Océ ColorWave 550/6x0 R2/650PP systems

Introduction

The Océ ColorWave 550, 600,650 R2, 650PP printing systems support the IPv6 implementation.

Find below a description of this implementation:

- the settings
- the related features
- the limitations

IPv6 available settings

The IPv6 settings are located on the Océ Express WebTools, generally under the 'Connectivity' tab.

Possible definitions depending on system type:

- IPv6 setting: enable / disable
- IPv6 link local address (not changeable)
- IPv6 stateless address (not changeable)
- IPv6 manual address
- IPv6 default gateway address
- IPv6 DNS address
- DHCP over IPv6
- IPv6 DHCP address
- IPv6 DNS by DHCP
- IPv6 gateway address by DHCP

Features related with IPv6

The next table shows the features available in relation with the IPv6 settings.

Feature	Description
IPv6/IPv4 configuration	<ul style="list-style-type: none"> • IPv6 only • IPv4 only • IPv6 and IPv4
IPv6 addresses	<ul style="list-style-type: none"> • Link local addresses (fe80:...): this address is determined automatically and cannot be changed, it can be used for local network only, since it is not routable. • Stateless auto-configured addresses (Router advertisement): this address is determined automatically and cannot be changed. It is routable. • IPv6 manual address (Global unicast address) • IPv6 manual gateway address
Protocols supported by the system	<ul style="list-style-type: none"> • Print: FTP, LPR, HTTP • DNS lookup • DHCP over IPv6 • Scan: Scan-To-File via FTP
Compatibility with WPD printer discovery	from WPD 1.20

Limitations

- Scan-to-File via SMB is not supported on IPv6.
- NetBIOS over TCP/IP is not supported on IPv6.

IPv6 for Océ PlotWave 340/345/360/365/450/500/550/750/900 and Océ ColorWave 500/550/650 R3/700/3500/3700 systems

Introduction

The Océ PlotWave 340/360, Océ PlotWave 345/365, Océ PlotWave 500, Océ PlotWave 450/550, Océ PlotWave 750, Océ PlotWave 900 R2, and the Océ ColorWave 500/550/650 R3/700/3500/3700 printing systems support the IPv6 implementation.

Find below a description of this implementation:

- the settings
- the related features
- the limitations

IPv6 available settings

The IPv6 settings are located on the Océ Express WebTools, generally under the 'Connectivity' tab.

Possible definitions depending on system type:

- IPv6 and IPv4, IPv6 only
- IPv6 link local address (not changeable)
- IPv6 stateless address (not changeable)
- IPv6 manual address
- IPv6 default gateway address
- IPv6 DNS address
- DHCP over IPV6
- IPv6 DHCP address
- IPv6 DNS by DHCP
- IPv6 gateway address by DHCP

Features related with IPv6

The next table shows the features available in relation with the IPv6 settings.

IPv6 settings

Feature	Description
IP type	<ul style="list-style-type: none"> • IPv6 only • IPv6 and IPv4 • IPv4 only
IPv6 addresses	<ul style="list-style-type: none"> • Link local addresses (fe80:...): this address is determined automatically and cannot be changed, it can be used for local network only, since it is not routable. • Stateless auto-configured addresses (Router advertisement): this address is determined automatically and cannot be changed. It is routable. • Stateful auto-configured (DCHPv6) addresses • IPv6 manual address (Global unicast address) • IPv6 manual gateway address
IPsec and IPv6	Only for Océ PlotWave 340/345/360/365/450/500/550 and for Océ ColorWave 500/550/650 R3/700/3500/3700 (not yet supported for Océ PlotWave 750/900)

Feature	Description
Protocols supported by the system	<ul style="list-style-type: none"> • Print: FTP, LPR, HTTP • DNS lookup • DHCP over IPV6 • Scan: Scan-To-File via FTP • Scan: Scan-To-File via SMB (except for Océ ColorWave 550/650 R3) • Print from Cloud (WebDAV protocol) (only for Océ PlotWave 340/345/360/365/450/500/550 and Océ ColorWave 500/700/3500/3700) • Scan to Cloud (WebDAV protocol) (only for Océ PlotWave 340/345/360/365/450/500/550 and Océ ColorWave 500/700/3500/3700)
Compatibility with security levels (applies only to Océ PlotWave 750/900)	<ul style="list-style-type: none"> • High • Medium/High • Medium • Normal
Compatibility with WPD printer discovery	from WPD2 2.7

Limitations

- Océ ColorWave 550/650 R3
 - WSD discovery does not work in an IPv6 only environment
- Océ PlotWave 750/900
 - SNMP is not supported on IPv6
 - It is impossible to use the IPv6 address when specifying the IP address of an SMB scan destinations over IPv6 (local link address or stateful or stateless). You must use the hostname instead.
- Océ PlotWave 340/345/360/365/450/500/550 and Océ ColorWave 500/700/3500/3700
 - When you configure the printing system and the possible external locations for SMB, you cannot use the IPv6 address without a prior edition. In fact, the traditional IPv6 address must be edited:
 - Replace the ':' sign by a '-' sign.
 - Add '.ipv6.literal.net' at the end of the address.

For example:

- The IP address of the remote destination is 2001:db8:ffff:2:224:e8ff:fe46:6cba
- A shared remote folder, named 'scans', is available on this external location.
- To access to the shared remote folder, the user must type in the following address in the Windows Explorer: \\2001-db8-ffff-2-224-e8ff-fe46-6cba.ipv6.literal.net\scans
- Fixed DHCPv6 configuration is not recommended. Indeed, an upgrade can change the AID/ DUID used for the DHCPv6 server to assign the IPV6 address. Prefer:
 - The Dynamic DHCPV6 configuration.
 - A fixed manual IPV6 address (mixed IPV4/IPV6 is required in order to configure the IPV6 address with Océ Express WebTools).

Troubleshooting on the printer controller

Impossible to create a Scan-to-File destination via SMB

Symptom

It is impossible to create a Scan-to-File destination via SMB on my printer controller.
I cannot create the SMB scan destination on Océ Express WebTools.
I cannot create the SMB scan destination on Océ Scan Manager.
It is impossible to create a destination folder for my scanned files on my workstation.
Several reasons can explain this situation:

Cause

It can be the consequence of problems linked to the name resolution (translation between hostname and corresponding IP addresses).

This happens in the following environments:

- network configuration where there is no DNS,
- Operating Systems with IPv6 protocol embedded and with Océ systems embedding IPv6 protocols

Resolution

In these cases, try those possible solutions:

- Enable SMB printing on systems that support it.
See: [Impossible to create a SMB Scan-to-File destination: XPe-based Océ TDS/TCS systems on page 124](#)
- Enable Netbios over TCP/IP on systems that support it.
See:
[Impossible to create a SMB Scan-to-File destination: Océ TCS500/TDS450/TCS7x0 systems on page 125](#)
[Impossible to create a SMB Scan-to-File destination: Océ ColorWave 300/PlotWave system on page 128](#)
- Whenever possible, enter the IP address instead of hostname in the 'System' field. Then, you avoid the name resolution process.

Cause

Some Océ TDS/TCS versions do not support digitally signed SMB packets on Windows Server 2003/2008.

Resolution

See: [Impossible to create a SMB Scan-to-File destination: WindowsServer 2003/Server 2008 \(Océ TDS/TCS\) on page 112](#)

Impossible to create a SMB Scan-to-File destination: XPe-based Océ TDS/TCS systems

Symptom

The SMB printing configuration and default value have changed, in order to increase security for:

- Océ TDS300 v1.1.1 and higher
- Océ TDS400 v2.1.1 and higher
- Océ TDS450 v3.0.x
- Océ TDS600 v4.1.1 and higher
- Océ TDS800 v2.1.1 and higher
- Océ TDS860 v1.0 and higher
- Océ TCS400 v2.2 and higher
- Océ TCS500 v1.1 and lower

The default value of the 'Enable SMB' setting has been changed to 'Disabled' in the Settings Editor.

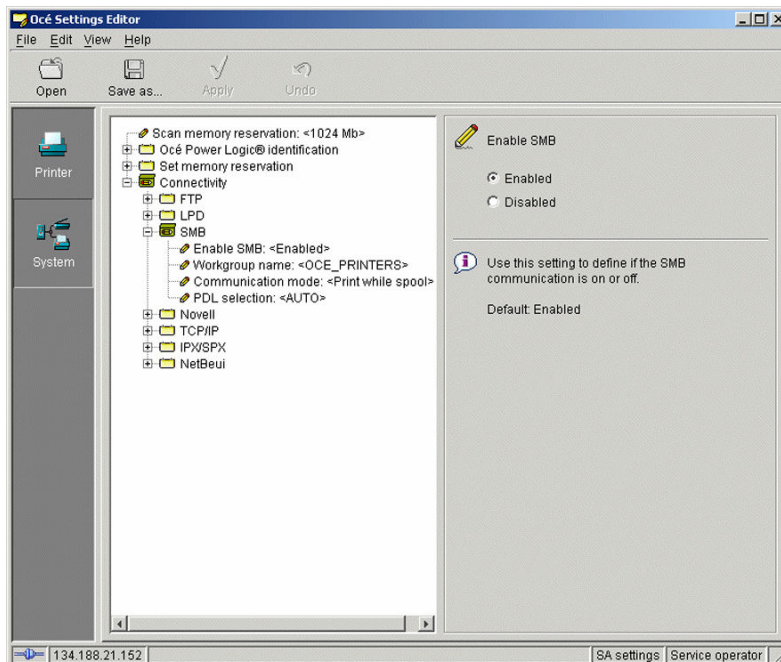
As a side effect, in some network configurations (e.g. Windows workgroup without DNS), it is not possible to create a SMB Scan-to-File destination when the SMB printing is disabled.

Cause

This issue appears from an XPe based Océ TDS/TCS system, when the SMB printing is disabled.

Resolution

To create a SMB Scan-to-File destination, enable the SMB printing in the Settings Editor.



Impossible to create a SMB Scan-to-File destination: Océ TCS500/TDS450/TDS7x0 systems

Symptom

The SMB printing protocol is removed by default for:

- Océ TCS500 v1.2 and higher
- Océ TDS450 v3.1 and higher
- Océ TDS7x0 systems

As a side effect, in some network configurations (e.g. Windows workgroup without DNS), it is not possible to create a SMB Scan-to-File destination when NetBios over TCP/IP is disabled.

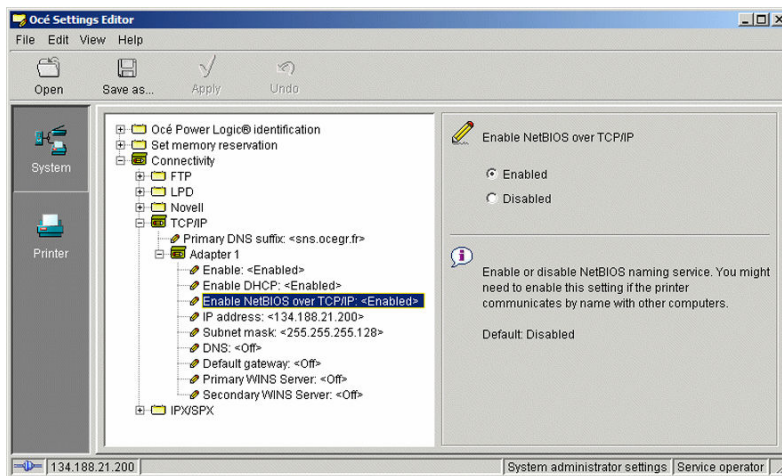
Cause

This issue appears on an Océ TCS500 v1.2+, Océ TDS450 v3.1+, or Océ TDS7x0 system, when NetBIOS over TCP/IP is disabled.

Resolution

To create a SMB Scan-to-File destination on Océ TCS500 and TDS450, enable 'NetBios over TCP/IP' in the Settings Editor:

1. Switch the Océ Settings Editor in SA Mode.
2. Select 'Connectivity' - TCP/IP' - 'Adapter 1' - 'Enable NetBIOS over TCP/IP'.
3. Select 'Enabled' on the right window ('Enable NetBIOS over TCP/IP').



[24] NetBios over TCP/IP enabled on Océ TCS500

4. Click 'Apply'.
You are proposed to reboot the controller.
Either click 'OK' and go on with the other parameters setup, or, once all setups are done, reboot the controller.

Resolution

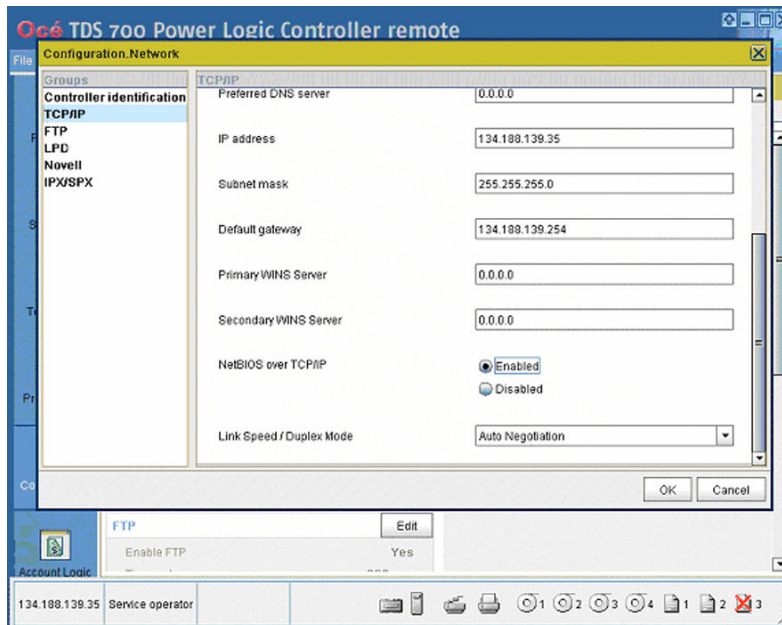
To create a SMB Scan-to-File destination on Océ TDS7x0, enable 'NetBios over TCP/IP' in Power Logic Controller:

1. From the Océ TDS7x0 Power Logic Controller application on the printer controller, click 'Configuration'.
2. From the 'TCP/IP (IPv4)' section, click 'Edit'.

If requested, logon as Service operator.

The 'Configuration.Network' window appears.

3. Select 'TCP/IP'.
4. Scroll down on the right window until you see the 'NetBIOS over TCP/IP' section.
5. Click 'Enabled'.



[25] NetBios over TCP/IP enabled on Océ TDS7x0

6. Click 'Ok'.

Test the validity of the remote scan destination: Océ PlotWave 300/340/345/350/360/365/450/500/550 and Océ ColorWave 300/500/550/650/700/3500/3700 systems

Test the scan destination

If your printer is an	Then use the corresponding procedure
Océ ColorWave 300 Océ PlotWave 300/350	<i>Test the validity of the remote scan destination: Océ ColorWave 300/PlotWave systems on page 98</i>
Océ PlotWave 340/345/360/365/450/500/550 Océ ColorWave 500/550/650/700/3500/3700	<i>Test the validity of the remote scan destination/external location: Océ PlotWave 340/345/360/365/450/500/550 and Océ ColorWave 500/550/650/700/3500/3700 on page 102</i>

Impossible to create a SMB Scan-to-File destination: Océ ColorWave 300 and Océ PlotWave 300 system

Symptom

It is impossible to create a SMB Scan-to-File destination.

From the Océ PlotWave 300, it is impossible to create a SMB Scan-to-File destination.

From the Océ ColorWave 300, it is impossible to create a SMB Scan-to-File destination.

How to create a Scan destination on an Océ ColorWave or PlotWave printer controller?

Cause

This issue occurs when the DNS is inactive.

Resolution

To create a SMB Scan-to-File destination on an Océ ColorWave 300 or Océ PlotWave 300 system:

1. From the 'Configuration' menu of your print system controller, open the 'Connectivity' tab.
2. From the 'TCP/IP: IPv4' or '(Network) adapter 1' or 'Network adapter: IPv4 settings' section, click 'Edit'.

If requested, logon to Océ Express WebTools.



NOTE

You can logon as: System administrator, Key operator or Power User.

The 'TCP/IP (IPv4)' window appears.

3. Check 'Enable NetBIOS over TCP/IP'.
4. Click 'OK' to validate.
You are required to restart the controller to take the changes into effect.
5. Indicate if you want to 'Restart now' or 'Restart later'.
6. Click 'OK' to validate.
7. Log out when you are finished.

Impossible to deliver a scan via SMB: Océ TDS/TCS systems

Symptom

It is impossible to deliver a scan when using the Scan-to-File to an SMB destination.

Cause

This situation happens after an upgrade of the printer controller.

Diagnose

Check the 'Destination properties' of the SMB destination on the Scan Manager.

Make sure the 'User name' you defined for this scan destination has the following syntax:

- Local user name: IP address\username or hostname\username;
- Domain user name: domain\username.



NOTE

See also [Configure the SMB scan destination in the Océ TDS/TCS Scan manager on page 40](#).

Impossible to deliver a scan via FTP

Symptom

It is possible to create a scan destination via FTP.

However it is not possible to deliver a scan on the remote destination.

Diagnose

- Check that the scan destination is writable.
- Check if the remote path starts with a "/" remove it. If it does, then remove it.
Example:
'Path' value is /folder/subfolder.
Replace it by the value: folder/subfolder.
- This situation can also occur with very old Océ TDS/TCS systems (e.g. prior to Océ TDS300 1.0.3/ ...). In this case, please contact your Canon local representative ("<http://www.canon.com/support>").

Troubleshoot the creation of an SMB external location (after an error message): Océ ColorWave and PlotWave printers

Introduction

The next information applies to the Océ ColorWave 500/700/3500/3700 systems, and to the Océ PlotWave 340/345/360/365/450/500/550 systems.

An error message displays to indicate that the creation of the SMB external location failed.

According to the error message, perform the verifications proposed in the next table in order to fix the issue.

Troubleshooting table for the creation of an SMB external location

Error message	Action to perform
The user name or password is incorrect.	<ul style="list-style-type: none"> Check the remote user name and the password. If the user name and password are correct, check the syntax of the external location name: <ul style="list-style-type: none"> For a remote host user: <hostname>\<username> or <IP_address>\<username> For a domain user: <domainname>\<username>
The remote hostname cannot be resolved.	<ul style="list-style-type: none"> Make sure the hostname is correct and valid. Make sure the printer is connected to customer's network. Check the network settings of the printer in Océ Express WebTools: <ul style="list-style-type: none"> Primary DNS suffix, Preferred DNS server, Subnet mask, Default Gateway Check with the System Administrator if the DNS server can resolve the hostname to an IPv4 address If any of the previously mentioned checks does not solve the problem, enter the remote host IPv4 address instead of the hostname.
Missing or incorrect path.	<p>Make sure the path syntax conforms to:</p> <ul style="list-style-type: none"> \\hostname\share[\folder\...] or, \\<IP_address>\share[\folder\...]
The remote host could not be found.	<ul style="list-style-type: none"> Make sure the hostname or IP address is correctly typed. Make sure the remote host is up and running, and that it is connected to the network.
The remote host is not accessible.	<ul style="list-style-type: none"> Make sure the SMB protocol is enabled on the remote host. Make sure the SMB ports are allowed by the firewall. (TCP 445 for the Océ ColorWave 500/700/3500/3700 and Océ PlotWave 340/345/360/365/450/500/550; or either TCP 445 or TCP 139 for the other printers) If your printer is an Océ ColorWave 500/700/3500/3700, or an Océ PlotWave 340/345/360/365/450/500/550 make sure that NetBIOS over TCP/IP is enabled on the destination workstation. (Windows environment: Network and Sharing Center - Change adapter settings; Right-click on Network connection - Properties - IP V4- Properties - General - Advanced - WINS)

Error message	Action to perform
The remote destination cannot be tested: the remote server has reached the maximum number of connections.	The external location server has reached the maximum number of connections. Check with the System administrator or try again later.
The specified path or URL does not exist on the remote host, or the folder name is misspelled.	<ul style="list-style-type: none"> • Make sure the share is correctly typed, and the share exists on the remote host. • Make sure the path to the destination folder is correctly typed. • Make sure the destination folder exists on the remote host.
The specified user account has no 'write' permission on this location.	For Scan-to-file check that the remote user has 'Write' permissions on the remote share.
The external location is full.	Make some space available on the external location for the 'Scan to' operations.
The test of the external location cannot be performed: an internal error has occurred.	<ul style="list-style-type: none"> • Make sure the syntax entered in the fields is correct: the \ sign is used (and not the /sign). • Restart the system and try again.



NOTE

Information about the possible error messages and their solution is also available from the online help of Océ Express WebTools.

Troubleshoot the creation of an SMB destination (after an error message): Océ ColorWave 550/650 R2

An error message displays to indicate that the creation of the SMB destination failed.

According to the error message, perform the verifications proposed in the next table in order to fix the issue.

Error message	Action to perform
Missing or incorrect share name	<ul style="list-style-type: none"> • Make sure the remote folder <remotefolder> syntax conforms to: <code>\\hostname\share[\folder\...]</code> or, <code>\\<IP_address>\share[\folder\...]</code>
The remote hostname can not be resolved	<ul style="list-style-type: none"> • Make sure the hostname is correct and valid. • Make sure the printer is connected to customer's network. • Check the network settings of the printer in Océ Express WebTools: Primary DNS suffix, Preferred DNS server, Subnet mask, Default Gateway • Check with the System Administrator if the DNS server can resolve the hostname to an IPv4 address • If IPv6 protocol is enabled on the printer, replace the hostname by its IPv4 address (if IPv6 must be enabled). Or disable IPv6 on the printer (if IPv6 can be disabled). • If any of the previously mentioned checks does not solve the problem, enter the remote host IPv4 address instead of the hostname.

Error message	Action to perform
The remote host could not be found	<ul style="list-style-type: none"> • Make sure the hostname or IP address is correctly typed. • Make sure the remote host is up and running, and that it is connected to the network.
The remote host is not accessible	<ul style="list-style-type: none"> • Make sure the SMB protocol is enabled on the remote host. • Check that the remote host supports the SMB1 protocol.
The remote user name or password is incorrect	<ul style="list-style-type: none"> • Check if the remote username and password are correct. • Check the remote user name syntax: <ul style="list-style-type: none"> - For a remote host user: <hostname>\<username> or <IP_address>\<username> - For a domain user: <domainname>\<username>



NOTE

Information about the possible error messages and their solution is also available from the online help of Océ Express WebTools.




Troubleshoot the creation of an FTP external location (after an error message): Océ ColorWave and PlotWave printers

An error message is displayed to indicate that the creation of the FTP external location failed.

According to the error message, perform the verifications proposed in the next table in order to fix the issue. This information is valid for the Océ ColorWave 500/700/3500/3700, and to the Océ PlotWave 340/345/360/365/450/500/550.

Troubleshooting table for the creation of an FTP external location

Error message	Action to perform
The user name or password is incorrect.	Check the remote user name and the password. If the user name and password are correct, check the syntax of the external location name: <ul style="list-style-type: none"> • For a remote host user: <hostname>\<username> or <IP_address>\<username> • For a domain user: <domainname>\<username>
The remote hostname cannot be resolved.	<ul style="list-style-type: none"> • Make sure the hostname is correct and valid. • Make sure the printer is connected to customer's network. • Check the network settings of the printer in Océ Express WebTools: Primary DNS suffix, Preferred DNS server, Subnet mask, Default Gateway • Check with the System Administrator if the DNS server can resolve the hostname to an IPv4 address • If any of the previously mentioned checks does not solve the problem, enter the remote host IPv4 address instead of the hostname.
Missing or incorrect path.	Make sure the path syntax conforms to: <ul style="list-style-type: none"> • hostname/share[/folder/...] or, • <IP_address>/share[/folder/...]
The remote host could not be found.	<ul style="list-style-type: none"> • Make sure the hostname or IP address is correctly typed. • Make sure the remote host is up and running, and that it is connected to the network.
The remote host is not accessible.	<ul style="list-style-type: none"> • Check that the FTP protocol is enabled on the remote host. • Check that the customer network security policy (firewall/switch) allows the FTP ports. • For FTP destination: check that the FTP server uses the port 21.
The external location cannot be tested: the remote server has reached the maximum number of connections.	The external locations server has reached the maximum number of connections. Check with the System administrator or try again later.

Error message	Action to perform
<p>The remote destination test is aborted, because the time-out period has expired.</p>	<p>Check that the Firewall on the FTP server workstation does not prevent the 'FTP passive mode' connection.</p> <p> NOTE To know more about the FTP passive mode connection, refer to the Océ ColorWave-PlotWave Systems Security manual.</p> <p>Example with FileZilla Server The error message may appear after the installation of FileZilla Server. In order to allow the FileZilla Server application through the Windows Firewall, follow the next steps:</p> <ol style="list-style-type: none"> 1. Open the Windows Firewall window. 2. Click 'Allow a program or feature through Windows Firewall'. 3. Click the 'Allow another app...' (or 'Allow another program...') button. A window named 'Add an app' (or 'Add a program') appears. <p> NOTE Do NOT select 'FileZilla Server Interface' from the list.</p> <ol style="list-style-type: none"> 4. Click the 'Browse...' button. 5. Locate the directory in which you installed FileZilla Server (normally C:\Program Files (x86)\FileZilla Server\). 6. Double click or select 'FileZilla server.exe'. <p> IMPORTANT Make sure you do NOT select 'FileZilla Server Interface.exe'.</p> <ol style="list-style-type: none"> 7. Click 'Open'. The 'Add an app' or 'Add a program' window displays again. 8. Scroll down the displayed list and select 'FileZilla server.exe'. 9. Click 'Add'. The Windows Firewall Allowed apps window displays again. Make sure that 'FileZilla server.exe' is added to the 'Allowed apps (or programs) and features' list. Make sure that it has a check mark in either the 'Private', or the 'Public', or the 'Domain' checkbox (depending on the type of network you want to access). 10. Click 'OK' to close the Windows Firewall window.
<p>The specified path or URL does not exist on the remote host, or the folder name is misspelled.</p>	<ul style="list-style-type: none"> • Check that the path to the destination folder is correctly typed. • Check that the destination folder exists on the remote host.
<p>The specified user account has no 'write' permission on this location.</p>	<p>For Scan-to-file check that the remote user has 'Write' permissions on the remote share.</p>

Error message	Action to perform
The external location is full.	Make some space available on the external location for the 'Scan to' operations.
The test of the external location cannot be performed: an internal error has occurred.	Restart the system and try again.



NOTE

Information about the possible error messages and their solution is also available from the online help of Océ Express WebTools.

Troubleshoot the creation of an FTP scan destination (after an error message): Océ ColorWave 550/650 R2

An error message is displayed to indicate that the creation of the FTP scan destination failed.

According to the error message, perform the verifications proposed in the next table in order to fix the issue.



Error message	Action to perform
Missing or incorrect share name	<ul style="list-style-type: none"> Make sure the remote folder <remotefolder> syntax conforms to: <code>hostname/folder[/folder/...]</code> or, <code><IP_address>/folder[/folder/...]</code>
The remote hostname can not be resolved	<ul style="list-style-type: none"> Make sure the hostname is correct and valid. Make sure the printer is connected to customer's network. Check the network settings of the printer in Océ Express WebTools: Primary DNS suffix, Preferred DNS server, Subnet mask, Default Gateway Check with the System Administrator if the DNS server can resolve the hostname to an IPv4 address If any of the previously mentioned checks does not solve the problem, enter the remote host IPv4 address instead of the hostname.
The remote host could not be found	<ul style="list-style-type: none"> Make sure the hostname or IP address is correctly typed. Make sure the remote host is up and running, and that it is connected to the network.
The remote host is not accessible	<ul style="list-style-type: none"> Make sure the FTP protocol is enabled on the remote host. Make sure the customer network security policy (firewall/switch) does not block FTP ports. Make sure the FTP server is using port 21.
The remote user name or password is incorrect	<ul style="list-style-type: none"> Check if the remote username and password are correct.

Troubleshoot the creation of a WebDAV external location (after an error message)

An error message displays to indicate that the creation of the WebDAV external location failed.

According to the error message, perform the verifications proposed in the next table in order to fix the issue.

Troubleshooting table for the creation of a WebDAV external location

Error message	Action to perform
Proxy authentication required. Please check the proxy configuration.	<ul style="list-style-type: none"> • Check whether a proxy is required. • Check the proxy settings.
The remote hostname cannot be resolved.	Check whether a proxy is required.
The specified path or URL does not exist on the remote host, or the folder name is misspelled.	<ul style="list-style-type: none"> • Make sure the path exists. • Make sure that 'Proxy settings' feature is not checked if the WebDAV server does not require an internet access (local network). • Check the syntax of the WebDAV external location external location. Make sure it complies with the WebDAV syntax of your Cloud. <p> IMPORTANT With the 'Box.com' Cloud, the WebDAV syntax has changed. From the edition 2014-02 of the present guide, the syntax is as follows <code>https://dav.box.com</code>. This new syntax must be used. It replaces the previous one <code>https://apps.box.com/dav</code>.</p>
Missing or incorrect path.	Check the path and the URL syntax. There may be some strange characters in the path, or an incorrect URL.
The user name or password is incorrect.	<ul style="list-style-type: none"> • Check the remote user name and the password. • If the user name and password are correct, check also the "path" syntax.
The external location cannot be tested: the remote server has reached the maximum number of connections.	The external locations server has reached the maximum number of connections. Check with the System administrator or try again later.
The specified user account has no 'write' permission on this location.	<ul style="list-style-type: none"> • For Scan to file check that the remote user has 'Write' permission on the remote host. • Check the syntax of the WebDAV external location. <p> NOTE Replace <code>http://</code> by <code>https://</code>.</p>
The external location is full.	Make some space available on the external location.
The test of the external location cannot be performed: an internal error has occurred.	<ul style="list-style-type: none"> • Check the URL syntax entered in the Path setting. • Check proxy settings is not checked if the WebDAV server does not require an internet access (local network). • Restart the system and try again.

Troubleshooting on the printer user panel

Impossible to login from the user panel (Océ PlotWave 340/360 v1.1)

Case

Nothing happens when the user tries to log in to the SMB external location from the printer user panel. There is no login icon and no error message. However, the creation of the external location was successful.

Solution 1

1. From the user panel, tap the [Cancel] button.
2. Try to print from an external location.
To do so, select the 'Print from...' tile (tap the 'Browse...' link).
3. Select an external location (if possible, select the same external location as the one to which you are trying to scan).

If	Then
An error message appears and indicates: 'Contact your administrator to check the configuration of <your external location> in Océ Express WebTools'	Check the network cable of your print system. Check the network connection of your system with the external location.
You can access to the external location and retrieve a document to print	<ol style="list-style-type: none"> 1. Open the Océ Express WebTools interface and check the configuration of the external location. 2. Save again the configuration of that external location. 3. Retry to scan to the external location.

4. If the problem persists, then proceed with the solution 2 described in the next section.

Solution 2

Check if the SMB1 protocol is disabled on the SMB server (on the Windows computer).

- If the SMB1 protocol is disabled, then enable it.
- If the SMB1 protocol must remain disabled (due to the corporate policy for instance), then use the 'automatic login' feature.



NOTE

Action	Value to define
To enable SMB1 protocol	HKLM\SYSTEM\CurrentControlSet\services\LanmanServer\Parameters\SMB1 : DWORD = 1
To disable SMB1 protocol	HKLM\SYSTEM\CurrentControlSet\services\LanmanServer\Parameters\SMB1 : DWORD = 0

Impossible to scan to a WebDAV external location

Case

The creation of the WebDAV external location is successful on the printer controller. However, when scanning from the user panel (on the printer), the user gets an error message.

The scan delivery to the external location fails. The user panel on the printer reports an error.

Solution

Check the configuration of the external location on the printer controller. Make sure the Cloud folder syntax is correct.

Example

The delivery of a scanned document to the folder `https://dav.box.com` can fail, while the delivery to `https://dav.box.com/dav` is successful.

Impossible to open a file scanned to an SMB external location

Case

It is impossible to open a file successfully scanned to an SMB external location.

An error message appears: 'Contact your administrator to check the configuration of <your external location> in Océ Express WebTools'.

Solution

Check if the SMB1 protocol is disabled on the SMB server (on the Windows computer).

- If the SMB1 protocol is disabled, then enable it.
- If the SMB1 protocol must remain disabled (due to the corporate policy for instance), then use the 'automatic login' feature.



NOTE

Action	Value to define
To enable SMB1 protocol	HKLM\SYSTEM\CurrentControlSet\services\LanmanServer\Parameters\SMB1 : DWORD = 1
To disable SMB1 protocol	HKLM\SYSTEM\CurrentControlSet\services\LanmanServer\Parameters\SMB1 : DWORD = 0

Chapter 10

Appendix - You and Océ

Online support for your product

Downloads

User guides, printer drivers and other resources can change without prior notice. To stay up-to-date, you are advised to download the latest resources from:

["http://downloads.oce.com"](http://downloads.oce.com)

Before you use your product, you must always download the latest safety information for your product: make sure that you read and understand all safety information in the manual entitled '**Safety Guide**' .

Support

For support information please contact your Canon local representative.

Find your local contact for support from:

["http://www.canon.com/support/"](http://www.canon.com/support/)

Reader's comment sheet

Questions

Have you found this manual to be accurate?

Yes

No

Were you able to operate the product, after reading this manual?

Yes

No

Does this manual provide sufficient background information?

Yes

No

Is the format of this manual convenient in size, readability and arrangement (page layout, chapter order, etc.)?

Yes

No

Could you find the information you were looking for?

Always

Most of the times

Sometimes

Not at all

What did you use to find the required information?

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