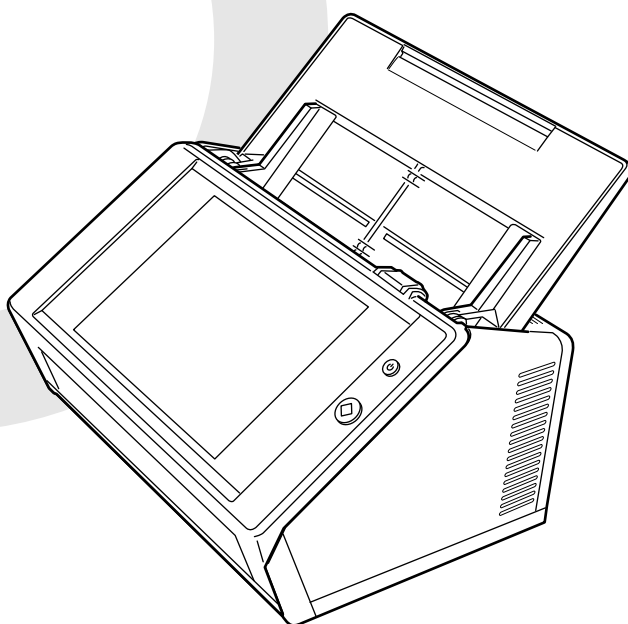


N7100

Getting Started



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Introduction

Thank you for purchasing FUJITSU Image Scanner N7100 (hereinafter referred to as "the scanner"). This scanner is a network image scanner. This easy-to-operate scanner facilitates the optimal flow of office work for the workgroup communicating via the network.
March, 2015

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Manufacturer

PFU LIMITED
YOKOHAMA i-MARK PLACE, 4-4-5 Minatomirai,
Nishi-ku, Yokohama, Kanagawa, 220-8567, Japan

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■ Manuals

Types of Manuals

The following manuals are prepared for the scanner. Read them as needed.

Manual	Description
N7100 Getting Started (this manual) (paper)	Contains important information regarding safety. Also describes the procedure from installing the scanner to starting the scanner operation. Read this manual first. Referred to as "Getting Started" in this manual.
N7100 Operator's Guide (PDF)	Contains information about the scanner overview, basic operations, daily cleaning, replacement of consumables, and troubleshooting. Read it along with this manual. Referred to as "Operator's Guide" in this manual.

Manual	Description
N7100 Help (HTML)	Provides information about items on the windows, and descriptions and actions to take for the messages. Read it as needed.
Scanner Central Admin User's Guide (PDF)	Provides information about overview, introduction procedure, operation procedure, and maintenance procedure for Scanner Central Admin. Read it as needed.

Accessing the Manuals

- The manuals can be accessed by downloading them from the scanner.
For more details on how to download the Operator's Guide, refer to "Chapter 5 Downloading the Manual" (page 17).
- When the [Help] button is available on the window or dialog box that is displayed during the operation, you can open Help by clicking it.



On the touch panel,  is displayed as a Help button.

■ About This Manual

Arrow Symbols in This Manual

Right-arrow symbols (→) are used to connect icons or menu options you should select in succession.

Example: Select the [Start] menu → [Computer].

Screen Examples in This Manual

Microsoft product screenshots are reprinted with permission from Microsoft Corporation. The screenshots used in this manual are of Windows 7. The actual windows and operations may differ depending on the operating system. If the actual screen differs from the screen examples in this manual, operate by following the actual displayed screen.

Abbreviations Used in This Manual

The following abbreviations are used in this manual:

Abbreviation Used	Name
Windows 7	Windows® 7 Starter operating system (32-bit) Windows® 7 Home Premium operating system (32-bit/64-bit) Windows® 7 Professional operating system (32-bit/64-bit) Windows® 7 Enterprise operating system (32-bit/64-bit) Windows® 7 Ultimate operating system (32-bit/64-bit)
Internet Explorer	Microsoft® Internet Explorer® Windows® Internet Explorer®
Adobe Reader	Adobe® Reader®
Scanner	FUJITSU Image Scanner N7100
Admin Tool	Network Scanner Admin Tool
Central Admin Console	Scanner Central Admin Console
Central Admin Server	Scanner Central Admin Server
User Editor	Network Scanner User Editor

Warning Indications Used in This Document

The following indications are used in this document to obviate any chance of accident or damage to you and/or this product.



This indication alerts operators to an operation that, if not strictly observed, may result in severe injury or death.



This indication alerts operators to an operation that, if not strictly observed, may result in safety hazards to personnel or damage to the product.

	A TRIANGLE symbol indicates that special care and attention is required. The drawing inside the triangle shows the specific caution.
	A CIRCLE with a diagonal line inside shows actions which users should not perform. It may also have a drawing inside which shows the specific action that is not allowed.
	A white symbol on black background shows instructions which users should follow. It may also include the drawing that shows the specific instruction.

For Safe Use

This manual contains general information regarding safety that must be read before using this product (which includes the scanner and all associated software and manuals). For the safe use of this product, make sure to read the following descriptions.

Keep this manual in a safe place so that it can be easily referred to when using the scanner.

In the following warnings, "power cable" may refer to the AC cable connected to the AC adapter collectively.



	Insert the power cable into the AC outlet within reach. In any one of the following situations, immediately disconnect the power cable from the AC outlet. Not doing so may cause a fire, burns, or an electric shock. <ul style="list-style-type: none"> • The scanner is damaged for any reason. • Smoke or heat coming from the scanner is detected. • Strange noise or smell is detected. • Foreign objects such as water, liquids, and small metal objects get inside the scanner. • Other problems which indicate a scanner failure are detected.
	For your safety, do not take apart or modify the scanner.
	Firmly insert the power cable into the AC outlet. Not doing so may cause a fire or the scanner to malfunction.
	Use the scanner only at the indicated power voltage and current. Do not connect to multiple power strips. Improper power voltage or current might cause a fire or electric shock.
	Use only the power cable (including the AC cable and the AC adapter) provided with the scanner. Do not use any extension cords. Doing so may cause abnormal heat or a fire. Do not use the power cable provided with the scanner for other devices, since this may cause problems such as an equipment failure, or an electric shock.

	<p>Do not place or use the scanner in locations which are subject to high temperature, humidity, poor ventilation, or dust. If placed in an area subject to high temperature, the cover may become overheated and deformed, resulting in an electric leakage or fire.</p> <p>Use the scanner in a well-ventilated environment.</p> <ul style="list-style-type: none"> ● A place near heat-radiating devices such as stoves or electric heaters, or flammable items such as volatile inflammable materials or curtain. ● A place such as kitchen where oil smoke may be formed. ● A place such as a bathroom, shower room, or swimming pool where it may easily get wet. ● A place under direct sunlight, in a car under the scorching sun, or near heating apparatus where it may get hot. ● A place where heat can not get out, such as when you cover the scanner with clothes or a blanket.
	<p>Before moving the scanner, be sure to disconnect all the interface cables. Make sure that the floor is free of any obstructions.</p> <p>Do not move the scanner with the power and interface cables connected as this can damage the cables, which can later cause a fire or electric shock. The cables can also hinder work, causing injuries.</p>
	<p>Do not touch the power cable with wet hands. Doing so may cause an electric shock.</p>
	<p>When removing the power cable, make sure you hold the power plug and not the cable. Pulling the cable may damage it, which may cause a fire or electric shock.</p>
	<p>Do not use the power cable if it is damaged. Also, do not insert any cables or power plugs into loose sockets. Doing so may cause a fire or electric shock.</p> <p>Be careful of the following when handling the power cable:</p> <ul style="list-style-type: none"> ● Do not moisten, modify, tie, bundle, or wind the cable. ● Do not place heavy objects on the cable, trap the cable in a doorway, drop or damage the cable in any other way. ● Do not pull or forcibly bend or twist the cable. ● Do not place any metal near to the plug of the power cable.
	<p>To avoid injuries, be careful not to get your accessories (such as ties, necklaces) or hair caught inside the scanner.</p>
	<p>Do not touch the heated section such as the bottom of the scanner or AC adapter for a long time. Doing so may cause a low-temperature burn on your skin.</p>
	<p>When the scanner is not going to be used for a long period of time, be sure to disconnect the power cable from the AC outlet. Not doing so may cause a fire or electric shock.</p>

CAUTION

	<p>When installing the scanner on a table, make sure that none of the scanner's parts extend over the table edge.</p> <p>Also make sure that the work surface is flat and stable. Otherwise the scanner may fall over or be pulled off the table and cause injuries.</p>
	<p>To avoid injuries, do not place the scanner in an area where small children may be able to reach.</p>
	<p>If there is an electrical storm, turn off the scanner, and disconnect the power cable from the AC outlet. Then, disconnect any interface cables from the scanner. Not doing so may destroy the scanner, which may damage your property.</p>
	<p>Do not block the ventilation ports. Blocking the ventilation ports generates heat inside of the scanner, which may result in a fire or scanner failure.</p>
	<p>Do not place heavy objects on the scanner or perform other work on top of the scanner. Doing so might cause injuries or an equipment failure.</p>
	<p>When handling documents or the Carrier Sheet, be careful not to cut your fingers with them.</p>
	<p>Do not use any aerosol sprays or alcohol based sprays to clean the scanner. Dust blown up by strong air from the spray may enter the inside of the scanner. This may cause the scanner to fail or malfunction. Sparks, caused by static electricity, generated when blowing off dust and dirt from the outside of the scanner may cause a fire.</p>
	<p>Check the following items once a month:</p> <ul style="list-style-type: none"> ● The power cable is firmly inserted into the AC outlet. ● The power cable is not emitting abnormal heat, or the cable is not rusty or bent. ● Dust is not accumulated on the power cable (especially the plug). If so, wipe off any dust with a soft, dry cloth. ● The power cable does not have any cracks or scratches.

■ Precautions

READ ALL OF THIS DOCUMENT AND THE OPERATOR'S GUIDE CAREFULLY BEFORE USING THIS SCANNER. IF THIS SCANNER IS NOT USED CORRECTLY, UNEXPECTED INJURY MAY BE CAUSED TO USERS OR BYSTANDERS.

Also, keep this document in a safe place so that it can be easily referred to during use of this scanner.

While all efforts have been made to ensure the accuracy of all information in this document, PFU assumes no liability to any party for any damage caused by errors or omissions or by statements of any kind in this document, its updates or supplements, whether such errors are omissions or statements resulting from negligence, accidents, or any other cause.

PFU further assumes no liability arising from the application or use of any scanner or system described herein; nor any liability for incidental or consequential damages arising from the use of this document. PFU disclaims all warranties regarding the information contained herein, whether expressed, implied, or statutory.

Use of This Product

- Install the scanner away from strong magnetic fields and other sources of electronic noise. Protect the scanner against any static electricity and choose a static-free place to install the scanner. Static electricity can cause the scanner to malfunction.
- Do not supply the power from the AC outlet where the devices requiring much power such as copying machines or paper shredders are connected. Power-supply noise can cause the scanner to malfunction.
- Do not use the scanner immediately after moving it from a cold place into a warm room. Condensation may occur, which might lead to scanning errors. Let the scanner dry for one or two hours before you use it.
- When carrying the scanner outside while it is raining or snowing, pay special attention so the scanner does not get wet. Not doing so may lead to scanning errors. If the scanner gets wet, wipe it or wait until it dries.
- Do not use a damaged Carrier Sheet because it may damage or cause the scanner to malfunction.
- The ADF paper chute needs to be put all the way back to be used. Documents cannot be fed if it is folded.

LCD Peculiarities

Be aware that neither of the following is considered a fault.

- Despite the advanced technologies used to produce the devices TFT color LCD's, the large number of pixels involved means that an occasional (always-on) bright dot or (always-off) dark dot may be visible.
- The characteristics of the LCD mean that there may be some variation in hue and intensity of colors across the screen.

Replacing Batteries

In order to retain data such as BIOS information, this product has a battery (CMOS RAM battery) on board.



- Do not replace the battery yourself, as there is a risk of explosion if the wrong type is used. Please contact your maintenance engineer in charge when the battery runs low.
- Do not touch the battery. Never install or remove the battery by yourself. Doing so may cause electric shock or static electricity which can damage the device.

■ Disclaimer of Liability

Reproducibility of the Scanned Image Data

Confirm that the image data scanned with this product meets your requirements (for example, image reproducibility in size accuracy, fidelity, content, colors). Make sure that there are no missing parts in the scanned image data before disposing of the original document used for scanning.

- Note that when there are sections marked with a highlight pen, the color of the marked section may not be accurately reproduced depending on the color and density, or may result in a different color tone from the original.

■ Regulatory Information

FCC Declaration

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instruction document, may cause harmful interference to radio communications.

However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is located.
- Consult your dealer or an experienced radio/TV technician

FCC warning: Changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

NOTICE The use of a shielded interface cable is required to comply with the Class B limits of Part 15 of FCC rules. The length of the power cable must be 3 meters (10 feet) or less.

Canadian DOC Regulations

This digital apparatus does not exceed the Class B limit for radio noise emissions from digital apparatus set out in the Radio Interference Regulations of the Canadian Department of Communications.

This Class B digital apparatus complies with Canadian ICES-003.

Le présent appareil numérique n'émet pas de parasites radioélectriques dépassant les limites applicables aux appareils numériques de la classe B et prescrites dans le Règlement sur le brouillage radioélectrique dictées par le Ministère des Communications du Canada.

Cet appareil numérique de la classe B est conforme à la norme NMB-003 du Canada.

Bescheinigung des Herstellers/ Importeurs

Für den Scanner wird folgendes bescheinigt:

- In Übereinstimmung mit den Bestimmungen der EN45014(CE) funktentstört
- Maschinenlärminformationsverordnung 3. GPSGV:
Der höchste Schalldruckpegel beträgt 70 dB (A) oder weniger, gemäß EN ISO 7779.

Dieses Gerät wurde nicht für die Benutzung in unmittelbarer Umgebung starker Lichtquellen (z. B. Projektoren) konzipiert.

ENERGY STAR®

PFU Limited, a Fujitsu company, has determined that this product meets the ENERGY STAR® guidelines for energy efficiency. ENERGY STAR® is a registered trademark of the United States.



Use in High-safety Applications

This product has been designed and manufactured on the assumption that it will be used in office, personal, domestic, regular industrial, and general-purpose applications. It has not been designed and manufactured for use in applications (simply called "high-safety applications" from here on) that directly involve danger to life and health when a high degree of safety is required, for example, in the control of nuclear reactions at nuclear power facilities, automatic flight control of aircraft, air traffic control, operation control in mass-transport systems, medical equipment for sustaining life, and missile firing control in weapons systems, and when provisionally the safety in question is not ensured. The user should use this product with adopting measures for ensuring safety in such high-safety applications. PFU LIMITED assumes no liability whatsoever for damages arising from use of this product by the user in high-safety applications, and for any claims or compensation for damages by the user or a third party.

■ Failure and Repair

If repairing the scanner or replacing parts is required, an abnormal change is detected, or other problems which indicate a scanner failure are detected, first, refer to "Appendix A Troubleshooting" (page 18) in this manual or "Troubleshooting" of the Operator's Guide to check that the scanner is correctly connected or configured. If the problem still persists, contact your FUJITSU scanner dealer or an authorized FUJITSU scanner service provider.

The user must not perform repairs on the scanner. PFU assumes no liability for any damage caused by taking apart the scanner, as doing so is not covered under the warranty.

Chapter 1 Before Using the Scanner

1.1 From Arrival through Operation

The following shows the flow from scanner arrival through operation.

This manual provides information about Steps 1 to 5 shown below.

For information about Steps 6 to 9, refer to the manual downloaded in Step 5.

1 | Check package

⇒ "1.2 Checking the Components" (page 9)

2 | Setup scanner

⇒ "Chapter 2 Setting up the Scanner" (page 11)

3 | Configure scanner basic settings

⇒ "Chapter 3 Configuring Scanner Basic Settings" (page 12)

4 | Check network connection

⇒ "Chapter 4 Checking the Network Connection" (page 16)

5 | Download manual

⇒ "Chapter 5 Downloading the Manual" (page 17)

6 | Install Admin Tool

⇒ Refer to the Operator's Guide.

7 | Perform scan test

⇒ Refer to the Operator's Guide.

8 | Configure required settings for scanner use

⇒ Refer to the Operator's Guide.


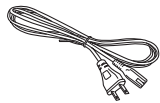
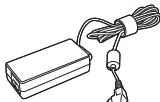
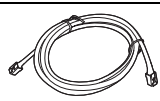



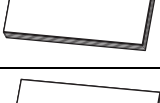
9 | Operate scanner

⇒ Refer to the Operator's Guide.

1.2 Checking the Components

Make sure that all items shown below are included in the package. If any other packaging is provided, make sure to store it as well. Make sure to handle the components with care.

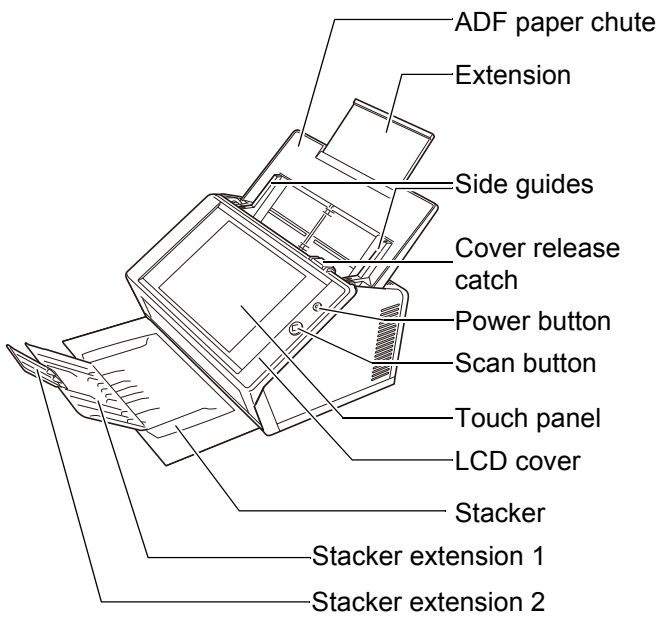
If anything is missing or damaged, contact your FUJITSU scanner dealer or an authorized FUJITSU scanner service provider.

	Scanner
	AC cable
	AC adapter
	LAN cable (straight-through)
	Getting Started (this manual)
	Instruction
	EULA Terms for Microsoft® Windows® Embedded 8 Standard
	End-User License Agreement for FUJITSU Image Scanner N7100/ N7100A Embedded Software

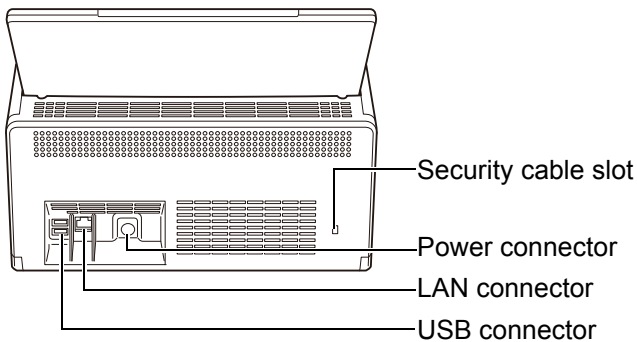
1.3 Part Names

This section explains names of the scanner parts.

■ Front view





■ Rear view







1.4 Signs on the Scanner

This section describes the signs on the scanner.

■ Front

	Turns the power of the scanner on/off. Note that this button is used to power off the scanner only in an emergency. For the usual way of powering off, refer to the Operator's Guide.
	Starts scanning.

■ Rear

	Used to connect a USB device.
	Used to connect a LAN connector.
	Used to connect a DC power supply.
	Used to connect an anti-theft security cable.

Chapter 2 Setting up the Scanner

2.1 Removing the Protective Packaging

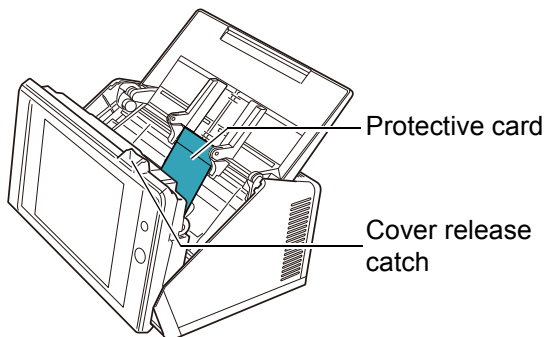
The scanner comes with a protective foam sheet and protective card attached. Follow the procedure described below to remove the protective packaging before using the scanner.

1. Remove the tape and protective foam sheet that covers the touch panel.
2. Remove the tape and protective foam sheet on the back of the ADF paper chute and put the paper chute all the way back.

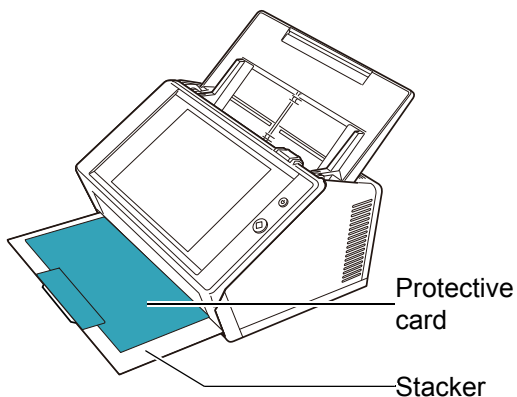


- Be careful not to get your hands or fingers caught when you put the paper chute all the way back.
- Do not forcefully fold the ADF paper chute beyond the limit. The scanner and the ADF paper chute may come apart, which may cause an injury or a scanner malfunction.

3. Pull the cover release catch to open the LCD cover, and remove the tape and protective card between the side guides.



4. Pull the stacker forward, and then remove the tape and protective card.



2.2 Connecting the Scanner

1. Place the scanner at its installation site.



Do not hold the ADF paper chute to lift up the scanner. The scanner and the ADF paper chute may come apart, which may cause an injury or a scanner malfunction.

ATTENTION

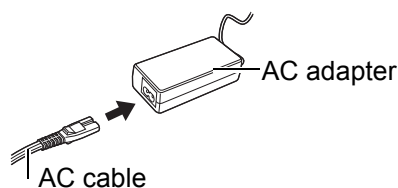
The following space is required to set up the scanner:

- Depth: 700 mm (28 in.)
- Width: 400 mm (16 in.)
- Height: 500 mm (20 in.)

2. Connect the AC cable to the AC adapter (collectively called "power cable").

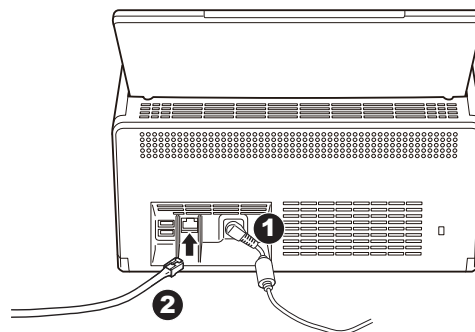
ATTENTION

Use only the AC adapter and AC cable provided with the scanner.



3. Connect the cables to the scanner.

- 1 Connect the power cable to the scanner's power connector.
- 2 Connect the LAN cable to the LAN connector.



4. Connect the other end of the LAN cable to the network hub.
5. Insert the power cable into an AC outlet.
⇒ The power is connected but the scanner is not yet ready for operation.

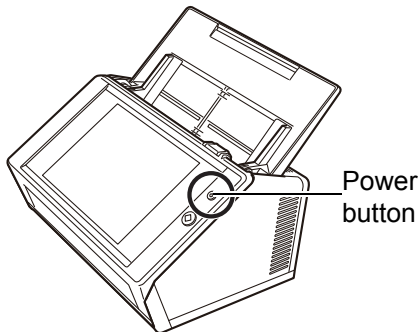
Chapter 3 Configuring Scanner Basic Settings



Do not move or shake the scanner when it is turned on. This may damage components in the scanner and cause data to be lost.

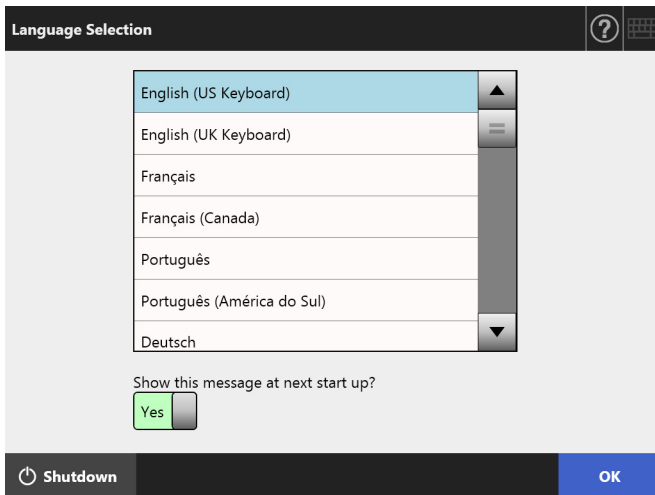
When the power button is pressed for the first time after purchase, the window for scanner basic settings appears automatically. The basic settings for using the scanner can be configured with this process.

1. Press the power button on the scanner.



⇒ The [Installation Wizard] window appears.

2. Select a language, and press the [OK] button. The default language is "English (US Keyboard)".



⇒ The confirmation window appears for a scanner restart.

3. Select the items to be specified in the scanner basic settings.

Select the target items to be configured on the [Installation Wizard] window, and press the [Start] button.


Lightly touch the button for the target item.

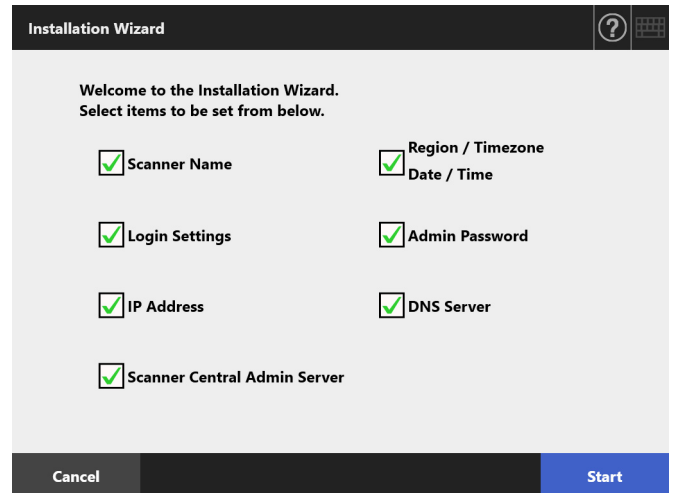
This section shows an example with all items selected.

ATTENTION

Do not use a pen or other hard object on the touch panel. The touch panel may be damaged.

HINT


For details about setting items, press  to refer to Help.

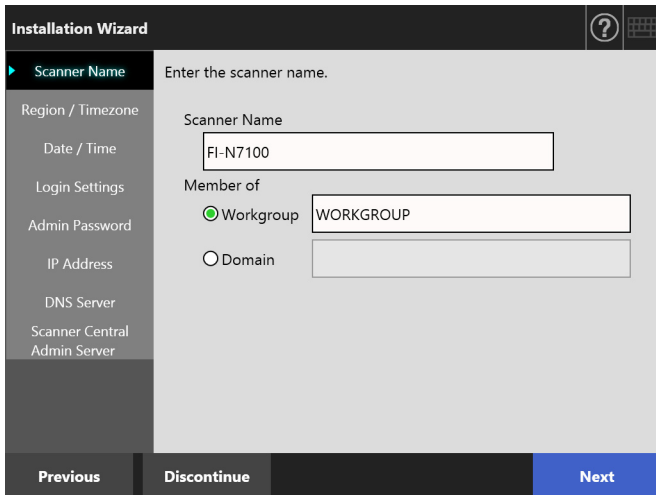


4. Set the scanner name.

On the [Scanner Name] window, specify the scanner name and workgroup or domain for joining the network, and press the [Next] button.

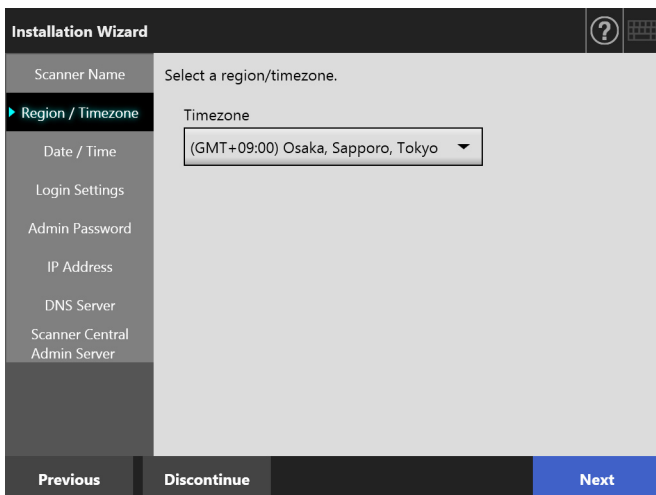
HINT

- Simply touch an input field to show the on-screen keyboard. After entering characters, press  to hide the on-screen keyboard.
- For the on-screen keyboard layout, refer to the Operator's Guide.



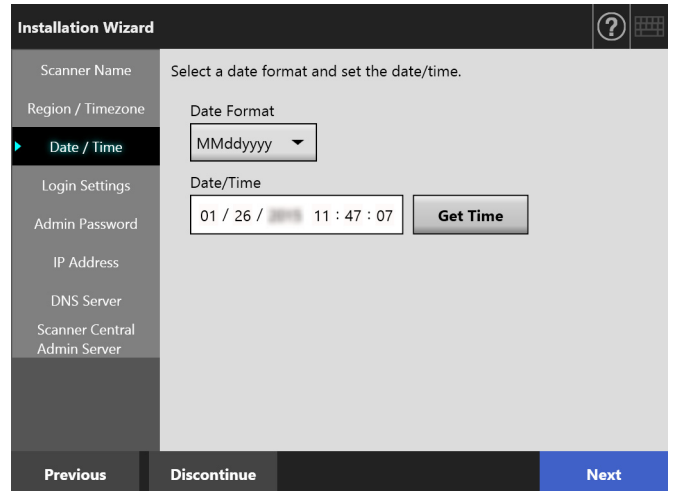
5. Set the region/timezone.

On the [Region / Timezone] window, select the region/timezone and whether to apply daylight saving time, and press the [Next] button.



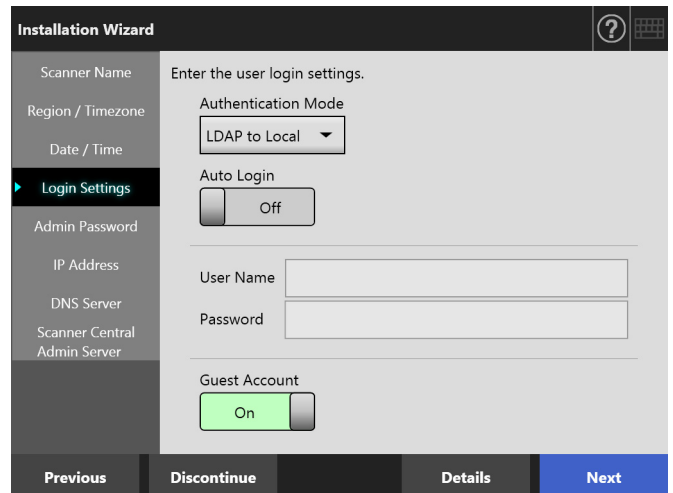
6. Set the date and time.

On the [Date / Time] window, specify the date format and the current date and time, and press the [Next] button.



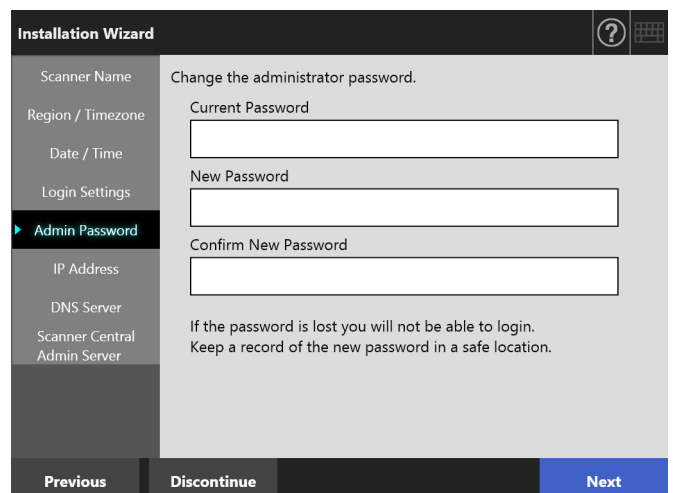
7. Specify the login settings.

On the [Login Settings] window, specify the settings for login, and press the [Next] button.



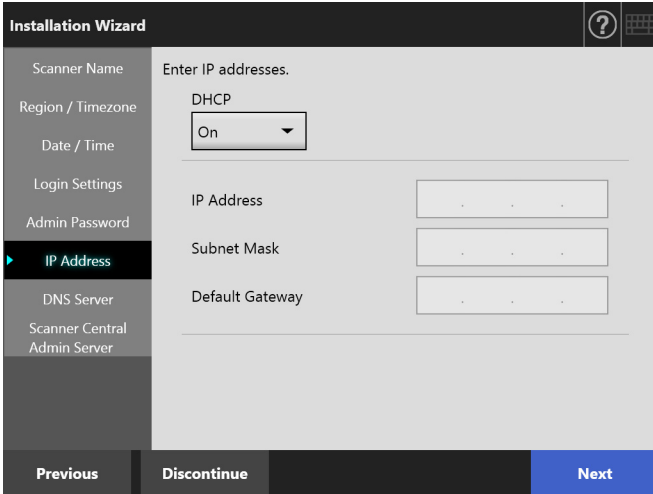
8. Change the admin password.

On the [Admin Password] window, specify the administrator password, and press the [Next] button. The default value for the [Current Password] is "password".



9. Set the scanner's IP address.

On the [IP Address] window, set the scanner's IP address, and press the [Next] button.

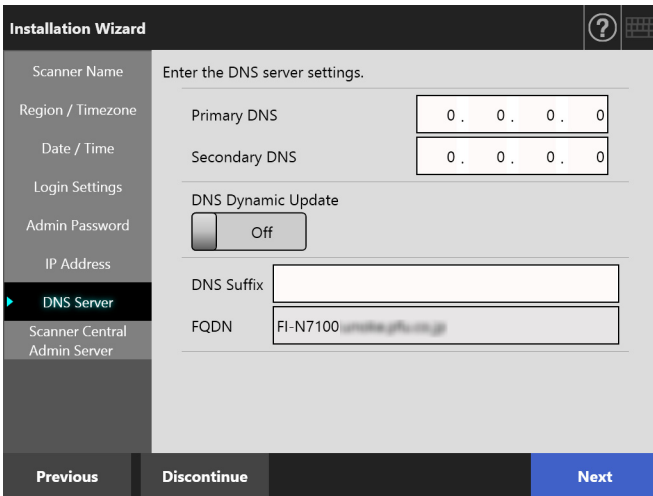


ATTENTION

When DHCP is not used, do not use an IP address that already exists in the network. If you try to set an IP address that already exists, an error occurs.

10. Set the DNS server.

On the [DNS Server] window, set the IP address for the DNS server, and press the [Next] button.

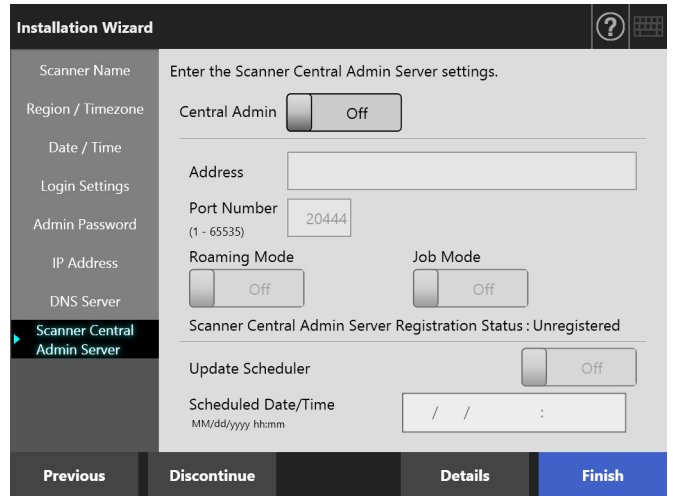


HINT

If the scanner is not connected to the network, the FQDN may not be displayed correctly.

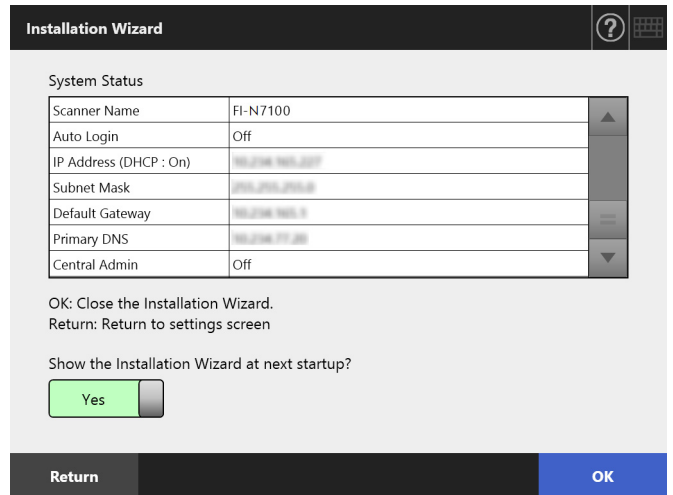
11. Set the Central Admin Server.

On the [Scanner Central Admin Server] window, set whether to enable the Central Admin Server and the Central Admin Server settings, and press the [Finish] button.

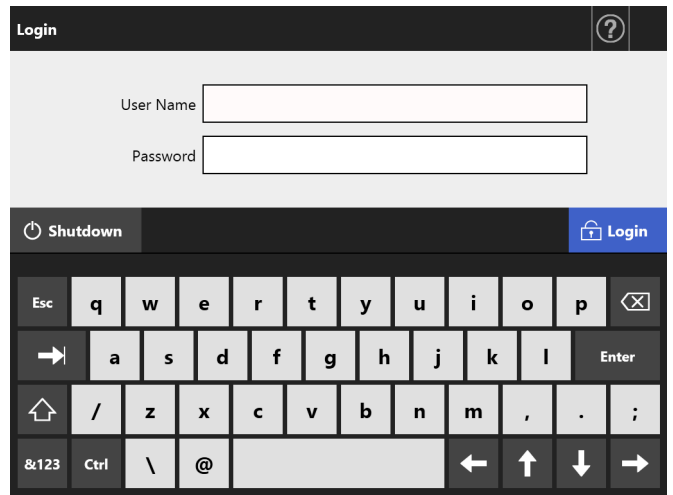


12. Confirm the configured settings.

On the settings confirmation window of the installation wizard, confirm the configured basic settings, and press the [OK] button.



⇒ The installation wizard finishes and the login window appears.



HINT

- When the scanner name or domain name has been changed, the scanner is restarted.
- If you select [No] for [Show the Installation Wizard at next startup?], the [Installation Wizard] window does not appear immediately after the next scanner startup.

This concludes the scanner basic settings procedure.

HINT

The scanner basic settings can be changed by the following methods:

- Changing the settings on the [Installation Wizard] window
To display the [Installation Wizard] window, press the [Installation Wizard] button in the [Admin Menu] window on the administrator window.
- Changing the settings from the menu on the administrator window

For details about how to show the administrator window, refer to "Chapter 4 Checking the Network Connection" (page 16).

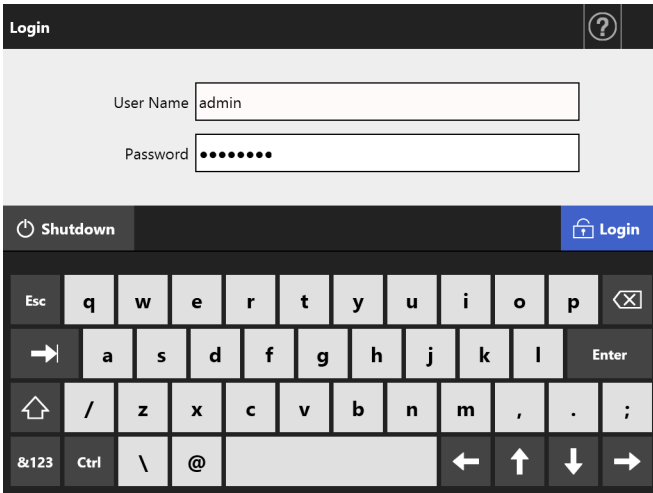
Chapter 4 Checking the Network Connection

This section describes how to check the status of the network connection.

The network connection can be checked by using [Ping] on the administrator window.

1. Log in to the scanner with the user name and password of the administrator.

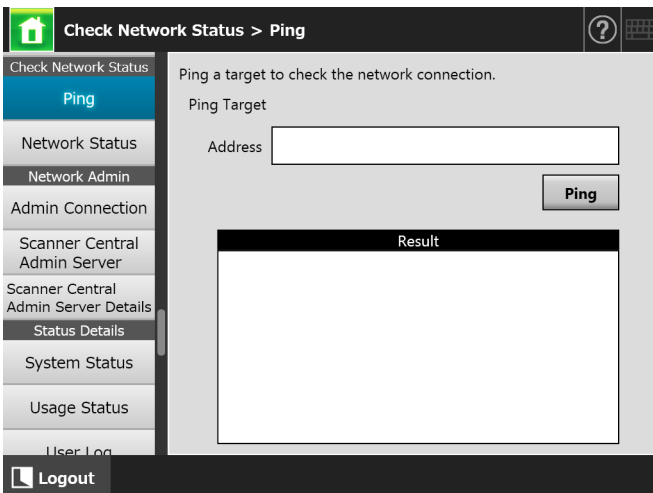
Enter "admin" for [User Name] and the password specified in the basic settings for [Password]. The default password is "password".



⇒ The administrator window appears.

2. Select [Ping] under [Check Network Status] in the menu, and check the status of the network connection on the [Ping] window.

For [Address], enter the IP address, host name, or FQDN of the computer to be checked.



3. Press the [Ping] button.

⇒ A ping test is performed and the results are displayed.

For details about the results, refer to "Checking Basic Network Operation with a Ping Test" (page 18).

4. Press the [Logout] button to log out of the scanner.

Chapter 5 Downloading the Manual

For this scanner, the Operator's Guide (PDF), which contains information about scanner settings, administration, and operations, is provided in addition with this manual. Read it when using the scanner. Use Adobe Reader to view the Operator's Guide. Adobe Reader can be downloaded from the following site.

<http://www.adobe.com/>

This section describes how to download the manual.

1. Specify the scanner name or IP address as the URL using Internet Explorer 7.0 or later(*) of the computer to which the manual is to be downloaded.

http://scanner_name or IP_address/

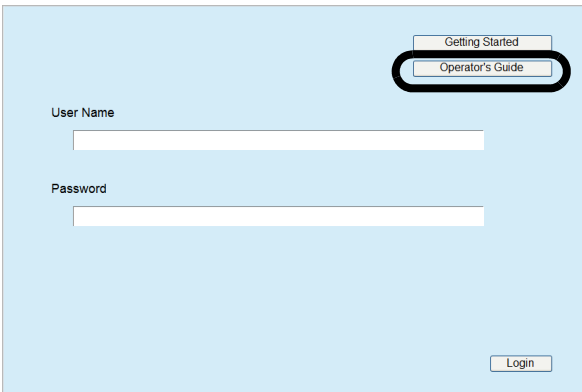
⇒ The Login window appears.

*: Apply the latest security updates. If they are not applied, you may not be able to download certain manuals.

If download operations are not possible, clear the [Do not save encrypted pages to disk] check box on [Advanced] of [Internet Options] in Internet Explorer, and then try downloading again.

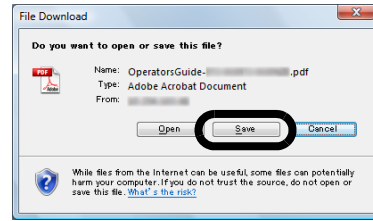
If the Web browser is Internet Explorer 10 or later, configure [Compatibility View settings] so that the specified URL is displayed in compatibility view.

2. Click the [Operator's Guide] button.



⇒ The [File Download] dialog box appears.

3. Click the [Save] button.

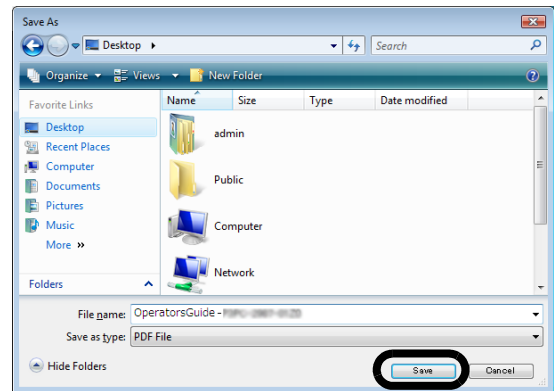


⇒ The [Save As] dialog box appears.

ATTENTION

If Adobe Reader is not installed, and the [Open] button is pressed, a connection error occurs. To open the file with the [Open] button, install Adobe Reader, and then perform steps 1 to 3 again.

4. Select a folder, and click the [Save] button.



⇒ The manual is downloaded and saved in the specified folder.

Appendix A Troubleshooting

A.1 Network Connection Troubleshooting

■ Checking Basic Network Operation with a Ping Test

The network connection may be checked by performing a ping test. For more details on how to perform a ping test, refer to "Chapter 4 Checking the Network Connection" (page 16).

Take actions according to the ping results as described below.

**The four lines below are shown as a response from the ping test.
Reply from (destination IP address):
bytes=32 time< (time)ms TTL=(TTL value)**

■ Display example

Reply from XXX.XXX.XXX.XXX : bytes=32 time<1ms
TTL=255

Reply from XXX.XXX.XXX.XXX : bytes=32 time<1ms
TTL=255

Reply from XXX.XXX.XXX.XXX : bytes=32 time<1ms
TTL=255

Reply from XXX.XXX.XXX.XXX : bytes=32 time<1ms
TTL=255

■ Details

The response from the ping destination address is normal.

**[Ping statistics] shows
"Lost=4 (100% loss)"**

■ Details

- Communication with the device that is specified as the ping target is unavailable.
- There may be problems in the hardware transmission path. For example, the LAN cable may have become disconnected during the ping test.

■ Action

- The setting of the ping target may be invalid. Check that the ping target IP address, host name, or FQDN is correct.
If an IP address that does not exist in the same segment is specified, the value is shown as "Lost=0 (0% loss)". If an IP address that does not exist in a different segment is specified, the value is shown as "Lost=4 (100% loss)".

- The network transmission mode may differ from the connection target. On the [Network Status] window, change [Link speed/Duplex mode] from [Auto-Negotiation] to a fixed mode. This can be changed as follows:
 1. Select [Network Status] under [Check Network Status].
⇒The [Network Status] window appears.
 2. Select a fixed link speed/duplex mode for [Link Speed/Duplex Mode].
 3. Press the [OK] button.
- If there are no problems with the ping target setting and the network transmission mode, refer to "Failure to Connect to a Server Using Its IP Address" (page 19) for further solutions.
- Check the connection status of the LAN cable or replace the LAN cable and try again.
- When connected to a HUB, change the port to which the LAN cable is connected and try again.

**[Ping statistics] shows
"Lost=N (1 to 99% loss)"**

■ Details

- Communication with the device specified as the ping target is unstable.
- There may be problems in the hardware transmission path. For example, the LAN cable may have become disconnected during the ping test.

■ Action

- Check the connection status of the LAN cable or replace the LAN cable and try again.
- When connected to a HUB, change the port to which the LAN cable is connected and try again.
- The network transmission mode may differ from the connection target. On the [Network Status] window, change [Link speed/Duplex mode] from [Auto-Negotiation] to a fixed mode. This can be changed as follows:
 1. Select [Network Status] under [Check Network Status].
⇒The [Network Status] window appears.
 2. Select a fixed link speed/duplex mode for [Link Speed/Duplex Mode].
 3. Press the [OK] button.

**"Ping request could not find host
xxxxxxx. Please check the name and
try again."**

■ Details

The name-resolution or address-resolution for the device specified as the ping target may have failed.

■ Action

- Check that the ping target host name or FQDN is correct.
- Check that the DNS server or WINS server settings are correct.
- If the ping target host name or FQDN is correct, refer to "Failure to Connect to a Server Using Its Host Name or FQDN" (page 20) for further solutions.

■ Failure to Connect to a Server Using Its IP Address

If a server cannot be connected to by using its IP address, or if a scanner does not respond to a ping test by specifying its IP address, try the following:

Connection error between the server and scanner. Or there is a problem with the LAN cable.

■ Action

Check that the LAN cable is connected to both the scanner and server correctly.

If the server is connected using a LAN cable (straight type), in case Auto MDI/MDI-X (automatic selection) is not supported, a LAN cable (crossover type), switch, or router is required between the scanner and server.

If this is not the case, the LAN cable may be faulty. Use a LAN cable that functions normally and try again.

IP address or subnet mask is invalid.

■ Action

On the [IP Address] window, check that the IP address or subnet mask settings are correct.

The [IP Address] window can be displayed as follows:

1. Select [IP Address] under [Network Settings].

When using DHCP, the DHCP server does not operate normally. Or there is a problem with the DHCP server settings.

■ Action

If using DHCP, on the [Network Status] window, check that IP address, subnet mask, and default gateway settings are all correct.

If these settings are not correct, the DHCP server may not operate normally, or the DHCP server may not assign valid IP addresses because of restricted number of leases or MAC address validation.

Check the DHCP server connection status and the details of the server settings.

The [Network Status] window can be displayed as follows:

1. Select [Network Status] under [Check Network Status].

Another host or communication device is connected using the same IP address as the scanner.

■ Action

If the same IP address has already been used by another host or communication device, then even if the other device has been given a different IP address, the server may not recognize the scanner's "duplicate" IP address until it is rebooted. Restart the server.

If a duplicate IP address connection from another host or communication device exists on a LAN, communication is unavailable.

If a duplicate IP address connection from another host or communication device exists, pull out its LAN cable and restart the server.

Access is denied due to the establishment of a firewall between the server and the scanner.

■ Action

If a firewall is established between the server and the scanner, check that it is not set to deny access to the network.

Link speed/duplex mode for the network differs between the scanner and server. Or the server does not support automatic negotiation.

■ Action

Link speed/duplex mode for the network of the scanner is set to the default setting [Auto-Negotiation].

If the problem persists with [Auto-Negotiation], set both the scanner and server's network link speed/duplex mode to a fixed mode and check again.

On the [Network Status] window, change [Link speed/Duplex Mode] from [Auto-Negotiation] to a fixed mode. This can be changed as follows:

1. Select [Network Status] under [Check Network Status].
⇒ The [Network Status] window appears.
2. Select a fixed link speed/duplex mode for [Link Speed/Duplex Mode].
3. Press the [OK] button.

■ Failure to Connect to a Server Using Its Host Name or FQDN

If the scanner cannot connect to a server by specifying its host name or FQDN, or if a server does not respond to a ping test by specifying its host name or FQDN, try the following:

Same as in "Failure to Connect to a Server Using Its IP Address" (page 19).

■ Action

Check if a network connection is possible by trying the same solution for "Failure to Connect to a Server Using Its IP Address" (page 19).

The scanner's DNS server or WINS server settings are invalid.

■ Action

Check that the DNS and WINS server settings are correct.

The DNS or WINS server does not operate normally. Or an error occurred on the network path to the DNS or WINS server.

■ Action

Ping the DNS or WINS server to check that they are functioning normally.
If the DNS or WINS server is not functioning, request the network administrator to check its status.

■ Failure to Access the Scanner Using Internet Explorer, the Admin Tool, the Central Admin Server, or User Editor

If access is not possible when attempting to connect to the scanner using Internet Explorer, the Admin Tool, the Central Admin Server, or User Editor, try the following:

Same as in "Failure to Connect to a Server Using Its IP Address" (page 19).

■ Action

Check if a network connection is possible by trying the same solution for "Failure to Connect to a Server Using Its IP Address" (page 19).

The DNS or WINS server does not operate normally. Or the scanner name is not registered in the DNS or WINS server.

■ Action

Specify the IP address and check the connection.
If it is possible to connect the scanner using the Admin Tool with a specified IP address, specify the scanner's IP address in the DNS or WINS server.
In the scanner administrator settings, check whether the DNS or WINS server settings are correct.

A misconfigured firewall between the scanner and the computer installed with Internet Explorer, the Admin Tool (connected via LAN), or User Editor is denying the computer access to the scanner via HTTP/HTTPS protocols.

■ Action

If there is a firewall between the scanner and the computer installed with Internet Explorer, the Admin Tool, or User Editor, check that the firewall is not set to deny access to the network.

The URL of the target scanner is not registered as a trusted site.

■ Action

Set the scanner URL as a trusted site for Internet Explorer.

1. In Internet Explorer, select the [Tools] menu → [Internet Options].
2. On the [Security] tab, select [Trusted sites] and click the [Sites] button.
3. Enter the URL of the scanner in the [Add this website to the zone] field, and click the [Add] button.

In Internet Explorer, the security level for the target zone is set to [High] on the [Security] tab in the [Tools] menu - [Internet Options]. In [Custom Level], [Prompt] or [Disable] is set for [Active scripting] under [Scripting] in the [Settings] area.

■ Action

When connecting using the scanner name, the connection will be an intranet connection. When connecting using an IP address, it will be an internet connection.

Try the following settings for the corresponding zone.

1. In Internet Explorer, select the [Tools] menu → [Internet Options].
2. Enable [Active scripting] in either of the following ways:
 - On the [Security] tab, click the [Default level] button to set [Security level for this zone] to [Medium].
 - On the [Security] tab, click the [Custom level] button to set to [Enable] for [Active scripting] under [Scripting] in the [Settings] area.
3. If connecting via the Internet zone, on the [Privacy] tab, set the level to [Medium High] or below.
4. Delete all temporary internet files. For details, refer to Help for Internet Explorer.

The scanner is in standby mode.

■ Action

Press the power button to start the scanner.

A proxy server is being used.

■ Action

Set the proxy server not to be used.

1. In Internet Explorer, select the [Tools] menu → [Internet Options].
2. Press the [LAN settings] button on the [Connections] tab.
3. Clear the [Use a proxy server for your LAN (These settings will not apply to dial-up or VPN connections)] check box.

There is an error with the connection protocol setting.

■ Action

Check if SSL is enabled on the [Admin Connection] window.

The [Admin Connection] window can be displayed as follows:

1. Select [Admin Connection] under [Network Admin].

There is an error with the port number setting.

■ Action

Check the specified port number on the [Admin Connection] window.

The [Admin Connection] window can be displayed as follows:

1. Select [Admin Connection] under [Network Admin].

In Internet Explorer, [Tools] menu - [Internet Options] - [Advanced] tab, the [Use SSL 3.0] check box under [Security] in the [Settings] area is not selected.

■ Action

1. In Internet Explorer, select the [Tools] menu → [Internet Options].
2. On the [Advanced] tab, select the [Use SSL 3.0] check box under [Security] in the [Settings] area.

A.2 Power Troubleshooting

Scanner cannot be turned on.

■ Check item

Has the power button been pressed?

■ Action

Press the power button.

■ Check item

Are the AC cable and AC adapter properly connected to the scanner?

■ Action

- Connect the AC cable and the AC adapter properly.
- Disconnect the AC cable from the scanner to turn off the scanner, and connect the AC cable again. After turning the power off, wait for at least 10 seconds before turning the power back on again.

If the problem persists even after taking the above mentioned actions, contact your FUJITSU scanner dealer or an authorized FUJITSU scanner service provider.

A.3 Login Troubleshooting

Cannot login with administrator password.

■ Check item

Was the Caps Lock on when the password was entered?

■ Action

Turn off the Caps Lock and try logging in again.

If the password has been lost or forgotten, contact your FUJITSU scanner dealer or an authorized FUJITSU scanner service provider.

A.4 Contact for Inquiries

If a solution to your problem cannot be found in the above troubleshooting list, refer to the following web page:

<http://imagescanner.fujitsu.com/g-support.html>

If the solution to your problem cannot be found on the above web page, refer to the contact information for your Fujitsu office on the following web page:

<http://imagescanner.fujitsu.com/warranty.html>

■ Contact for Purchasing the Consumable, Cleaning Materials

<http://www.fujitsu.com/global/about/resources/shop/computing/peripheral/scanners/>

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WinDump

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Secure iNetSuite

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