

Customer Tips

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... for the user

Providing Scan Configuration Information for CentreWare and Internet Services

Purpose

You may be asked to provide configuration files or directory structure information so that Xerox can troubleshoot a scan to file problem. This document contains instructions for obtaining these files. Two scanning setups are covered:

- Scan to file using CentreWare Network Scanning Services (4.1 SP2, 5.1, 5.2 SP1, 5.3, 5.4, and 5.5)
- Scan to file using CentreWare Internet Services

Types of Scanning Information Available

The following types of scanning information are available from CentreWare Network Scanning Services or CentreWare Internet Services.

Xerox Device Configuration Report. This feature provides a report that includes printer configuration information. To generate the report:

- WC Pro 32/40 Color, WC Pro 65/75/90, WC Pro 35/45/55:
 1. At the WC Pro, press the **Machine Status** button. The **Machine Status** window appears on the touch-screen.
 2. Select [**Print Reports**].
 3. Select [**Print Configuration Report**].
 4. Select [**Close**].
- DC 440/432/425/420/340/332/230/220:
 1. At the Document Centre, press the **Machine Status** button. The **Machine Status** window appears on the touch-screen.
 2. Select [**Reports and Counters**] on the touch-screen.
 3. Select [**Print Reports, Printer Configuration**].
 4. Press [**Start**].

This document applies to these **Xerox** products:

| | |
|---|--------------------|
| x | WC Pro 32/40 Color |
| x | WC Pro 65/75/90 |
| x | WC Pro 35/45/55 |
| | WC M35/M45/M55 |
| x | DC 555/545/535 |
| x | DC 490/480/470/460 |
| x | DC 440/432/425/420 |
| x | DC 340/332 |
| x | DC 265/255/240 |
| x | DC 230/220 |
| | DCCS 50 |

- DC 555/545/535/490/480/470/460/265/255/240:
At the Document Centre, press [**Access**], provide the access password and press [**Enter**].
Select [**Go to Tools**] on the touch-screen, then [**System Settings, Configuration Report, Print Configuration Report**].
Select [**Exit Tools**].
Scan Confirmation Report. This feature provides each job with a report that indicates if the scan is successful or unsuccessful.
- WC Pro 32/40 Color, WC Pro 65/75/90, WC Pro 35/45/55:
To generate a Scan Confirmation Report using the WC Pro, you must access the WC Pro via CentreWare Internet Services and perform the following steps for each scan template created:
 1. Select the **Scan** tab.
 2. For any templates that already exist or for any future templates created, ensure **Confirmation Report** is enabled under the **Scan Options** section.
- DC 440/432/425/420/340/332/230/220:
At the Document Centre, press **Access**, provide the access password and press [**Enter**].
Select [**Scan to File Setups**] on the touch-screen.
Select [**Confirmation Sheet**].
Select [**Enabled**].
Select [**Save, Close, Exit**].
- DC 555/545/535/490/480/470/460/265/255/240:
To generate a Scan Confirmation Report, use CentreWare Internet Services to the Document Centre and perform the following steps for each scan template created:
 1. Select the **Services** tab, then [**Distribution Templates**].
 2. For any templates that already exist or for any future templates created, ensure the **Confirmation Sheet** box is checked in the **General** section.

CentreWare Network Scanning Services

This section contains directions for locating configuration files and information relating to CentreWare Scanning Services that use a Novell NetWare server or an FTP server as a repository server. The Novell server information applies to NetWare version 3.x, 4.x, 5.x, and 6.x (NCP over IPX). The FTP information applies to Microsoft Windows NT/2000/XP.

CentreWare Network Scanning Services provide the following files.

Configuration Information

Jtdf.xst: Template Pool Configuration File. This file resides in the “...\cw_scan\config” folder. It only exists with CentreWare Scanning Services.

Groups.xst: Group Configuration File. This file resides in the “...\cw_scan\config” folder. It only exists with CentreWare Scanning Services.

Drdf.xst: Repository Configuration File. This file resides in the “...\cw_scan\config” folder. It only exists with CentreWare Scanning Services.

Repwatch.ini. Repository Lock File.

CentreWare 4.1 SP2: The DMA creates the repwatch.ini file. This file resides in the repository directory and prevents multiple users from running DMA to monitor the repository. It is located in: "...\\cw_scan\\data\\system\\public" and/or "...\\cw_scan\\data\\users\\<user>". A repwatch.ini file only exists in a repository that is monitored by the CentreWare Document Management Agent. This file is deleted when the repository is deselected in the DMA window.

CentreWare 5.x: This file is created by the Watch Folder utility or the distribution server.

- The distribution server creates the repwatch.ini file in the "...\\cw_scan\\inbox" folder where the distribution server service monitors all scan to e-mail, OCR scanning, and/or scanning to multiple destinations. The repwatch.ini file is deleted when the distribution server is turned off.
- The Watch Folder utility monitors any folder to which the user has access and creates the repwatch.ini file in the monitored folder(s) to perform one of the following:
 - Move the scan job to another directory or folder.
 - Open the TIFF image on your PC desktop with any application able to read TIFF images.
 - Store the scan job in a document folder with notice of its arrival sent to your desktop.

The repwatch.ini file is deleted when the Watch Folder service is removed from the monitored folder.

Repwatch.xsw: Repository Lock File. This file only exists in CentreWare 5.x. It is created in the scan directory by the Image Retriever, Watch Folder utility, or the distribution server to prevent multiple users/services from monitoring the folder at the same time. The repwatch.xsw file is deleted when the user disables the service monitoring a scan folder. On the distribution server, repwatch.xsw is located in "...\\cw_scan\\inbox". The Image Retriever or Watch Folder utilities use repwatch.xsw to monitor the scan folder wherever it is located.

History.txt: This file displays a summary of any scan to distribution jobs (such as scan to e-mail, scan to a document folder with OCR, and scan to other applications) and information about their status. The history.txt file is located in "...\\cw_scan\\config".

Templates

Templates (*.xst): CentreWare Network Scanning Services templates are located by default in the "...\\cw_scan\\template" folder. Templates are also available in the scanning repository after a scan job is successfully filed (also referred to as job logs). A Xerox analyst may request you to supply specific template files.

CentreWare Internet Services

This section describes how to generate configuration files and information related to CentreWare Internet Services scanning if you use either a Novell NetWare server or an FTP server as a repository server. The Novell server information applies to NetWare version 3.x, 4.x, 5.x, and 6.x (NCP over IPX). The FTP information applies to Microsoft Windows NT/2000/XP, although provision of templates or directory information using an FTP server other than Windows NT/2000/XP may be similar.

Configuration Information File

NDS.prn (NetWare Only): Use the following steps to create a print-ready file of the NDS user and the context used for filing.

1. In NWAdmin, expand the objects that contain the user and volume used for the default repository.
2. Highlight the object that contains the scan account.
3. Print to file the NDS user and context information.
4. Name the file (for example, "NDS.prn").
5. Send the file to your Xerox analyst.

Job Log File

You can find CentreWare Internet Services job logs in the same folder as your scan job (for example, "f:\userdata\scandata\netscan.xsm\00000001.xst"). If no scan jobs are successful, no job log files are available. If job log files are not available, please provide detailed information about scan template settings by viewing them from CentreWare Internet Services ([**Scan**], [**Services, Stored Templates**] or [**Services, Scan: Distribution Templates**]). Provide only the job log(s) or template information requested by your Xerox analyst.

Additional Information

Xerox Customer Service welcomes feedback on all documentation - send feedback via e-mail to: USA.DSSC.Doc.Feedback@mc.usa.xerox.com.

You can reach Xerox Customer Support at 1-800-821-2797 (USA), TTY 1-800-855-2880 or at <http://www.xerox.com>.

Other Tips about Xerox multifunction devices are available at the following URL: <http://www.xerox.com/DocumentCentreFamily/Tips>.

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