

Customer Tips

dc01cc0258
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... for the user

Basic E-mail Configuration and Troubleshooting

Overview

This document provides information about the e-mail, authentication, and address book features for the following multi-function devices:

- DC 440/432/425 (ESS software 3.0.71 and above)
- DC 490/480/470/460 (ESS software 19.02.503 and above)
- DC 555/545/535 (all software levels)
- WCP 32/40 Color, WCP 35/45/55, WCP 75/65/90 (all software levels)

With this information, you will:

- better understand how e-mail, authentication and LDAP interact on the Document Centre and WorkCentre Pro.
- have a foundation to conduct basic troubleshooting for issues related to e-mail messages sent by the Document Centre or WorkCentre Pro.

The Document Centre or WorkCentre Pro e-mail option is a separate installation.

Basic Configuration

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
	DC 340/332
	DC 265/255/240
	DC 230/220
	DCCS 50

To send e-mail, the Document Centre or WorkCentre Pro behaves as an SMTP client to an SMTP server. Scanned images are delivered as attachments to an e-mail message. The Document Centre or WorkCentre Pro does not support e-mail receipt as a POP-3 client.

The Document Centre's/WorkCentre Pro's authentication feature requires users to log into the network at the device before using the e-mail function, as well as scan to file and server fax functions. A Document Centre/WorkCentre Pro supports NDS (Novell 4, 5), Kerberos (Solaris and Windows 2000), and SMB (Windows NT and Windows 2000) authentication types.

The Document Centre or WorkCentre Pro supports the use of two types of address books: public and LDAP. The administrator uses one or both of the following methods to set up an address book:

- download a public address book file to the Document Centre/WorkCentre Pro.
- create an interface to an LDAP (Lightweight Directory Access Protocol) server.


The Document Centre or WorkCentre Pro supports the use of a "Public Address Book" to store e-mail address information on the device. E-mail addresses and names, saved in a CSV (comma separated value) file, transfer to the Document Centre or WorkCentre Pro by way of the Web interface. The information is then available to users of the e-mail function. Format the CSV file to include at least the two fields, *Name* and *E-mail Address*. A header row is required, that can contain additional fields such as Company or Phone. Information in the extra fields do not display on the Document Centre or WorkCentre Pro.

Most mail programs can export files in a CSV format or a format you can convert to CSV. Or, you may create a CSV file manually, using (for example) Excel and saving it as a CSV file.

Users use the UI to search the Document Centre/WorkCentre Pro address books for e-mail addresses. Both address books can operate simultaneously.


Enabling E-mail Using the DC 490/480/470/460, DC 555/545/535, WCP 32/40 Color, or WCP 65/75/90 User Interface

To enable e-mail:

1. On the Document Centre or WorkCentre Pro control panel, press **Access** .
2. Use the keypad, to enter **1111** or the current password. Press **Enter** on the touch screen.
3. On the touch screen, press **Go to Tools**. Wait for the screen to refresh.
4. Continue using the touch screen to:
 - a. Press **More** until **Configuration and Setup** is displayed.
 - b. Press **Configuration and Setup**.
 - c. When the warning screen displays, press **Close**.
 - d. Press **Optional Services**.
 - e. Press **Scan to E-mail**.
 - f. Press **Enable**.
 - g. Press **Save**.
 - h. Press **Exit Tools**.
5. Verify the touch screen displays the E-mail tab.

Enabling E-mail Using the WCP 35/45/55 User Interface

To enable e-mail:

1. On the WorkCentre Pro control panel, press **Access** .
2. Use the keypad, to enter **1111** or the current password. Press **Enter** on the touch screen.
3. On the touch screen: press **Go to Tools**. Wait for the screen to refresh.
4. Continue using the touch screen to:
 - a) Press **More**.
 - b) Press **Optional Services**.
 - c) Press **E-mail**.

- d) Press **Enable**.
- e) Press **Save**.
- f) Press **Exit Tools**.

Verify the touch screen displays the E-mail tab.

Enabling E-mail Using the DC 440/432/425

When a Xerox field representative loads the Scanning Kit on a DC 440/432/425, e-mail is automatically available.

Authentication

When an administrator enables scanning on a Document Centre or WorkCentre Pro, authentication is enabled by default. To complete its configuration, the administrator enters authentication settings using the Web server. To disable authentication, see "Configuring Network and/or Guest Access on the Document Centre or WorkCentre Pro " later in this section.

Configuring Authentication Using the Web Interface

To configure authentication, an administrator uses the following process:

1. Access the Document Centre/ WorkCentre Pro Web home page and click on **Properties**, then select **Services>Authentication Server>General**.
2. Choose an **Authentication Type**: Kerberos (Solaris or Windows 2000), NDS, or SMB. The authentication type determines the entries that appear. Proceed with the instructions in the following section that corresponds to the authentication type selected.

Kerberos (Solaris and Microsoft)

NOTE: The screen entries for the Authentication Type Kerberos (Microsoft), are identical to those described in this section except that Realm is replaced with Domain.

1. Select **Kerberos (Solaris)** to display the page illustrated in Figure 1.

NOTE: The Web interface Authentication page of a WCP contains the same information described in this procedure, displayed in a different format.

The screenshot shows the 'Properties' page for 'Document Centre 440' in the 'Authentication Server' section. The 'General' tab is selected. The 'Authentication Type' is set to 'Kerberos (Solaris)'. The 'Default Key Distribution Center' section shows 'Name or IP Address' set to 'IP Address', 'IP Address and Port' as '13.231.172.44:88', 'Realm' as 'ONE.MYDOMAIN.COM', and 'Backup IP Address and Port' as '13.231.172.45:88'. The 'Alternate Key Distribution Centers' section has fields for 'Alternate IP Address 1 and Port' (13.241.170.40:88), 'Alternate Realm 1' (TWO.MYDOMAIN.COM), and backup fields for IP Address 1, IP Address 2, and Realm 2.

Figure 1: Configuring Kerberos Authentication

2. Enter an IP Address or Host Name in the **Default Key Distribution Center** section. After you choose IP Address or Host Name, enter the correct port number for the

Kerberos server. You can change the default (88) that populates the field. Enter a fully qualified domain name for the **Realm**. If necessary, enter an optional IP address (or host name) for the default realm in **Backup IP Address and Port**.

3. If the environment includes them, enter information in the Alternate Key Distribution Centers. Up to two Kerberos server and realm alternates are possible.
4. Click **Apply New Settings**. If necessary, enter the user ID (default = admin) and current password.

NDS

NOTE: The Web interface Authentication page of a WCP contains the same information described in this procedure, displayed in a different format.

1. Enable the NetWare protocol on the Document Centre or WorkCentre Pro as a prerequisite for NDS authentication.
2. Select **NDS** (NetWare 4, 5) to display the page illustrated in Figure 2.

The screenshot shows the 'Properties' window for 'Document Centre 440'. The left sidebar lists various system settings like General Setup, Printer Languages, and Services. The 'Authentication Server' section under 'Services' is expanded, showing 'General' settings. The main pane is titled 'General' and contains three sections: 'Authentication Type' with radio buttons for Kerberos (Solaris), Kerberos (Windows 2000), NDS (Novell 4.5) (selected), SMB (Windows NT 4), and SMB (Windows 2000); 'Default Tree/Context' with text boxes for 'NDS Context' (SALES.CORP) and 'NDS Tree' (TORCO); and 'Alternate Tree/Context' with text boxes for 'Alternate NDS Context 1' (SVCS.CORP), 'Alternate NDS Tree 1' (TORCO), 'Alternate NDS Context 2' (ENG.CORP), and 'Alternate NDS Tree 2' (TORENG). At the bottom are 'Apply New Settings' and 'Restore Settings' buttons.

Figure 2: Configuring NDS authentication

3. Enter information in the **Default Tree and Context** section.
4. Include up to two alternate entries for tree and context (see Figure 2), to accommodate users who may not have login rights within the default context or tree.
5. Click **Apply New Settings**. If necessary, enter the user ID (default = admin) and current password.

SMB

NOTE: The Web interface Authentication page of a WCP contains the same information described in this procedure, displayed in a different format.

1. Select **SMB** to display the page illustrated in Figure 3.

The screenshot shows the 'Document Centre 440' properties page in the CentreWare Internet Services web interface. The 'General' tab is selected. The 'Authentication Type' section has radio buttons for Kerberos (Solaris), Kerberos (Windows 2000), NDS (Novell 4.5), SMB (Windows NT 4) (which is selected), and SMB (Windows 2000). The 'Required Information' section has a 'Default Domain' text box containing 'TORCORPDOM' and an unchecked 'Optional Information' checkbox. The 'Optional Information: Alternate Domain 1' section has a text box containing 'TORENGDOM'. The 'Optional Information: Alternate Domain 2' section has a text box containing 'TORSALSDOM'. At the bottom are 'Apply New Settings' and 'Restore Settings' buttons.

Figure 3: Basic SMB Configuration

2. Do one of the following:
 - a. If the domain controller resides on the same network segment as the login user, enter a **Default Domain** in the **Required Information** section.
 - b. If the Document Centre or WorkCentre Pro resides on a segment with no domain controller, enable the **Optional Information** check box. The page changes as illustrated in Figure 4. Enter the domain controller IP address or host name information.

NOTE: In the environment described step "b," authentication fails (even when users enter valid login information at the Document Centre or WorkCentre Pro) unless optional information is entered.

The screenshot shows the 'Document Centre 440' properties page in the CentreWare Internet Services web interface. The 'General' tab is selected. The 'Authentication Type' section has radio buttons for Kerberos (Solaris), Kerberos (Windows 2000), NDS (Novell 4.5), SMB (Windows NT 4) (which is selected), and SMB (Windows 2000). The 'Required Information' section has a 'Default Domain' text box containing 'TORCORPDOM', a checked 'Optional Information' checkbox, and radio buttons for 'IP Address' (selected) and 'Host Name'. The 'IP Address and Port' section has a text box containing '13 . 175 . 156 . 38 : 137'.

Figure 4: Configuring Optional Information for SMB

3. Enter up to two alternate domains as options (see Figure 3).


4. Click **Apply New Settings**. If necessary, enter the user ID (default = admin) and current password.

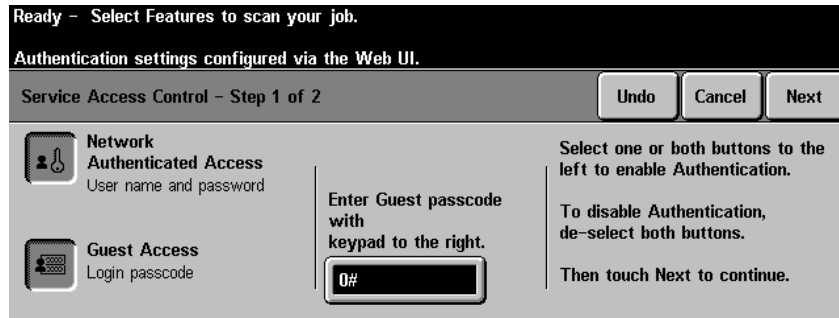
Enabling Network and/or Guest Access on the Document Centre

Guest access allows authorized users to access Document Centre or WorkCentre Pro functions such as e-mail, scan to file and server fax.

The process to access the Authentication screen differs slightly between devices. Follow the procedure in the appropriate section.

DC 490/480/470/460, DC 555/545/535, WCP 32/40 Color, WCP 35/45/55, WCP 65/75/90

1. On the Document Centre or WorkCentre Pro control panel, press **Access** .
2. Use the keypad, to enter **1111** or the current password. Press **Enter** on the touch screen.
3. On the touch screen, press **Go to Tools**. Wait for the screen to refresh.
4. On the touch screen:
 - a. Press **More** until **Service Access Control** is displayed.
 - b. Press **Service Access Control**. The **Authentication** screen is displayed.
 - c. Select **Network Authenticated Access** (the button appears depressed if enabled).
 - d. Press **Guest Access** and follow the instructions on the screen to set up a guest passcode.





Ready - Select Features to scan your job.

Authentication settings configured via the Web UI.

Service Access Control - Step 1 of 2

Undo Cancel Next

 **Network Authenticated Access**
User name and password

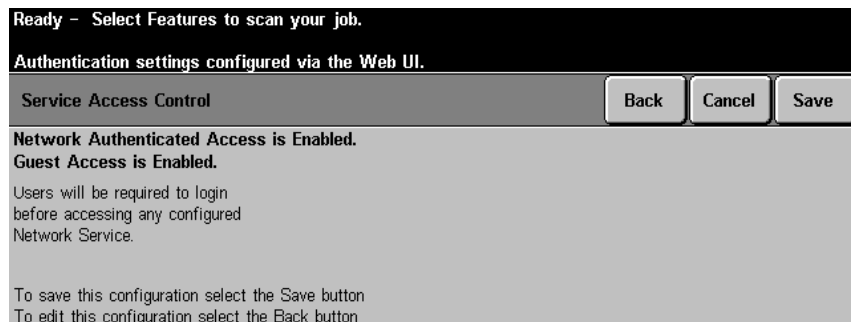
 **Guest Access**
Login passcode

Enter Guest passcode with keypad to the right.

0#

Select one or both buttons to the left to enable Authentication.
To disable Authentication, de-select both buttons.
Then touch Next to continue.

- e. When complete, press **Next**.
- f. Press **Save**.



Ready - Select Features to scan your job.

Authentication settings configured via the Web UI.

Service Access Control

Back Cancel Save


Network Authenticated Access is Enabled.
Guest Access is Enabled.

Users will be required to login before accessing any configured Network Service.

To save this configuration select the Save button
To edit this configuration select the Back button

5. Press **Exit Tools** on the touch screen.

DC 440/432/425

1. On the Document Centre control panel, press **Access** .
2. Use the keypad to enter **#22222**, or the current password. Press **Enter** on the touch screen.
3. Press **Service Access Control** (it may be necessary to first press **Additional Setups** on the toolbar).

- a. Press **Network Authenticated Access** to toggle it on and off (the button appears depressed if enabled).
- b. If you press **Guest Access**, follow the instructions on the screen to set up a guest passcode.
4. Press **Next** to review and confirm the new settings.
5. Press **Save** then **Exit** to leave system administrator setups.

Entering a DNS Domain Name

Use the Document Centre or WorkCentre Pro Web server to perform most e-mail configuration. An administrator can access the Document Centre or WorkCentre Pro Web server using a browser on a workstation.

NOTE: The server display looks different on WCP devices. Access the Protocols page the same way as described in the following procedure.

1. Enter the Document Centre or WorkCentre Pro's IP address or host name in the **Address** field of the browser.
2. Click on the **Properties** link, then select the folders: **Connectivity>Protocols** and click on **TCP/IP** (see Figure 5).

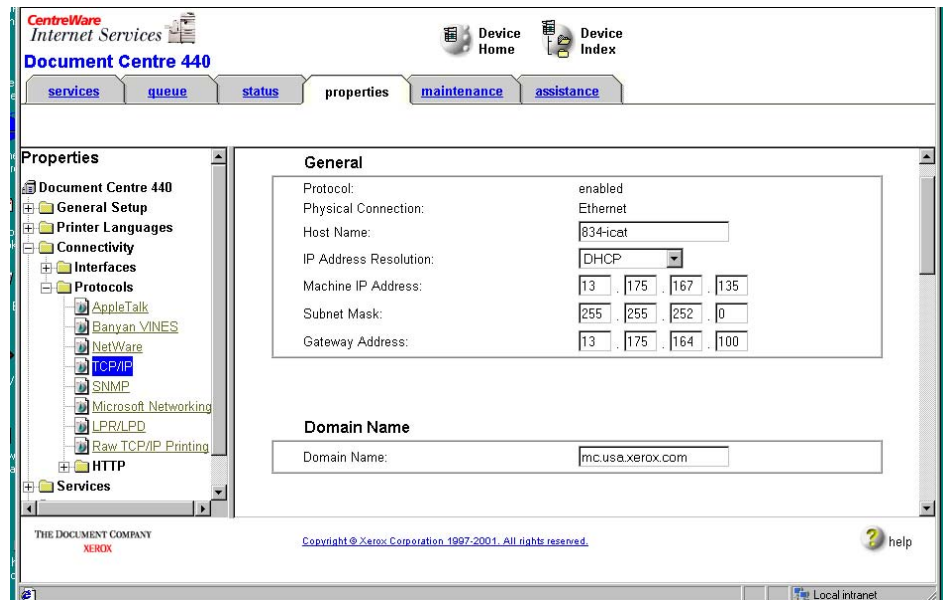


Figure 5: Entering a DNS Domain Name

3. Enter the Document Centre's or WorkCentre's Pro DNS domain name in the corresponding field.
4. Click **Apply New Settings**.

NOTE: You can enter a DNS domain name using the Document Centre UI. That process is not included in this document.

Configuring E-mail for a DC440/432/425, DC 490/480/470/460, or DC 555/545/535

1. On the Document Centre home page, click on the **Properties** link, then select the folders **Services>Internet Messaging** to access four pages of e-mail settings: **General**, **E-mail Settings**, **LDAP Directory**, and **Public Address Book**.
2. Open the **General** page and select **IP Address** or **Host Name**. Then enter:
 - a. The SMTP server IP address or host name.
 - b. An e-mail address for the Document Centre.

Both entries are required. Your e-mail configuration or policies *may* require a valid e-mail account. Figure 6 provides an example of the entries on a DC 440/432/425.

Figure 6: General E-mail Configuration

3. Click **Apply New Settings**. If a prompt appears to log in to the Document Centre, enter the administrative name and password.
4. Open **E-mail Settings** to configure additional e-mail settings including:
 - a. **Default Scan Resolution**
 - b. **Default Attachment Type**
 - c. **Default Subject**
 - d. Inclusion/exclusion of **Document Centre System** information
 - e. **Default Signature**

You cannot change other items shown on this page.

Figure 7: E-mail Settings

5. To correct a mistake after entering the information, click **Restore Setting** to go back to the last saved settings. Otherwise, click **Apply New Settings**.

LDAP Configuration

To configure an accessible LDAP server, select **LDAP Directory**. The default port is 389. Some LDAP implementations require a different port number; for example when Microsoft ISL is running in a Microsoft Exchange environment.

Server Information entries include:

- IP address or host name of the LDAP server
- Port number used by the LDAP server
- An alternate server address (if desired)

The screenshot shows the 'Document Centre 440' interface with the 'LDAP Directory' option selected in the left-hand 'Properties' tree. The main window is titled 'Server Information' and contains the following sections:

- Server Information:** Includes radio buttons for 'IP Address' (selected) and 'Host Name'. Below are input fields for 'Server IP Address and Port' (13, 231, 172, 34, 389) and 'Alternate Server IP Address and Port' (0, 0, 0, 0, 389).
- Optional Information:** Includes a 'Search Directory Root' field, 'Login Name' (admin.us.xerox), 'Password' and 'Retype password' fields, 'Maximum Number of Search Results' (25, 5-100), and 'Search Timeout' (radio buttons for 'Wait LDAP Server Limit' and 'Wait 30 seconds (5-100)').
- Search Name Order:** Includes radio buttons for 'Common Name' (selected) and 'Surname and Given Name'.

An 'Apply New Settings' button is located at the bottom right of the configuration area.

Figure 8: LDAP Directory

Optional settings include:

- Search Directory Root
- Login Name
- Password
- Maximum Number Of Search Results
- Search Timeout
- Search Name Order

Document Centre administrators may need to consult network administrators to determine if the network environment requires any of the optional items.

The search name order option accommodates Lotus Domino or Netscape as an LDAP server. If you select Surname and Given Name, you can search the LDAP server by using the "last name, first name" format for criteria entered on the Document Centre local user interface. The default is Common Name.

Public Address Book

1. To configure this feature, select **Public Address Book**.

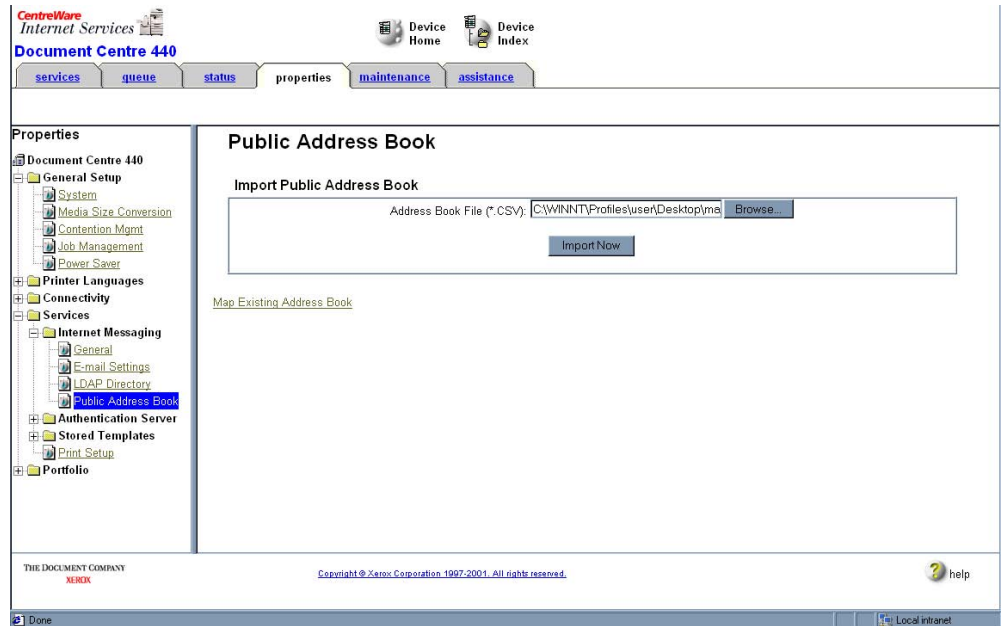


Figure 9: Importing a CSV file into the Public Address Book

2. Click **Browse** to locate the CSV file to import.
3. Click **Import Now** to load the file into the Document Centre.
4. The Document Centre reads the header row and attempts to map the fields.

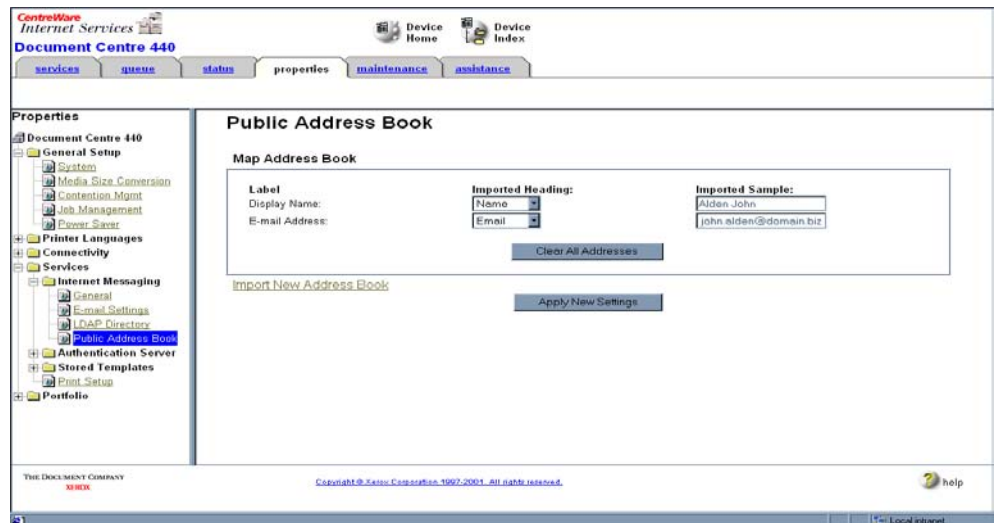


Figure 10: Mapping the Public Address Book

5. If the fields mapped incorrectly due to their order in the CSV file, use the drop down list box to display selections and re-map the fields.
6. Click **Apply New Settings** to save the mapping and activate the address book for use on the Document Centre.

Click **Clear All Addresses** to clear the Public Address Book previously stored on the Document Centre. If no Public Address Book exists (that is, you have not clicked Apply New Settings) the following error is displayed:

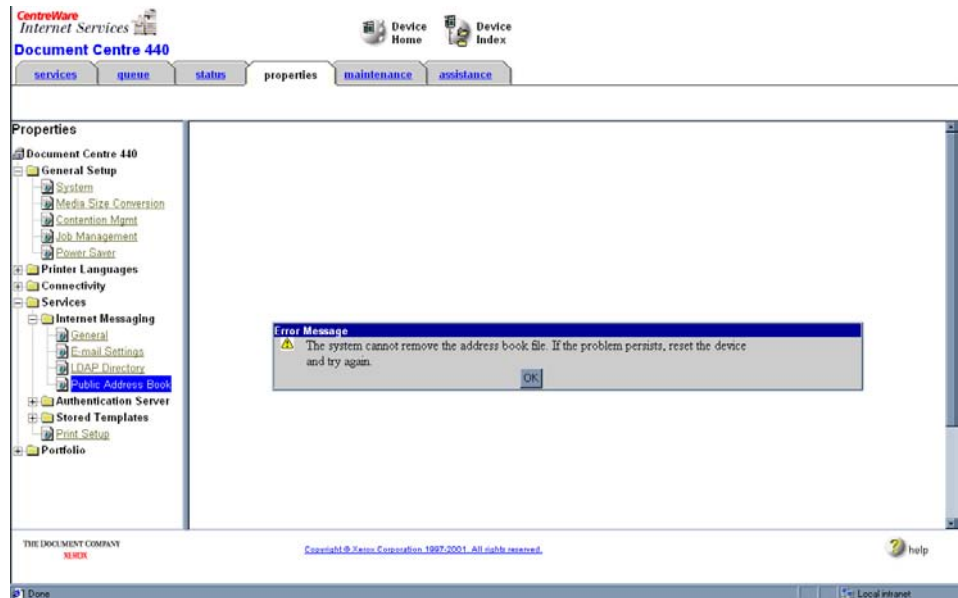


Figure 11: Error Message

If a Public Address Book has been stored and you clear the addresses, the **Import Public Address Book** screen appears.

Configuring E-mail for the WCP 32/40 Color, WCP 35/45/55, WCP 65/75/90

E-mail Settings

1. On the WorkCentre Pro home page, click on the **Properties** link, then select the folders **Services> Internet Messaging**.
2. Open **E-mail Settings** to configure the following:
 - a) **Image Attachment**
 - b) **'From:' Field Security Options**
 - c) **Auto Send to Self**
 - d) **Subject**
 - e) **Message Body**
 - f) **Signature**
 - g) **Confirmation Sheet**

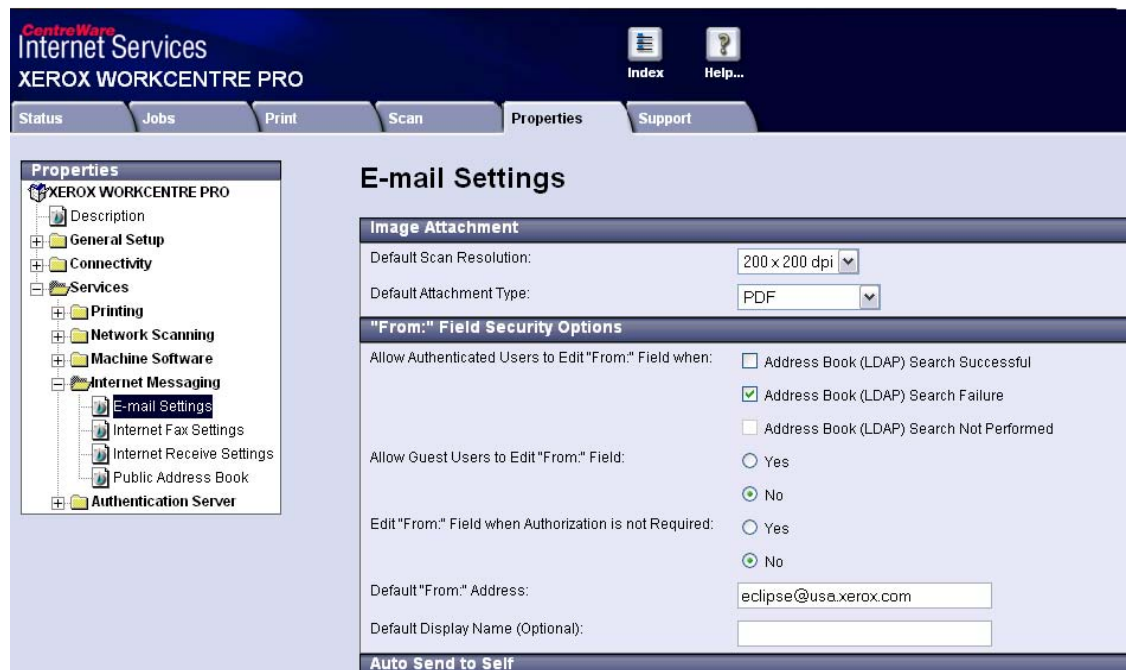


Figure 12: E-mail Settings

3. If you make a mistake after you enter the information, click **UNDO** to go back to the last saved settings. Otherwise, click **Apply**.

SMTP Server Settings

1. On the WorkCentre Pro home page, click on **Properties**, then select the folders **Connectivity> Protocols**.
2. Open the SMTP Server page and select IP address or Host name, then enter:
 - a) SMTP server IP address or hostname.
 - b) an e-mail address for the WorkCentre Pro.



Figure 13: SMTP Server Settings

3. Click **Apply**.

Public Address Book

1. On the WorkCentre Pro home page, click on the **Properties** link, then select the folders **Services> Internet Messaging**.
2. Open the **Public Address Book** page.

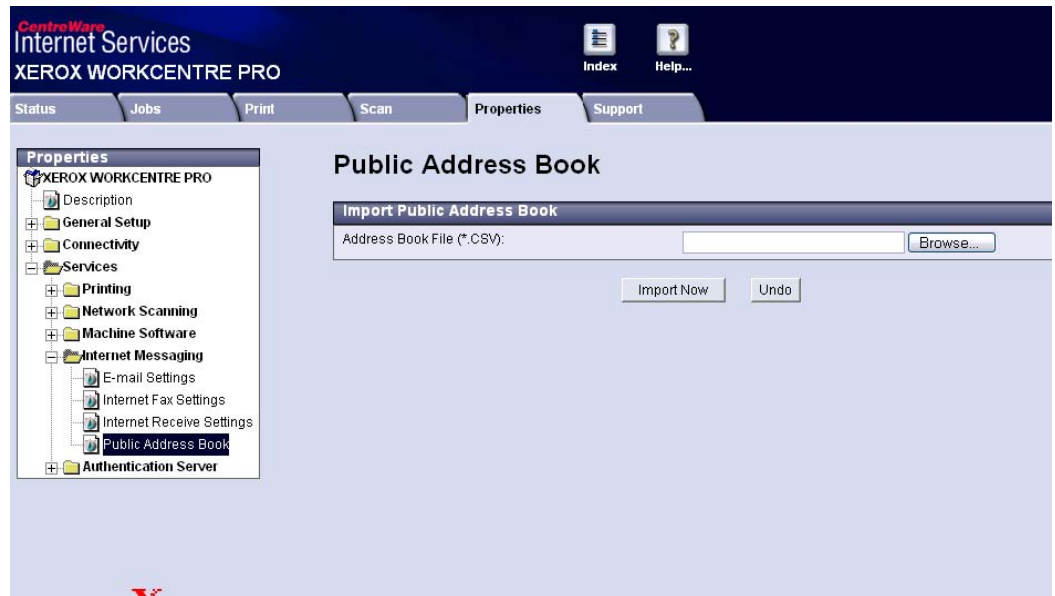


Figure 14: Importing a CSV file into the Public Address Book

4. Use the Browse button to locate the CSV file to import.
5. Click **Import Now** to load the file into the Document Centre

LDAP Configuration

To configure an accessible LDAP server, select **LDAP Directory**. The default port is 389. Some LDAP implementations require a different port number; for example when Microsoft ISL is running in a Microsoft Exchange environment.

1. On the WorkCentre Pro home page, click on the **Properties** link, then select the folders **Connectivity> Protocols**.
2. Open LDAP Directory to configure the following:
 - IP address or host name of the LDAP server
 - Port number used by the LDAP server
 - Backup server information (if desired)

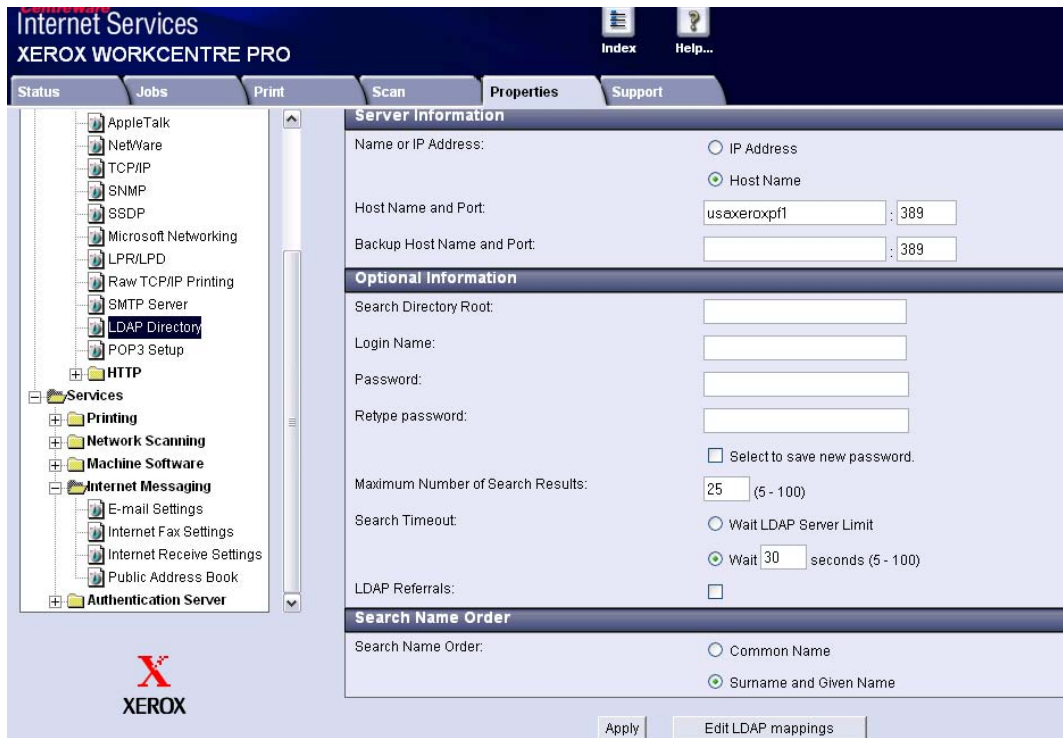


Figure 15: LDAP Directory

3. Optional settings include:
 - **Search Directory Root**
 - **Login Name**
 - **Password**
 - **Maximum Number of Search Results**
 - **Search Timeout**
 - **LDAP Referrals**
 - **Search Name Order**

E-mail Behavior and Feature Interactions

Because the Document Centre or WorkCentre Pro acts as an SMTP client for e-mail, confirmation of final delivery of scanned documents at the Document Centre or WorkCentre Pro is not possible. By default, an error sheet is printed *only* when the transfer to the SMTP server fails. After a successful transfer to the SMTP server, any error messages (for example, address unknown, incorrect domain name, disk quota exceeded, delays), generated by the *recipients'* e-mail servers are delivered to the Reply To address configured for the Document Centre or WorkCentre Pro. A valid Reply To e-mail address that an administrator can access is important to affect delivery assurance.

When network authentication *and* LDAP are enabled on the Document Centre or WorkCentre Pro, the Document Centre or WorkCentre Pro attempts to locate the successful login user's record in LDAP. By default, the Document Centre or WorkCentre Pro populates the 'From' field with the login user's e-mail address.

Should the LDAP search following authentication fail, the From field is populated with the Document Centre e-mail address.

On the WCP 32/40 Color, WCP 35/45/55, or WCP 65/75/90, use the following path to access a Web interface page to edit the "From" field: **Properties> Services> Internet Messaging> Email Settings> "From:" Field Security Options**. Additionally, you can allow or disallow Authenticated and/or guest users capability to edit the "From" field.

An administrator can use one of four *33 codes to control editing the From field of a DC 440/432/425. Press **Access** to enter a *33 code on the Document Centre control panel. The codes allow control at the Document Centre that conforms to your firm's e-mail policy. The following controls are possible:

- After successful LDAP search, 'From' field **can** be edited
- After successful LDAP search, 'From' field **cannot** be edited
- After **unsuccessful** LDAP search, 'From' field **can** be edited
- After **unsuccessful** LDAP search, 'From' field **cannot** be edited

For more information about this feature, contact your Customer Support Center. Reference Eureka Tip # 148224 to obtain the specific *33 codes for each option.

Basic Troubleshooting Tips

This section provides basic troubleshooting tips to help you diagnose problems with the configuration of e-mail, LDAP, and authentication. Due to the number of features and possible network environments, this document does not contain a complete troubleshooting guide. This section is organized by function. Because they may interact with each other, you may need to troubleshoot more than one area.

E-mail

Symptoms	Tips
No error sheet prints when one or more recipients do not receive an e-mail.	<ul style="list-style-type: none"> • Ask the SMTP administrator if any errors occurred and check for error messages returned to the Document Centre or WorkCentre Pro's Reply To address. • Resend the e-mail to an address local to the SMTP server. That is, send an e-mail to yourself so that the mail administrator can check for delivery status at the e-mail server. • From a desktop e-mail client using the same SMTP server as the Document Centre or WorkCentre Pro, send a test e-mail to the recipient(s) who did not receive the e-mail from the Document Centre or WorkCentre Pro. • On the WCP devices, check that the e-mail confirmation report IS turned On. • Turn on the e-mail confirmation report by using the following Access code: *33EMAILCONFON (*3336245266366) Available on DC 440/432/425 only.
Error message on Document Centre or WorkCentre Pro UI: System Domain Name is not configured	Configure a Domain Name for the Document Centre or WorkCentre Pro under TCP/IP settings at the Web UI or at the device UI.
Error message on Document Centre or WorkCentre Pro UI: SMTP Server address is not available	<p>Check the SMTP IP Address or Host Name on the Document Centre Web UI for accuracy.</p> <p>Check the DNS entry if Host Name is used on the Document Centre for accuracy.</p>

Symptom	Tips
Error message on Document Centre or WorkCentre Pro UI: Host name is not available	Check the Host Name setting at the Document Centre or WorkCentre Pro using the Web UI.
Error message on Document Centre or WorkCentre Pro UI: Job must have at least one "To:" recipient , or no error message but the completed job status queue indicates Cancelled by system .	<p>On the Document Centre or WorkCentre Pro UI, select the To: button on the top-level e-mail screen and enter a valid e-mail address in To:.</p> <p>On the top-level e-mail screen on the Document Centre or WorkCentre Pro UI, change one of the Cc: or Bcc: recipients to a To: recipient. For example, remove the e-mail address from the Recipient List and select the To: button to re-enter it.</p>
Error message on Confirmation report: Unknown error occurred	<p>There are several possible causes and resolutions:</p> <ul style="list-style-type: none"> • You configured an incorrect IP address for the SMTP server. – it appears as completed (1/0 - 1 scanned, 0 confirmed) in Completed Scan Jobs. Enter the correct IP address or host name and port at the Document Centre or WorkCentre Pro Web UI. • You did not configure the SMTP server IP address or host name, port, and/or Document Centre e-mail address. Check that the Document Centre or WorkCentre Pro Web UI contains the correct entries for these items. • The message is caused by other miscellaneous SMTP errors. Troubleshoot the network path to the SMTP server. You may need to perform a network trace analysis. • Check for restricted host addresses at the SMTP server. Make sure the Document Centre or WorkCentre Pro is not a restricted host. • Check that the message size does not exceed the attachment or message size limit policy of your SMTP server.

LDAP

Symptoms	Tips
From field is not populated with authenticated user's e-mail address.	The Document Centre or WorkCentre Pro searches for user names in the UID (unique identifier) in the directory. If the From field is not accessible for LDAP queries, the search fails even if authentication is successful and user is in LDAP.
Unexpected search results	If both public and internal address books are configured, verify the search applies to the intended address book. Check the search criteria for accuracy.
Search Result Limit Exceeded	The search resulted in more entries than allowed by the maximum setting on the Document Centre or WorkCentre Pro. You can view some of the results, but you may not see the entry you want. Refine the search, or have the system administrator change the maximum on the Document Centre or WorkCentre Pro via the Web UI in the LDAP section. The allowable range is 5 to 100.
Message: Remote Server Down	The LDAP server is down. Check with appropriate network administration personnel.
Message: Remote Server Timeout	Server is accessible, but does not respond to the search within the Search Timeout period set at the Document Centre or WorkCentre Pro. The Document Centre or WorkCentre Pro system administrator can increase the value using the Web interface LDAP settings.
Authentication enabled but user names do not populate the From: field.	Incorrect LDAP configuration. Try to do a name search via LDAP. If that fails, review the LDAP settings for port number, root and login name.

Authentication: Kerberos

Symptoms	Tips
Authentication fails with invalid user name or password.	<ul style="list-style-type: none"> Create a test user account and password to use from the Document Centre or WorkCentre Pro. Make sure you can log in from a client on the same network segment as the Document Centre or WorkCentre Pro.
Kerberos is running on a Windows NT server; authentication fails and Document Centre or WorkCentre Pro displays this message: Unable to Communicate with Authentication Server.	<ul style="list-style-type: none"> Use a Kerberos 5 or above software version. Some 3rd party Kerberos implementations for Windows NT may work better when setting the Document Centre or WorkCentre Pro to Kerberos (Solaris). Find out the service pack installed for NT. Service Packs 1 and 2 lack some security functionality that the 3rd party software may need.
Kerberos is running on a Windows 2000 server; authentication fails and the Document Centre or WorkCentre Pro displays this message: Unable to Communicate with Authentication Server.	<ul style="list-style-type: none"> Determine the service pack installed on the Windows 2000 server. Make sure the machine is running with no Service Packs, or Service Pack 2 or later. Service Pack 1 can produce random authentication problems. Make sure Kerberos starts up automatically with the server.
Authentication fails and the Document Centre or WorkCentre Pro displays this message: Unable to Communicate with Authentication Server.	Insure that the domain information configured on the Document Centre or WorkCentre Pro Web UI is complete and accurate.

Authentication: SMB

Symptoms	Tips
SMB authentication not functioning properly.	<ul style="list-style-type: none"> • Make sure that TCP/IP is installed and enabled for network protocol on the server. • Make sure that NetBIOS is installed and enabled for network services on the server. • Make sure that the DNS entries are correct and take into account the domain of the Document Centre or WorkCentre Pro. • Make sure that any needed "trust" relationships are made between PDC (Primary Domain Controllers) and/or BDC (Backup Domain Controllers) that affect the Document Centre or WorkCentre Pro and the authentication server. • Make sure that the PDC is on the same subnet as the Document Centre or WorkCentre Pro, or that a BDC is used.
Login fails at the Document Centre or WorkCentre Pro that is in the same domain as the authentication server.	<ul style="list-style-type: none"> • Verify you entered the username and password correctly. • Verify the Document Centre's or WorkCentre Pro's account can access the authentication server. Use the same account name and password to log in to the same domain from a workstation on the same network segment as the Document Centre or WorkCentre Pro. • Verify authentication settings are correct on the Document Centre or WorkCentre Pro Web and local UI. • A network problem may exist.
Login fails at the Document Centre or WorkCentre Pro and the Document Centre or WorkCentre Pro is in a <i>different</i> domain than the authentication server.	<ul style="list-style-type: none"> • Verify you entered the username and password correctly. • Verify the DC or WCP account can access the authentication server. Use the same account name and password to log in to the same domain from a workstation on the same network segment as the Document Centre or WorkCentre Pro. • Verify authentication settings are correct on the Document Centre or WorkCentre Pro Web and local UI (including the Optional Information). • A network or DNS problem may exist.
Issues with the network authentication.	<ul style="list-style-type: none"> • The DNS table is incorrect, or Document Centre or WorkCentre Pro information is incomplete. • Check that Ports 139 (TCP) and 137(NetBIOS) are open so that the Document Centre or WorkCentre Pro can talk to the SMB authentication server. • Check that NetBIOS is installed on the authentication server. • Check that TCP is installed on the Authentication server under protocols.

Symptoms	Tips
Issues with the network authentication (continued)	<ul style="list-style-type: none"> • If using Windows NT (with Service Pack 3 and above) as the authentication server, the server may have an encryption problem with the Document Centre or WorkCentre Pro because NT 4.0 SP3 and later do not allow unencrypted passwords for authentication. Contact Microsoft technical support to obtain the correct registry settings or another fix to enable clear text passwords. • For Windows authentication servers, the user accounts may belong to an odd user group that does not support authentication. Add a user to the "Domain Users" group to test if authentication occurs. If so, give the remaining users the appropriate rights to login. • The authentication server may try to prompt the user to change their password before authenticating. Check the authentication server to verify if it is requesting a password change. • For networks involving different domains. The two PDCs (primary domain controllers) on the separate networks may not have a trust relationship setup between each other. • A firewall or router maybe filtering the information out and dropping all authentication messages from the Document Centre or WorkCentre Pro. • Use a username and password less than 8 characters and ASCII based. Some servers have problems handling non-ASCII characters and long usernames/passwords. Find out if there is any 3rd-party security software running on the network. If so, it may affect authentication. • In Networking for Windows installations, if WINS servers resolve DNS names, do one of the following: <ul style="list-style-type: none"> – Make a BDC (backup domain controller) system and configure the router to allow traffic out from the Document Centre or WorkCentre Pro. – Make a DNS system on the same subnet as the Document Centre or WorkCentre Pro so that it can send the DNS broadcast packets to relay to the authentication server. – You must have ESS software 3.0.9 on a DC 440/432/425 or ESS software 19.02.505 on a DC 490/480/470/460 to use this solution. Contact your CSC, and reference Eureka Tip 151166, for more information. If the DNS/PDC/BDC is not on the same subnet as the Document Centre or WorkCentre Pro and the router is configured to block broadcast messages, authentication fails. Configure the Optional Information: Alternate Domain 1 or 2 on the SMB authentication page on the Document Centre Web UI.

Authentication: NDS

Symptoms	Tips
Login fails for a valid user name and password.	<ul style="list-style-type: none">• Check the default tree and context configuration under authentication settings on the Document Centre or WorkCentre Pro Web UI. If necessary, add one or more alternate tree and context entries.• Using the default tree and context information, attempt to log in as the user from a workstation on the same network segment. If this fails, you may need to troubleshoot the network and/or NDS.• Check to make sure that the setting for number of concurrent user logins is adequate. Users authenticating at the Document Centre or WorkCentre Pro via NDS and who are logged in from their desktop workstation, need to ensure the network allows concurrent logins. Authentication from the Document Centre or WorkCentre Pro requires an NDS login connection.• Check if the NDS is requiring the user to change their password.
Login fails and returns the error: Communication with authentication system was not successful.	<ul style="list-style-type: none">• Check the user name and password entered at the Document Centre or WorkCentre Pro.• Check network communication between the Document Centre or WorkCentre Pro and the NDS environment.• Check the IPX frame types on the NetWare server and the Document Centre or WorkCentre Pro.
Login fails and returns the error: User name or password could not be verified.	<ul style="list-style-type: none">• Check the user name and password entered at the Document Centre or WorkCentre Pro.• Check the tree and context settings on the Document Centre or WorkCentre Pro Web UI for accuracy.• From a workstation, log in on the same network segment using the same login name, tree, context and password.• You may need to capture a network trace to reveal the response from NDS and/or communication problems.

Anti-SPAM, Routing and Relaying

SMTP system administrators often configure filters, routing, and relay settings to enforce e-mail policies. For example, a relay setting might prevent outbound SMTP mail altogether, or restrict the users that have the ability to send e-mail. The configuration of the SMTP server may prevent the Document Centre or WorkCentre Pro from sending e-mail outside the corporate network, or even internally.

The following sections briefly describe the basic requirements needed by the Document Centre or WorkCentre Pro for a variety of server environments. For complete configuration support, consult the documentation for your SMTP server or SMTP services.

Microsoft Exchange

The administrator can enter the IP address of the Document Centre or WorkCentre Pro, or an IP address range to route Document Centre or WorkCentre Pro SMTP traffic. See Microsoft Knowledge Base article at # 196626 at <http://support.microsoft.com/>

GroupWise

GroupWise 5.5

Include the Document Centre or WorkCentre Pro's e-mail address in the relay list. Use NWAdmin or Console One to modify the SMTP relay settings of the GWIA (GroupWise Internet Agent) object under Access Control, SMTP Relay. Complete documentation of GWIA is at

<http://www.novell.com/documentation/lg/gw55/index.html>

GroupWise 6.0

Configuration of relay exceptions in GroupWise 6.0 adds another layer of security. If the sender (in this case, the Document Centre or WorkCentre Pro), has authenticated to GWIA, then the transfer is allowed.

If the sender has not authenticated, but has a valid host name in the relay exception list, GWIA performs a reverse DNS lookup to validate the IP address of the sender. The exception lists must contain **both** the host name address and the IP address. This is documented in a Novell TID at

<http://support.novell.com/cgi-bin/search/searchtid.cgi?/10062320.htm>

Configuration example screens are at

http://www.novell.com/documentation/lg/gw6/index.html?gw6_admin/data/ab8teyk.html

Domino

As defined in the Lotus Technical Paper 179898 at <http://support.lotus.com/>, several levels of anti-spam controls exist. However, the methods for control of Inbound Messages apply only to external hosts and domains.

However, a change was made with Domino Server 5.02 that allows administrators to enable the NOTES.INI parameter SMTPALLHOSTSEXTERNAL=1. This applies all of the inbound controls to external hosts as well. If you enable this option, the relay exceptions you choose depend on the specific site. Work-around options include the following:

1. Under Inbound Sender Controls, enable DNS to verify the sender's domain. This forces a DNS lookup of the domain contained in the From: field. If the Document Centre's or WorkCentre Pro's or the sender's address is known by the site's DNS server, the mail goes through.

2. Also under Inbound Sender Controls, add the domain of the site to the "Allow messages only from the following external Internet addresses/domains" list. As long as the From: address belongs to one of the domains in the list, the mail relays through.

Summary

The configuration and troubleshooting tips in this document are not exhaustive. The sheer number of variables in supported environments means that problems encountered may require more time and expertise to implement and troubleshoot. As well, cooperation between different support personnel at your company is often required. We hope that with diligence and patience, you can resolve many issues using the information presented in this Customer Tip.

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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