Remote Scan

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Fiery Remote Scan

Fiery Remote Scan allows you to manage scanning on the Fiery Server and printer from a remote computer.

You can use Fiery Remote Scan to:

- Initiate scans from the printer glass or automatic document feeder (ADF).
- Access scan files stored in a mailbox.

Fiery Remote Scan includes the Fiery Remote Scan TWAIN plug-in module, which opens scan files directly into the host application. The functionality of the TWAIN plug-in is similar to Fiery Remote Scan except where noted.

Note:

Some Fiery Servers do not support remote initiation of scans. If this is the case, only the option to retrieve scan files from the mailbox is displayed.

Accessing Fiery Remote Scan

You can access Fiery Remote Scan from your desktop or from a TWAIN-compliant application.

- Fiery Remote Scan is a standalone application stored on your computer. Use Fiery Remote Scan to initiate scans and retrieve scan files from a mailbox.
- The Fiery Remote Scan TWAIN plug-in module is accessed from within a compatible TWAIN-compliant application, such as Adobe Photoshop or Adobe Acrobat. You can directly acquire the scan into the application.

  Note: Multiple Fiery Remote Scan TWAIN users can simultaneously access the same Fiery Server.

  When you open Fiery Remote Scan for the first time, you must configure the connection to a Fiery Server. After first use, Fiery Remote Scan automatically attempts to connect to the last Fiery Server connected to in the previous session. You can add multiple Fiery Servers to the server list in Fiery Remote Scan and select the required one from the list.

Mailboxes

The From Mailbox tab allows you to view the contents of a specified mailbox on the selected Fiery server and lets you retrieve files.

By default, when you open Fiery Remote Scan, the From Mailbox tab is selected. To access a mailbox, you enter the user name and password for that mailbox. The mailbox name is always the same as the user name. The Fiery server administrator defines scan mailbox privileges in the Users and Groups section of Configure. For information about Users and Groups, see Configure help in Command WorkStation Help.

Some Fiery servers do not support remote initiation of scans. In this case, only the option to retrieve scan files from the mailbox is displayed.

You can map a mailbox to a specified network location.

Connecting to Fiery Servers

The Fiery Server list in the Fiery Remote Scan window lists the servers that you can connect to.

Note the following:

- You must configure the connection to at least one Fiery Server the first time you use Fiery Remote Scan.

- To configure the connection to a Fiery Server, you must have the IP address or DNS name. Ask your administrator for this information. You can always search for Fiery Servers on the network.

- After first use, Fiery Remote Scan automatically attempts to connect to the last Fiery Server it was connected to in the previous session.

- When you have successfully configured connections from Fiery Remote Scan to any available Fiery Server, those Fiery Servers are displayed in the Fiery Server list in the Fiery Remote Scan window.

- You can add multiple Fiery Servers to the Fiery Server list in Fiery Remote Scan and select the required one from the list. Having multiple Fiery Servers in the Fiery Server list is useful when you want to use more than one Fiery Server in a session. You can then switch between Fiery Servers in the Fiery Remote Scan window without opening the Connect to Server dialog box.

Connect to a Fiery Server on first use

You can search for a Fiery Server by name, IP address, or by subnet. You can also filter the search by keywords.

1   Open Fiery Remote Scan.
    If the Search dialog does not display a list of available Fiery Servers found by Auto Search, proceed to step 2. If a list of Fiery Servers is displayed, proceed to step 4.

2   Do one of the following:

    - Select **Auto Search.**

    - Select **IP Range** or **Subnet** to specify a range to search

3   Click **Go**.

    The available Fiery Servers that matched the search criteria are shown.

4   To filter the displayed Fiery Servers, type a keyword in the **Filter by keyword** field.

5   Select the Fiery Server from the results list and click **Add**.

6   To add the Fiery Server to My Fiery List for later use, click the plus sign in the **Connect to Server** dialog.

7   In the **Connect to Server** dialog, click **Connect** to add the Fiery Server to the list of servers and connect to it.
    If you clicked **Connect** and the connection was successful, the Fiery Remote Scan window opens.

    If you clicked Cancel, all operations that you performed to add or remove Fiery Servers are canceled. Any server list changes will be discarded.

Add Fiery Servers

When you have set up the first connection to a Fiery Server in Fiery Remote Scan, you can add more Fiery Servers at any time

1   Open Fiery Remote Scan.

2 Click the **Choose a Fiery** icon (magnifying glass) to open the **Connect to Server** dialog box.

3 To search for a Fiery Server, do one of the following:

- Select **Auto Search.**

- Select **IP Range** or **Subnet** to specify a range to search

4 Click **Go**.

Filter the displayed results by keyword.

5 Click **Add** and do one of the following:

- To add the server and connect to it, click **Connect**.

- To add the server without connecting to it, click the **plus sign** icon.

Connect to a Fiery Server already in the list of servers

You can connect to a different server that appears in the list.

- Select the server from the Fiery Server list.

Scan documents

The Scan tab in the Fiery Remote Scan window lets you initiate a scan on the printer and save it to the selected Fiery Server.

Scan from within Fiery Remote Scan

From within Fiery Remote Scan, use the Scan tab to set options and initiate a scan.
Scan settings are determined by the functionality of the Fiery Server and the printer.

1 Select the scanning options in the Scan tab.

Some of these options, such as Source, Orientation, or Double-sided, may not be displayed if the printer does not support the feature.

- **Source** - Select either Platen (printer glass) or ADF (Automatic Document Feeder) as the scan source.

- **Orientation** - Specify the orientation of the source document on the copier.

- **Size** - Select the page size of the source document.

- **Resolution** - Select the scanning resolution.

- **Sides to scan** - Select Single- or double-sided.

- **Color Mode** - Select Black and White, Grayscale, or Color.

2 Click **Scan.**

3 In the **Save As** dialog box, specify the file name, file format, and location for saving the scan file.

4 Click **Save** in the Save As dialog box to initiate the scan.

Clicking **Cancel** returns you to the Fiery Remote Scan window without the scan being completed.

Scan with the Fiery Remote Scan TWAIN plug-in

Use any TWAIN compliant application with the Fiery Remote Scan TWAIN plug-in module to acquire scan files. You can acquire scans if the Remote Scan plug-in displays a Scan tab for the selected Fiery Server. You may have to switch the scanner online at the printer control panel before you can acquire scans.

- Click **Acquire** to open the scan file in the host application for the Fiery Remote Scan TWAIN plug-in.

Retrieve scan files from a mailbox

The From Mailbox tab displays all the scan files in a specified mailbox on the selected Fiery Server and lets you retrieve them.

1 Enter the user name and password for that mailbox to access it. (The user name is the same as the mailbox name.)

2 Select the desired scan file.

3 Do one of the following:

- From within Fiery Remote Scan, click **Save As** to open the Save As dialog and specify the file name, file format, and location for saving the scan file.

- From within the Fiery Remote Scan TWAIN plug-in, click **Acquire** to open the scan file in the host application.

4 If you are within the Fiery Remote Scan application, click **Delete** to delete the selected scan file in the mailbox. (**Delete** is not available for the Fiery Remote Scan TWAIN plug-in.)

Note: When you delete scanned files from a mapped folder, they will also be deleted from the corresponding mailbox.

Manage mailboxes and mailbox folders

Use the Mailbox functionality to view the contents of a specified mailbox on the Fiery Server and retrieve the file. By default, when you open Fiery Remote Scan, the **From Mailbox** tab is selected.

Access a mailbox

To access a mailbox, you enter the user name and password for that mailbox.

The Fiery Server administrator defines scan mailbox privileges in the Users and Groups section of Configure. The mailbox name is always the same as the user name. For information about Users and Groups, see *Configure* help in *Command WorkStation* help.

1 Click **Change Mailbox**.

2 In the **Login** dialog box, type the user name and password.

3 Click **Login**.

4 Select **Keep me logged in** if you want to automatically login to the mailbox the next time you connect.

If you selected automatic login for a mailbox, you must log out to log in to a different mailbox.

All the scan files in the mailbox are listed.

5 Select the desired scan file

6 Do one of the following:

- If you started from the Fiery Remote Scan application, click **Save As** to open the Save As dialog and specify the file name, file format, and location for saving the scan file.

- If you started from the Fiery Remote Scan TWAIN plug-in, click **Acquire** to open the scan file in the host application for the Fiery Remote Scan TWAIN plug-in.

7 Click **Delete** to delete the selected scan file in the mailbox.

  Delete is not available for the Fiery Remote Scan TWAIN plug-in.

8 Click **Close**

Map a mailbox to a folder on the network

Fiery Remote Scan can map your mailbox to a specified folder on your computer or on a remote server. Any scans you send to the mailbox are also sent to the designated folder for retrieval.

1 Log in to a mailbox.

2 Click the **Map mailbox to folder** link in the Remote Scan window.

3 In the **Map mailbox to folder** dialog box, select **Enable mailbox to folder mapping**.

4 Browse to the location of the folder you want to map to.

5 Click **OK**.

Note: If you see a message that Remote Scan cannot access the destination folder or connect to the mailbox, check your network connection and try again.

Open mapped folders

When folder mapping has been enabled, you can open a mapped folder from the Menu on a Mac OS computer, or from the Taskbar on a Windows computer. These menus display the folders that have already been configured.

- Click the folder icon to open it in the Finder on Mac OS or Windows Explorer on Windows.

Troubleshoot the Fiery Remote Scan

If you have problems with Fiery Remote Scan, there are several troubleshooting options.

The Fiery Server does not respond

The printer may be off or in power save mode. (Even with the printer off, the Fiery Server appears in My Fiery List when the Fiery Server itself is turned on.)

- Do the following to check the printer:

  - Make sure that the printer is connected.

  - Make sure the printer is turned on.

The scan job takes a long time

A job may be delayed because a previous job is not finished.

• Check to see whether a job is currently printing or processing (RIPping).

  Scanning will start when printing or processing finishes.

The scan job fails

Scanning sometimes fails when there is no power to the printer or there is not enough memory.

• Check the following:

  • Whether the printer is in power save or power off mode.

    If this is the case, reset the power save mode and then warm up the printer completely prior to rescanning.

  • That there is at least 800 MB (and preferably 1GB) of available hard disk space before scanning.

    Temporary files on the local hard disk require this much memory, or at least three times the largest image/ document file size that you intent to acquire/initiate. If there is not enough available hard disk space, the job is deleted from the Fiery Server, an error message is generated, and the error is listed in the job log.

Fiery Remote Scan cannot connect to a Fiery Server

Fiery Remote Scan cannot connect to a Fiery Server if the connection is not configured properly.

• Make sure that the connection is configured correctly.

  For more information, see Connecting to Fiery Servers on page 6 and *Configuration and Setup*, which is part of the user documentation set.

Remote Scan window does not appear after launching

The Remote Scan TWAIN modules must be in the correct folder.

1 Check to see if the TWAIN module(s) installed by Photoshop are in the correct folder.

2 If not the modules are not in the correct folder, reinstall Photoshop software.

Remote Scan TWAIN plug-in does not appear under Import

The Remote Scan TWAIN modules might need to be reinstalled.

• If the Remote Scan TWAIN plug-in does not appear as an option under **File** > **Import**, install Photoshop again with the TWAIN plug-in enabled in custom installation.

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