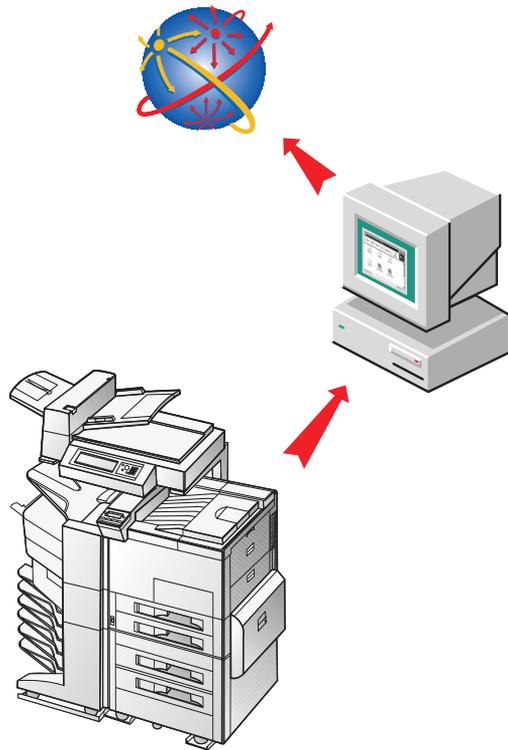


HP Digital Sender Module

Administrator's Guide



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1 The HP Digital Sender Module

Introduction

The HP Digital Sender Module is a software application that enables HP Multi-Functional Peripherals (MFPs) to send scanned documents directly to electronic mailboxes (e-mail) or to fax destinations, transforming paper-based information into digital images that can be shared, stored, or edited. Documents are initially scanned at the MFP then transmitted to a network-connected PC where the HP Digital Sender Module software is installed. This saves users from having to create an electronic copy of a hard-copy document. The HP Digital Sender Module can also be set up to require user authentication, ensuring that only authorized persons use the Digital Sending features of the MFP.

At the MFP control panel, users can

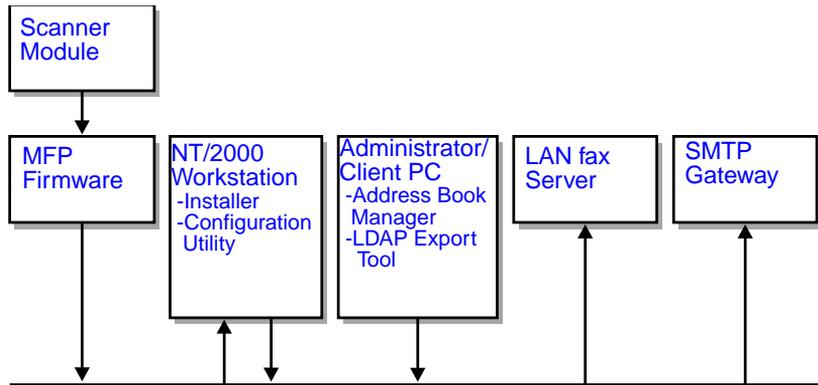
- Select Scan to E-mail or Scan to Fax.
- Input To:/From:/CC:/Subject: information using a soft keyboard on the control panel. Users can also control duplex scanning, paper size, and e-mail attachment format from the control panel.
- Select names from an address book(s) the network administrator has downloaded.

The HP Digital Sender Module software

- Manages the simultaneous transmission of scanned images from multiple MFPs on the network
- Performs any image decompression, page decomposition, and image format conversion necessary to transmit the document as an e-mail attachment or fax
- Adds addressing information
- Encodes the message
- Communicates with an SMTP server that a network administrator has configured
- Maintains each address book and transmits a copy to every licensed MFP

Architectural overview

A flow chart of the HP Digital Sender module components is included below:



The HP Digital Sender Module firmware components include:

- **Control panel firmware:** manages the user interface and general job control
- **Copy processor firmware:** generates the desired data file formats
- **Scanner Service Agent**
- **Digital Service Provider (JetSend)**

The HP Digital Sender Module software components include:

- **Job Management/E-mail Server**
- **Image Pipeline (IP)**
- **Multipurpose Internet Mail Extensions (MIME)** encoder
- **Simple Mail Transfer Protocol (SMTP)**
- **Installer**
- **HP Configuration Utility:** Once the software is installed, the user configures the HP Digital Sender Module software using this utility. The software cannot be used until it has been configured.
- **Address Book Manager:** The Network Administrator can use this software to set up address books.
- **LDAP Export Tool:** Used to update address books from an LDAP server automatically

Environments and protocols

Network operating systems

The HP Digital Sender Module is directly connected to TCP/IP networks via a Windows NT® /Windows® 2000 server or workstation. It operates independently within the network operating environments listed below:

- Windows 2000/Windows NT 4.0 (or higher) workstation or server (TCP/IP only)
- Fast Ethernet 100Base-TX, Ethernet 10Base-T, or 10Base-2 (BNC)

Note

Ethernet connections are provided by the HP JetDirect Print Server that comes installed in the HP MFP.

Client operating systems (ABM only)

The following client operating systems are supported:

- Windows NT 4.0 (or higher) PC (TCP/IP only)
- Windows 2000 (TCP/IP only)
- Windows 9x (TCP/IP only)

The HP Digital Sender Module works with the Microsoft TCP/IP protocol provided as part of these operating systems.

Note

The ABM may not run correctly on some early versions of Windows 95. An updated Common Control Library is needed and can be obtained by running 50comupd.exe, which is included with the Digital Sender Module CD, or by installing Microsoft Internet Explorer 4.0 (or higher).

Novell NetWare support

In order to support access to Novell NetWare resources, the HP Digital Sender Module requires

- Novell NetWare version 3.12, 3.2, 4.11, 4.2 or 5 running on the Novell NetWare server and
- Novell NetWare Client version 4.6 (or greater) running on the Windows NT/Windows 2000 PC running the HP Digital Sender Module software.

Note

HP recommends that Novell print queues are not used as the print path for HP Digital Sender-enabled MFPs. Instead, HP recommends that you use a JetDirect IP connection.

E-mail distribution services

The HP Digital Sender Module can send MIME-compliant e-mail messages to Internet addresses. It uses SMTP-MIME to deliver these messages. SMTP is independent of the network operating system on which your e-mail server is running.

E-mail addresses are selected at the MFP control panel. Users can specify e-mail destinations by:

- selecting e-mail addresses from the address book loaded at the MFP.
- typing e-mail addresses manually

The document that you scan at the HP Digital Sender becomes an attachment to your e-mail message. The attachment can be sent as one of the following file types:

- Portable Document Format (.PDF)
- Tagged Image File Format (.TIF)
- Multipage Tagged Image File Format (.TIF)

Portable Document Format (.pdf) is the file format most often used for the attachments and gives recipients the ability to both view and print the e-mail attachment. You can obtain a free copy of the Adobe® Acrobat® Reader from the Adobe Systems, Incorporated Website (<http://www.adobe.com>).

If the attachment contains several pages and is sent using the Tagged Image File Format, the e-mail will have one attachment for each page. This file format will generate single-page attachments and may be used for scanning invoices for electronic archival, for example. Using multiple pages allows the user to send multiple page images as one file attachment.

Note

Sending pages as photo quality and in either Tagged Image File Format may result in attachments that cannot be read in some applications. You can view .TIF files using the Windows Imaging application. This application can be found under the Programs, Accessories menu.

If your SMTP size limit is exceeded, the e-mail will be distributed as multiple e-mail attachments. This is based on the limit selected on the SMTP server page in the HP Configuration Utility. See [page 14](#) for more information.

Fax distribution services

Users can send faxes directly from the MFP. To support this service, a LAN fax product and a shared folder for the fax workarea are required.

Users can specify fax destinations at the control panel in two ways:

- Type fax numbers manually.
- Select fax numbers from the address book loaded at the MFP.

Note

The same document can be sent to multiple fax numbers.

Document can be sent to the LAN fax server in one of the following file types:

- Tagged Image Format (.TIF)
- Multiple page Tagged Image Format (.TIF)
- Printer Control Language 5 (PCL5) (uncompressed)
- PCL5 (packbits)

Select these formats in the HP Configuration Utility.

2 Administrating

Introduction

System administrators can use a variety of tools to monitor and control the HP Digital Sender Module. The following is a list of tools and their functions that can be used by the system administrator to maintain the HP Digital Sender Module:

- **HP Address Book Manager (ABM)**
Used to maintain public address books and view the activity log messages
- **HP Configuration Utility**
Used to configure the HP Digital Sender Module software
- **Windows NT/Windows 2000 Event Viewer**
Used to view the event log messages. To use the Windows NT/Windows 2000 Event Viewer click on Start, Programs, Administrative Tools, and Event Viewer
- **LDAP Export Tool**
Used to update address books from an LDAP server automatically

HP Digital Sender Module setup

Before the HP Digital Sender Module can be used, some settings in the HP Configuration Utility need to be set. The following table lists the activities necessary for setting up the HP Digital Sender Module.

See the online help for more information regarding the HP Configuration Utility.

Note

To support HP Digital Sender Module features, the MFP must appear in the Windows Printers folder. To add an MFP to the Printers folder, select Add Printers in the Windows control panel.

HP Digital Sender setup activity

Add licenses

In the HP Configuration Utility, Use the License tab to enter new licenses. Licenses are required to enable HP Digital Sender Module features on an MFP.

E-mail service setup activities

Set the SMTP server location

In the HP Configuration Utility, select the E-mail Settings tab and click Add to add a new SMTP server.

Set the document size generated

In the HP Configuration Utility, select the E-mail Settings tab. When you add or edit an SMTP server, use the Maximum File Size drop down menu to indicate the maximum file size allowed by the HP Digital Sender Module. This value should not exceed the size limit allowed by your SMTP server. Note: If you specify multiple SMTP servers with different maximum file size settings, the HP Digital Sender Module software will always use the smallest of these settings, regardless of which server is being used.

Fax service setup activities

Set Faxing Method

In the HP Configuration Utility, select the Fax Settings tab. Select the method you will use for sending a fax. Currently, only LAN fax is supported.

LAN fax service setup activities

Set product name	In the HP Configuration Utility, select the Fax Settings tab. Select the LAN fax vendor using the drop-down menu.
Set common folder	In the HP Configuration Utility, select the Fax Settings tab. Enter the folder that will be used as a common, working folder for communication between the LAN fax Server software and the HP Digital Sender Module software.
Set login properties	In the HP Configuration Utility, select the Fax Settings tab. Click Login Properties and select the network type (Microsoft NTLM, Novell NDS, or Novell Bindery).
Set user log on settings	In the HP Configuration Utility, select the Fax Settings tab. Click Login Properties. Enter (or select) username, password, domain, NDS tree, and NDS context, as necessary.
Set fax format	In the HP Configuration Utility, select the Fax Settings tab. Click the Advanced button to set the file format. This setting depends on the LAN fax vendor's capabilities, and you may not be able to configure this setting.
Set transmission options	In the HP Configuration Utility, select the Fax Settings tab. Click the Advanced button to set the transmission options. Select maximum speed, number of retries, and the interval (in minutes) between retries. You can also enable or disable error correction mode.

HP Digital Sender Module tasks

The following tables list some common HP Digital Sender Module tasks and where you can accomplish the tasks.

Shutdown and restart activities

Shut the Digital Sender Module down	Stop the HP Digital Sender Module software using the Service icon found in the Control Panel Programs group.
Restart the Digital Sender Module	Stop and start the HP Digital Sender Module software using the Service icon found in the Control Panel Programs group.

Security activities

[Change ABM password administrator](#) In the ABM, select the Digital Sender menu/Security

Address book activities

[Maintain the e-mail address book](#) In the ABM, select Main menu/Public Email

[Maintain the e-mail distribution lists address book](#) In the ABM, select Main menu/Public Distribution Lists

[Maintain the fax address book](#) In the ABM, select Main menu/Public Fax

[Maintain the fax distribution lists address book](#) In the ABM, select Main menu/Public Fax Distribution Lists

[Import addresses from another program](#) In the ABM, select Tools menu/Address Book Import

[Check address books](#) Shutdown and restart Windows NT/Windows 2000 PC and use the ABM activity log to check the results.

[Clear address books](#) In the ABM, select Edit menu/Clear Address Books

E-mail service activities

[Destinations in the public e-mail address book](#) In the ABM, select Main menu/**Public Email**

[Change Enable/Disable Send-to-E-mail Feature](#) In the HP Configuration Utility, select the Configure Features tab/Configure button/Send to E-mail tab/Disabled or Licensed

[Change default e-mail attachment format](#) In the HP Configuration Utility, select the Configure Features tab/Configure button/Send to E-mail tab/Advanced button/File Format

E-mail service activities

Change default subject	In the HP Configuration Utility, select the Configure Features tab/Configure button/Send to E-mail tab/Default subject
Change default message and default message language	In the HP Configuration Utility, select the Configure Features tab/Configure button/Send to E-mail tab/Advanced button/Message Text
Change default resolution	In the HP Configuration Utility, select the Configure Features tab/Configure button/Send to E-mail tab/Advanced button/Resolution
Change default file format	In the HP Configuration Utility, select the Configure Features tab/Configure button/Send to E-mail tab/Advanced button/File Format
Change default From address	In the HP Configuration Utility, select the Configure Features tab/Configure button/Send to E-mail tab/Default 'From:' Address

Fax service activities

Destinations in the public fax address book	In the ABM, select the Main menu/Public Fax
Change Enable/Disable Send-to-Fax Feature	In the HP Configuration Utility, select the Configure Features tab/Configure button/Send to Fax tab/Disabled or Licensed
Change notification default action	In the HP Configuration Utility, select the Configure Features tab/Configure button/Send to Fax tab/No notification or Print notification report at the MFP
Change notification report language	In the HP Configuration Utility, select the Configure Features tab/Configure button/Send to Fax tab/Notification Report Language
Change fax quality	In the HP Configuration Utility, select the Configure Features tab/Configure button Send to Fax tab/ Resolution
Change billing code	In the HP Configuration Utility, select the Configure Features tab/Configure button/Send to Fax tab/Billing Code
Destinations in the public fax address book	In the HP Configuration Utility, select the Configure Features tab/Configure button/Send to Fax tab/Disabled or Licensed

Reset activities

[Reset address books](#) Delete all database files on Windows PC and restart the Windows PC¹

1 In a Typical Installation database files can be found in C:\Program Files\Hewlett-Packard\HP Digital Sender Module\db subdirectory

Miscellaneous activities

[Use the activity log](#) Tools menu/View Log

[Change default document size](#) In the HP Configuration Utility, select the Configure Features tab/Configure button/MFP Settings tab/Document Size

[Change default document type](#) In the HP Configuration Utility, select the Configure Features tab/Configure button/MFP Settings tab/Document Type

[Set two-sided \(duplexed\) document](#) In the HP Configuration Utility, select the Configure Features tab/Configure button/MFP Settings tab/2-Sided Document

Controlling notifications

The HP Digital Sender Module software notifies administrators of events in two ways:

- **Activity log entries**

The activity log is a record of the HP Digital Sender Module and system activities. See [“Activity log messages” on page 41](#) for a list and description of entries. See [“Using the activity log” on page 22](#) for information on how to access the activity log.

- **E-mail messages**

The administrator can choose to receive e-mail messages for specific events that occur—for example, a critical error has occurred.

Working with address books

When you log in to the HP Address Book Manager the main window lists the following:

- **Public E-mail**
Contains e-mail addresses available to any user. Only the administrator can change information in this address book.
- **Public Distribution Lists**
Contains predefined groups of e-mail addresses available to any user. Only the administrator can change information in this address book.
- **Public Fax**
Contains fax destinations available to any user. Only the administrator can change information in this address book.
- **Public Fax Distribution Lists**
Contains predefined groups of fax destinations available to any user. Only the administrator can change information in this address book.

For more information about creating, adding, or deleting address books, see the ABM online help.

Using the LDAP export tool

The LDAP Export Tool is a Microsoft Windows Console program used to export addresses from an LDAP server. The addresses are saved to an HPB file. This file can be imported into the HP Digital Sender Module software using the ABM.

Because exporting from a large LDAP server can take a significant amount of time, HP recommends that the LDAP export tool be used as part of a batch configuration job.

This administrative tool, as well as information that documents the tool, can be found in the Utilities\LDAPExport directory where the HP Digital Sender Module software was installed.

Using the activity log

The activity log is an important tool for monitoring all HP Digital Sender Module activities. System events are recorded on the Administrator activity log. Other activities are recorded on the Guest activity log. Up to 1,000 entries are stored in the activity log, new events overwrite the oldest events.

See [“Activity log messages” on page 41](#) for a list and explanation of the messages.

Events recorded in the activity log

- shutdown and restart
- success or failure of an activity
- deletion of address book contents
- firmware downloads
- system errors
- results from send-to-e-mail job
- results from send-to-fax job

Information recorded about each event

- date
- time
- description of event
- severity of event (normal, warning, error, fatal)

To view the activity log

- 1 Start the ABM.
- 2 On the Tools menu, click View Log.
- 3 Choose ADMINISTRATOR or GUEST activity log.
- 4 You can keep the activity viewer open while you work on your computer. To close it, on the File menu, click Exit.

To use the activity log

The activity viewer shows information about the messages arranged in columns. You can sort the messages by the type of information (for example, by severity in order to list all fatal messages first). To do this, click the top of the column containing that information. The status bar at the bottom of the viewer shows how many messages are in the log for each type of message.

Using the activity log

To do this	Perform this action
Print the log	On the File menu, click Print.
Copy the log	<p>You can copy all or parts of the log to the Windows Clipboard and then paste it into another program (such as Microsoft Excel). The program you paste the log into must accept tab-delimited files.</p> <p>Select the portion of the log you want to copy. On the Edit menu, click Copy to place the information on the Clipboard.</p>
Save the log	On the File menu, click Save As. Name the file using your preferred format, choose a folder, and click OK.
Clear the log	<p>Clearing the log is useful if you are troubleshooting problems. Once you clear the log, entries reflect only current conditions. Clearing the log is also useful when you have made major configuration changes.</p> <p>On the Edit menu, click Clear.</p>
Refresh the log	<p>If you have left the log open while you have been working, you might need to refresh the log to see the most current information.</p> <p>On the Edit menu, click Refresh.</p>

3 Troubleshooting

Introduction

This chapter is your guide for resolving problems that might occur while you are using the HP Digital Sender Module. The chapter is divided into the following sections:

- sources for information about problems ([page 26](#))
- troubleshooting the HP Digital Sender Module software (includes a list and explanation of control panel messages) ([page 27](#))
- event log messages ([page 33](#))
- activity log messages ([page 41](#))
- troubleshooting the software (includes lists and explanations of messages from each program) ([page 55](#))

Typically, messages appear on the control panel of the MFP's copy module, in the event log of the Windows NT/Windows 2000 PC, or in the activity log of the Address Book Manager (ABM). These messages usually require some action before sending can continue. All messages are listed in this chapter, along with recommended actions.

Sources for information about problems

Sources for information about problems

Source	Description
Activity log	The activity log is a record of the HP Digital Sender Module software usage and is probably your best tool for troubleshooting. It contains messages (warning, error, or fatal) that can help you resolve problems. See " Activity log messages " on page 41 for a list of messages and recommended actions. These messages can be viewed using the Address Book Manager's Activity Log. To view the Activity Log, open the ABM and go to Tools, View Log, Admin or Guest.
Event log	The event log is a record of the startup procedure for the HP Digital Sender Module software running on the Windows NT/Windows 2000 PC. These messages can be viewed by clicking on the Event Viewer icon found in the Administrative Tools program group on the PC. See " Event log messages " on page 33 for a list of messages and recommended actions.
Messages for programs	Messages appear in the Address Book Manager when there are problems. See " HP Address Book Manager messages " on page 56 a list of these messages and recommended actions.

Troubleshooting the HP Digital Sender Module

General HP Digital Sender Module Troubleshooting

Use the table below to solve common problems encountered while using the HP Digital Sender.

Note

As a general rule for all problems, check both the control panel, event log, and activity log for relevant messages. You can find an explanation of these messages under [“Control panel messages” on page 37](#), [“Event log messages” on page 33](#), and [“Activity log messages” on page 41](#).

General HP Digital Sender Module troubleshooting

Problem	Actions
Image quality is poor.	<ul style="list-style-type: none">● Make sure the scanning glass is clean. If the glass is dirty, clean it with a dry, soft cloth.● Increase the default resolution using the Configuration Utility.
HP Digital Sender Module is sending items very slowly.	<ul style="list-style-type: none">● You might have selected a quality setting that is making the document into a large file that is sending slowly (for example Fine Photo). To speed up the sending process, try choosing a different setting (for example, Standard Text).
The envelope on the control panel display is flashing.	<ul style="list-style-type: none">● No action is required. The flashing envelope on the MFP's control panel display indicates digital sending is in progress.
You have just configured an MFP for digital sending using the HP Configuration Utility, but digital sending doesn't appear to work.	<ul style="list-style-type: none">● Turn the MFP and Copy Module off and then back on again.
You have replaced a printer component, and digital sending doesn't appear to work.	<ul style="list-style-type: none">● If the MFP's engine serial number has changed (because, for example, a printer component has been replaced), the MFP must be re-initialized.

General HP Digital Sender Module troubleshooting (continued)

Problem	Actions
An e-mail transmission you sent did not arrive at the destination e-mail address.	<ul style="list-style-type: none"> ● If you typed the e-mail address at the control panel, make sure you typed it correctly. ● The job might have been lost because of an internal problem. Pending jobs are sometimes lost when this happens. Resend the e-mail message. ● Make sure the e-mail server is running. To do this, click the Test button on the E-mail Settings tab in the HP Configuration Utility. ● Verify that the HP Digital Sender Module software e-mail configuration is correct by sending a test e-mail message to yourself. (Refer to “E-mail service troubleshooting” on page 40 for additional information.) ● Check the “returned mail” message (if one was received) for the reason the e-mail message was not delivered. If the attachment was too big to transmit, raise the maximum e-mail message size that your e-mail server accepts (see the documentation for that server).
A fax transmission you sent did not arrive at the fax destination.	<ul style="list-style-type: none"> ● If you typed the fax number at the control panel, make sure you typed it correctly. ● The job might have been lost because of an internal problem. Pending jobs are sometimes lost when this happens. Resend the fax. ● Make sure that the HP Digital Sender Module software has network access to the work folder (common folder) set in the Fax settings tab in the HP Configuration Utility. Click the Verify Folder Access button on the Fax Settings tab. ● Check for a notification report at the MFP, if you have print notification selected.

The following table lists some additional problems you may encounter while you are using the Digital Sender Module. It includes a description of the problem and the recommended actions.

General HP Digital Sender Module troubleshooting

Problem	Description	Action
The Send Icon does not appear on MFP control panel	Either the MFP’s firmware has not been updated for the HP Digital Sender Module or the update failed	<ul style="list-style-type: none"> ● Verify that the Scanner Service Agent (SSA) and Digital Sender Service Provider (DSSP) ROFF’s are on the MFP’s hard disk. ● Manually turn both the printer and Copy Module off and then back on.

General HP Digital Sender Module troubleshooting

<p>The Send Icon appears on the control panel but is grayed out</p>	<ul style="list-style-type: none">● The HP Digital Sender Module software is not installed.● The HP Digital Sender Module server is not running.● The HP Digital Sender Module has not been configured to service this MFP.● Contact has been lost between the MFP and the HP Digital Sender Module software.● The MFP does not have the correct IP address for the HP Digital Sender Module.	<ul style="list-style-type: none">● Install the HP Digital Sender Module software.● Restart the HP Digital Sender Module software using the Services icon found in the Control Panel program group on the PC.● Open the HP Digital Sender Module HP Configuration Utility and verify that the MFP has been licensed. In order to configure an MFP using the HP Configuration Utility, the MFP must appear in the Printers folder.● Determine whether there is a network failure between the HP Digital Sender Module software and MFP. Try sending a print job to the MFP (or using Web JetAdmin to inquire its status) from the PC running the HP Digital Sender Module software.● Verify the IP address of the HP Digital Sender Module on the MFP's About screen and reconfigure the MFP using the HP Configuration Utility, if necessary.
<p>The Send Icon is selectable on the control panel, but it says that it cannot contact the HP Digital Sender Module.</p>	<ul style="list-style-type: none">● The HP Digital Sender Module software is not installed.● Contact has been lost between the MFP and the HP Digital Sender Module.	<ul style="list-style-type: none">● Install the HP Digital Sender Module software.● Determine whether there is a network failure between the HP Digital Sender Module and MFP. Try sending a print job to the MFP (or using Web JetAdmin to inquire its status) from the PC running HP Digital Sender Module software.
<p>While addressing, the MFP no longer auto-completes e-mail addresses.</p>	<ul style="list-style-type: none">● The address book is corrupt, or it was deleted.● The address was in the local cache but was removed when a recently typed address caused the cache to overflow, and the oldest address was removed.	<ul style="list-style-type: none">● Using the ABM, reload the address book in the MFP.● Consider adding commonly used addresses to the global address book.

General HP Digital Sender Module troubleshooting

<p>The From address cannot be entered.</p>	<ul style="list-style-type: none">● The administrator has chosen to configure a hard-coded From address for this MFP.● Authentication has been enabled for this MFP.	<ul style="list-style-type: none">● The MFP must be reconfigured to enable typing a From address.● Turn authentication off for this MFP.
<p>Due to network problem, a previously scanned document was not received.</p>	<ul style="list-style-type: none">● Once the document has been completely scanned, its contents will be held within the MFP until a successful connection to the HP Digital Sender Module is made.● Once the document leaves the HP Digital Sender Module, subsequent delivery errors will be reported by the SMTP gateways.	<ul style="list-style-type: none">● The MFP will retry connecting to the HP Digital Sender Module every (X) seconds. (This default can be set in the HP Configuration Utility.) Once communication is reestablished, processing will complete. If the MFP loses power, the document will be retained on the hard disk. However, until the HP Digital Sender Module is contacted, new jobs will not be accepted.● Transmission error e-mails occurring after the document has been sent to the SMTP server will be sent to the address shown in the From field of the original message. If the administrator does not allow user-provided From addresses, error messages will be e-mailed to the administrator-configured e-mail address.
<p>An error, indicating that the job failed, is reported at the control panel.</p>	<p>If there is insufficient space to hold the scanned document on the MFP's hard disk, the scanning operation is aborted.</p>	<ul style="list-style-type: none">● Disk space is consumed by private jobs, held jobs, and e-mails that have not yet been transmitted to the HP Digital Sender Module. HP Resource Manager can be used to look at the contents of the disk to determine disk contents. Jobs waiting for e-mail transmission are stored on the disk. Note: Deleting files on the MFP's hard disk may cause unpredictable behavior, such as lost e-mail messages without sender notification.

General HP Digital Sender Module troubleshooting

<p>DSSP loses contact between the initial contact and when it tries to send the job.</p>	<p>The HP Digital Sender Module server goes down, a network problem occurs, or for JetSend refuses the connection.</p>	<ul style="list-style-type: none"> ● The job is held by SSA and retries periodically until it eventually times out, causing the job to fail.
<p>The MFP loses power partially during digital sending.</p>		<ul style="list-style-type: none"> ● Any partial job information stored on the hard disk will be automatically deleted by SSA when it reboots.
<p>The user provides an invalid e-mail address in the From field.</p>	<p>If the e-mail is actually delivered, the recipient will be unable to reply to the message. If the e-mail bounces, an error message will not be delivered.</p>	<ul style="list-style-type: none"> ● Resend the message using a valid address in the From field.
<p>One or more addresses in the To field are invalid.</p>	<p>SMTP will validate e-mail addresses only if they reside on the local SMTP gateway. Otherwise, a gateway further down the pipeline will perform validation. Before a document is scanned, the HP Digital Sender Module will verify with the local SMTP gateway that at least one e-mail address is valid. If not, scanning will not begin.</p>	<ul style="list-style-type: none"> ● The HP Digital Sender Module will generate error e-mails to the sender when it detects an “unknown user” error from SMTP. Other SMTP servers will be responsible for generating error e-mail messages if addresses are later found to be invalid.
<p>HP Digital Sender Module, Image Pipeline, or MIME encoder generates an error while processing an e-mail.</p>		<ul style="list-style-type: none"> ● HP Digital Sender Module will generate an e-mail message to the sender, indicating that an unrecoverable error has occurred.
<p>HP Digital Sender Module loses contact with the SMTP server.</p>	<p>Before the scanning process begins, the HP Digital Sender Module contacts the SMTP gateway to ensure it is available. If it is not available, the job will not proceed.</p>	<ul style="list-style-type: none"> ● If it subsequently loses contact, HP Digital Sender Module will periodically retry the connection. After a fixed period of time, it will place an error message in the activity log.

Checking the address book database

At any time, you can check the ABM database to correct problems and inconsistencies in the information.

Perform the database check for the following reasons:

- The HP Digital Sender Module seems to be performing slowly for no apparent reason.
- The Windows NT/Windows 2000 PC running the HP Digital Sender Module software was inadvertently turned off during a critical operation (for example importing addresses).
- You detect inconsistencies between address books and distribution lists
- You are instructed to do so by troubleshooting steps.

Notes about the procedure:

- Restart the Windows NT/Windows 2000 PC and then check the Administrator activity log in the ABM for results.

Note

If the check fails, the address book database is corrupt. Try resetting the address book by deleting the database files and restarting the Windows NT/Windows 2000 PC. If neither of these actions resolves the problem, contact your HP-authorized dealer.

Event log messages

The following table lists the messages generated by the HP Digital Sender Module software running on the Windows NT/Windows 2000 PC. The cause of the message and recommended actions are also listed in the table.

These messages can be viewed by clicking on the Event Viewer icon found in the Administrative Tools program group on the Windows NT/Windows 2000 PC.

Event log messages

Message	Description	Action
HP Digital Sender Module 2.0 - Started with Warnings	The HP Digital Sender Module software running on the PC was unable to start due to missing files or memory limitations.	<ul style="list-style-type: none">● Restart the HP Digital Sender Module software using the Services icon found in the Control Panel program group on the PC.● Reboot the PC.● Uninstall and reinstall the HP Digital Sender Module software on the PC.● Add more memory to the PC.● If the problem persists, note the code and contact your HP-authorized dealer.
HP Digital Sender Module 2.0 - Aborted		
HP Digital Sender Module 2.0 - Internal Initialization Failed		
HP Digital Sender Module 2.0 - TCP/IP Initialization Failed		
HP Digital Sender Module 2.0 - IMSP Server Initialization Failed		
HP Digital Sender Module 2.0 - Email Server Initialization Failed		
HP Digital Sender Module 2.0 - Log Server Initialization Failed		
HP Digital Sender Module 2.0 - Downloader Initialization Failed		

Event log messages (continued)

Message	Description	Action
<p>HP Digital Sender Module 2.0 - Job Manager Initialization Failed</p> <p>HP Digital Sender Module 2.0 - JetSend Initialization Failed</p> <p>HP Digital Sender Module 2.0 - Timer Initialization Failed</p> <p>HP Digital Sender Module 2.0 - Error Server Initialization Failed</p> <p>HP Digital Sender Module 2.0 - Pipe Server Initialization Failed</p> <p>HP Digital Sender Module 2.0 - Unknown Error X, Internal (X, X,X) Mode X, Job ID X, Gravity X</p>	<p>The HP Digital Sender Module software running on the PC was unable to start due to missing files or memory limitations.</p>	<ul style="list-style-type: none"> ● Restart the HP Digital Sender Module software using the Services icon found in the Control Panel program group on the PC. ● Reboot the PC. ● Uninstall and reinstall the HP Digital Sender Module software on the PC. ● Add more memory to the PC. ● If the problem persists, note the code and contact your HP-authorized dealer.
<p>HP Digital Sender Module 2.0 - Internal Error IMSP Server,0</p>	<p>Failure initializing address books.</p>	<ul style="list-style-type: none"> ● Restart the HP Digital Sender Module software using the Services icon found in the Control Panel program group on the PC. ● Reset address books. ● If the problem persists, note the code and contact your HP-authorized dealer.

Event log messages (continued)

Message	Description	Action
HP Digital Sender Module 2.0 - Internal Error IMSP Server,50 through IMSP Server,56	Failure initializing address books.	<ul style="list-style-type: none"> ● Restart the HP Digital Sender Module software using the Services icon found in the Control Panel program group on the PC. ● Check the address book database. ● Reset address books. ● If the problem persists, note the code and contact your HP-authorized dealer.
HP Digital Sender Module 2.0 - Internal Error IMSP Server,57	Internal error in managing address books.	<ul style="list-style-type: none"> ● Restart the HP Digital Sender Module software using the Services icon found in the Control Panel program group on the PC. ● If the problem persists, note the code and contact your HP-authorized dealer.
HP Digital Sender Module 2.0 - Internal Error IMSP Server,58 through IMSP Server,59	Unrecoverable problem with address books	<ul style="list-style-type: none"> ● Note the code and contact your HP-authorized dealer.
HP Digital Sender Module 2.0 - Internal Error IMSP Server,60	Address book contents lost.	<ul style="list-style-type: none"> ● Restart the HP Digital Sender Module software using the Services icon found in the Control Panel program group on the PC. Re-import the addresses into the address books.
HP Digital Sender Module 2.0 - Internal Error IMSP Server,100 through IMSP Server,206	Failure loading address books.	<ul style="list-style-type: none"> ● Restart the HP Digital Sender Module software using the Services icon found in the Control Panel program group on the PC. ● If the problem persists, note the code and contact your HP-authorized dealer.

Event log messages (continued)

Message	Description	Action
<p>HP Digital Sender Module 2.0 - Internal Error IMSP Server,300 through IMSP Server,304</p>	<p>The network link to the address book is missing. This indicates a possible problem with the network connection.</p>	<ul style="list-style-type: none"> ● Make sure all cabling is securely connected. ● Restart the HP Digital Sender Module software using the Services icon found in the Control Panel program group on the PC. ● If the problem persists, note the code and contact your HP-authorized dealer.
<p>HP Digital Sender Module 2.0 - Internal Error IMSP Server,400 through IMSP Server,403</p>	<p>Address book hard drive (PC) problem, HP JetSend problem, or other internal problem.</p>	<ul style="list-style-type: none"> ● Restart the HP Digital Sender Module software using the Services icon found in the Control Panel program group on the PC. ● If the problem persists, note the code and contact your HP-authorized dealer.
<p>HP Digital Sender Module 2.0 - Address Book Error</p>	<p>An internal problem accessing address books has occurred.</p>	<ul style="list-style-type: none"> ● Restart the HP Digital Sender Module software. ● Perform a database check by shutting down and restarting the HP Digital Sender Module software. ● Reset address books.

Control panel messages

The following table lists the messages the MFP Copy Module's control panel displays while you are using the Digital Sender Module, a description of the message, and the recommended actions.

Control panel messages

Message	Description	Actions
HP Digital Sender Module Error: Hard disk full.	The MFP's hard disk is full.	<ul style="list-style-type: none"> ● Try sending the job later. ● Use HP Web JetAdmin to delete unnecessary files from the HP MFP hard disk.
HP Digital Sender Module Error: Insufficient resources to process job.	The system was unable to obtain sufficient resources (RAM) to process the job.	<ul style="list-style-type: none"> ● Try sending the job later. ● Turn the HP Digital Sender Module off and then back on.
HP Digital Sender Module Error: Network session rejected.	<ul style="list-style-type: none"> ● The Digital Sender Module was too busy to handle the request. ● The MFP's engine serial number may have change (for example, a printer component may have been replaced). 	<ul style="list-style-type: none"> ● Try sending the job later. ● In the HP Configuration Utility, select the Configure tab then select the MFP and click the Re-initialize button. ● If the problem persists, contact your HP-authorized dealer.
HP Digital Sender Module Error: The system could not log you on.	● User authentication failed.	<ul style="list-style-type: none"> ● Make sure the authentication settings are configured properly in the HP Configuration Utility. ● Make sure the NT Domain server is running. ● Make sure the LDAP server is running. ● Make sure the user's credentials were entered correctly.
HP Digital Sender Module Error: Unable to close configuration file.	The system was unable to close the job configuration file.	<ul style="list-style-type: none"> ● Try sending the job later. ● Verify write permissions on the MFP's hard disk to ensure they are compatible with the HP Digital Sender Module. ● If the problem persists, contact your HP-authorized dealer.

Control panel messages (continued)

Message	Description	Actions
HP Digital Sender Module Error: Unable to open configuration file.	The system was unable to open the job configuration file.	<ul style="list-style-type: none"> ● Try sending the job later. ● Verify write permissions on the MFP's hard disk to ensure they are compatible with the HP Digital Sender Module software. ● If the problem persists, contact your HP-authorized dealer.
HP Digital Sender Module Error: Unable to write configuration file.	The system was unable to write the job configuration file.	<ul style="list-style-type: none"> ● Try sending the job later. ● Verify write permissions on the MFP's hard disk to ensure they are compatible with the HP Digital Sender Module. ● If the problem persists, contact your HP-authorized dealer.
HP Digital Sender Module Error: Unexpected loss of data	The MFP experienced an unexpected loss of data.	<ul style="list-style-type: none"> ● Try sending the item again. ● Turn the HP Digital Sender Module off and then back on. ● If the problem persists, contact your HP-authorized dealer.
HP Digital Sender Module Error: Unrecognizable command received.	The system received an unrecognizable command.	<ul style="list-style-type: none"> ● Turn the HP Digital Sender Module off and then back on. ● If the problem persists, contact your HP-authorized dealer.
The Digital Sender Service is temporarily unable to accept more jobs.	The Digital Sender Module software is currently processing the maximum number of active jobs allowed.	<ul style="list-style-type: none"> ● Try sending the job later.
<i>The HP Digital Sender Module Service has not been installed</i>	The Send button on the HP MFP control panel has been pressed, but the Digital Sender Module software has not been installed.	<ul style="list-style-type: none"> ● Restart the HP Digital Sender Module. ● Contact your HP-authorized dealer for details regarding the HP Digital Sender Module software and ordering information.
The HP Digital Sender Module Service is configured incorrectly	The HP Digital Sender Module software's current configuration prevented a connection from being established.	<ul style="list-style-type: none"> ● Restart the HP Digital Sender Module. ● Use the HP Configuration Utility to configure the HP Digital Sender properly. ● If the problem persists, contact your HP-authorized dealer.

Control panel messages (continued)

Message	Description	Actions
The HP Digital Sender Module Service is currently unavailable	A connection could not be established with the Digital Sender Module.	<ul style="list-style-type: none">● Try sending the job again● Restart the HP Digital Sender Module.● Use the HP Configuration Utility to configure the HP Digital Sender software properly.● If the problem persists, contact your HP-authorized dealer.
The HP Digital Sender Module Service is temporarily unable to send e-mail	E-mail server could not contact SMTP server.	<ul style="list-style-type: none">● Verify SMTP server is running.● Try sending the job later.● If the problem persists, contact your HP-authorized dealer.
There are currently no licensed Digital Sender services available	The Digital Sender Module is unable to provide e-mail or fax services.	<ul style="list-style-type: none">● Restart the HP Digital Sender Module.● Use the HP Configuration Utility to verify that the license for the HP Digital Sender was entered correctly.● If the problem persists, contact your HP-authorized dealer.

Troubleshooting network problems

General network troubleshooting

Use network management and monitoring software to troubleshoot general network problems.

E-mail service troubleshooting

The only way to see if data has been successfully transferred from the HP Digital Sender Module software to the e-mail server is to check the activity log (see [“Using the activity log” on page 22](#)).

Fax service troubleshooting

The only way to see if data has been successfully transferred from the HP Digital Sender Module software to the intended fax destination is to check the activity log (see [“Using the activity log” on page 22](#)).

Activity log messages

The icons shown below appear in the activity log to identify the type of message:



normal

Normal activity; no action required.



warning

The function completed partially. No action is required. For example, you sent an e-mail message, but one recipient could not be reached.



error

The function failed. Some action may be required. Generally, the HP Digital Sender Module can still be used for other functions.



fatal

A severe problem. This requires administrator intervention and possibly a call to your HP-authorized dealer.

See ["Using the activity log" on page 22](#) for information on how to view, save, copy, clear, and print the activity log.

Activity Log Messages

Message	Description	Actions
001/01 E-mail send report. Sender: <i>name</i> . Subject: <i>subject</i> . Status: Failed.	The e-mail transmission was unsuccessful. You may have entered an incorrect e-mail address.	<ul style="list-style-type: none">● Try the transmission again.● Make sure all cabling is securely connected.● If the problem persists, contact your HP-authorized dealer.

Activity Log Messages (continued)

<p>001/02 E-mail send report. Sender: <i>name</i>. Subject: <i>subject</i>. Status: OK.</p>	<p>Notification message only. Your e-mail transmission was successful.</p>	<ul style="list-style-type: none"> ● No action required.
<p>001/03 E-mail send report. Sender: <i>name</i>. Subject: <i>subject</i>. Status: Image processing error.</p>	<p>The e-mail transmission was unsuccessful. An internal error occurred while the document was being processed.</p>	<ul style="list-style-type: none"> ● Try the transmission again. ● Restart the HP Digital Sender Module. ● If the problem persists, contact your HP-authorized dealer.
<p>003/00.) Document sent to the HP Digital Sender Service. Recipient(s): X Number: X # of receipt: X. # of pages: X. Result: OK. Code: X.</p>	<p>Notification message only. A fax document was sent successfully to the LAN fax server.</p>	<ul style="list-style-type: none"> ● No action required.
<p>003/01.) Document sent to the HP Digital Sender Service. Recipient(s): X Number: X # of receipt: X. # of pages: X. Result: Local disk access failure. Code: X.</p>	<p>The HP Digital Sender Module experienced an error accessing the local file system.</p>	<ul style="list-style-type: none"> ● Check the Event Log for disk errors. ● Resend the document.
<p>003/02.) Document sent to the HP Digital Sender Service. Recipient(s): X Number: X # of receipt: X. # of pages: X. Result: Login fax daemon failure. Code: X</p>	<p>The HP Digital Sender Module was not able to connect to the fax server.</p>	<ul style="list-style-type: none"> ● Configure the Log In properties in the HP Configuration Utility correctly. ● Resend the document.
<p>003/03.) Document sent to the HP Digital Sender Service. Recipient(s): X Number: X # of receipt: X. # of pages: X. Result: Failed. Open remote file failure. Code: X.</p>	<p>The HP Digital Sender Module could not communicate with the fax server.</p>	<ul style="list-style-type: none"> ● Configure the Log In properties in the HP Configuration Utility correctly. ● Resend the document.

Activity Log Messages (continued)

<p>003/04.) Document sent to the HP Digital Sender Service. Recipient(s): X Number: X # of receipt: X. # of pages: X. Result: Failed. Write to remote file failure. Code: X.</p>	<p>The HP Digital Sender Module could not communicate with the fax server.</p>	<ul style="list-style-type: none"> ● Configure the Log In properties in the HP Configuration Utility correctly. ● Resend the document.
<p>003/05.) Document sent to the HP Digital Sender Service. Recipient(s): X Number: X # of receipt: X. # of pages: X. Result: Failed. Close remote file failure. Code: X.</p>	<p>The HP Digital Sender Module is not communicating correctly with the fax server.</p>	<ul style="list-style-type: none"> ● Configure the Log In properties in the HP Configuration Utility correctly.
<p>003/06.) Document sent to the HP Digital Sender Service. Recipient(s): X Number: X # of receipt: X. # of pages: X. Result: Failed. Get fax workarea failure. Code: X.</p>	<p>The HP Digital Sender Module is not communicating correctly with the fax server.</p>	<ul style="list-style-type: none"> ● Configure the Log In properties in the HP Configuration Utility correctly.
<p>003/07.) Document sent to the HP Digital Sender Service. Recipient(s): X Number: X # of receipt: X. # of pages: X. Result: Failed. Missing fax workarea. Code: X.</p>	<p>The HP Digital Sender Module is not communicating correctly with the fax server.</p>	<ul style="list-style-type: none"> ● Configure the Log In properties in the HP Configuration Utility correctly.
<p>003/08.) Document sent to the HP Digital Sender Service. Recipient(s): X Number: X # of receipt: X. # of pages: X. Result: Failed. Out of memory. Code: X.</p>	<p>A fax could not be sent because the HP Digital Sender Module ran out of memory.</p>	<ul style="list-style-type: none"> ● Resend the document. ● If the problem persists, restart the HP Digital Sender Module.
<p>003/09.) Document sent to the HP Digital Sender Service. Recipient(s): X Number: X # of receipt: X. # of pages: X. Result: Failed. Fax driver configuration failure. Code: X.</p>	<p>The HP Digital Sender Module is not communicating correctly with the LAN fax server.</p>	<ul style="list-style-type: none"> ● Configure fax settings in the HP Configuration Utility.

Activity Log Messages (continued)

<p>003/12.) Document sent to the HP Digital Sender Service. Recipient(s): X Number: X # of receipt: X. # of pages: X. Result: Failed. Invalid job descriptor. Code: X.</p>	<p>The HP Digital Sender Module software needs to be updated.</p>	<ul style="list-style-type: none"> ● Reinstall the software. Contact HP or download the software from the Internet.
<p>003/13.) Document sent to the HP Digital Sender Service. Recipient(s): X Number: X # of receipt: X. # of pages: X. Result: Failed. Image processing error. Code: X.</p>	<p>The HP Digital Sender Module experienced an error while the document was processed.</p>	<ul style="list-style-type: none"> ● Resend the document. ● If the error persists, restart the HP Digital Sender Module.
<p>004/00.) Fax transmission result. Recipient(s): X. Number: X. Accounting: X. # of pages: X. Result: successful transmission.</p>	<p>Notification message only. A fax document was sent successfully to one recipient.</p>	<ul style="list-style-type: none"> ● No action required.
<p>004/01.) Fax transmission result. Recipient(s): X. Number: X. Accounting: X. # of pages: X. Result: unsuccessful transmission.</p>	<p>A fax document could not be sent to one recipient.</p>	<ul style="list-style-type: none"> ● Verify that the number entered is a valid fax destination. Check the LAN fax server's log for details.

Activity Log Messages (continued)

<p>004/02.) Fax transmission result. Recipient(s): X. Number: X. Accounting: X. # of pages: X. Result: missed notification.</p>	<p>No notification was returned by the LAN fax server.</p>	<ul style="list-style-type: none"> ● If the LAN fax software you are using does not support notification, you will not receive notification. However, if the LAN fax software does support notification, make sure you have configured the HP Digital Sender software correctly in the HP Configuration Utility. Refer to your LAN fax software documentation to find out if notification is supported. If not, select a different LAN fax software in the HP Configuration Utility and configure the Digital Sender software appropriately.
<p>013/00 All Address Book cleared.</p>	<p>Notification message only. The procedure for resetting address books was successful.</p>	<ul style="list-style-type: none"> ● No action required.
<p>014/00 Public Email Address Book cleared.</p>	<p>Notification message only. The Clear Address Book command in the ABM was successful.</p>	<ul style="list-style-type: none"> ● No action required.
<p>015/00.) Public Fax Address Book cleared.</p>	<p>Notification message only. The Clear Address Book command in the ABM was successful.</p>	<ul style="list-style-type: none"> ● No action required.
<p>026/00 Address Book Import status: begin.</p>	<p>Notification message only. The ABM is being used to import addresses into the HP Digital Sender Module. The HP Digital Sender Module is locked from use until the import has completed.</p>	<ul style="list-style-type: none"> ● No action required.

Activity Log Messages (continued)

<p>026/01 Address Book Import status: end.</p>	<p>Notification message only. The HP Digital Sender Module successfully completed the import.</p>	<ul style="list-style-type: none"> ● No action required.
<p>026/02 Address Book Import status: interrupted. Code: <i>code</i>.</p>	<p>The HP Digital Sender Module encountered an internal problem during the import.</p>	<ul style="list-style-type: none"> ● Try the import again. ● If the problem persists, note the code and contact your HP-authorized dealer.
<p>027/00 Address Book Import report on entries. Added: <i>number</i>. Duplicated: <i>number</i>. Processed: <i>number</i>.</p>	<p>Notification message only. The HP Digital Sender Module successfully imported the addresses. -Or- Some addresses were not imported because they were duplicates.</p>	<ul style="list-style-type: none"> ● No action required.
<p>028/00 Address Book Import report on entries. Deleted: <i>number</i>. Not found: <i>number</i>. Processed: <i>number</i>.</p>	<p>Notification message only. -Or- Some addresses were not deleted because they could not be found.</p>	<ul style="list-style-type: none"> ● No action required.
<p>029/00 Address Book clear status: Public E-mail Address Book cleared.</p>	<p>Notification message only. The Public e-mail address book was successfully cleared.</p>	<ul style="list-style-type: none"> ● No action required.
<p>029/01 Address Book clear status: Public E-mail Address Book not found.</p>	<p>The address book you are trying to clear cannot be accessed for some reason.</p>	<ul style="list-style-type: none"> ● Try the procedure again. ● If the problem persists, contact your HP-authorized dealer.
<p>030/00 Address Book checking: begin.</p>	<p>Notification message only. The HP Digital Sender Module has started an internal check of all address books and is locked from use until the check has been completed.</p>	<ul style="list-style-type: none"> ● No action required.

Activity Log Messages (continued)

<p>030/01 Address Book checking: completed with errors.</p>	<p>The internal check of all address books has completed. Some problem entries were found and deleted. Message 031/00 indicates how many entries were cleared.</p>	<ul style="list-style-type: none"> ● No action required.
<p>030/02 Address Book checking: completed without errors.</p>	<p>Notification message only. The internal check of all address books completed without finding errors.</p>	<ul style="list-style-type: none"> ● No action required.
<p>031/00 Address Book checking. # of cleared items: <i>number</i>.</p>	<p>Notification message only. During an internal check of address books, the HP Digital Sender Module found the number of items reported in the message and deleted them.</p>	<ul style="list-style-type: none"> ● No action required.
<p>032/00 Address Books checking terminated with a severe corruption indication.</p>	<p>Problems in the address books prevented the internal check of address books from completing.</p>	<ul style="list-style-type: none"> ● Reset address books. (See the table in "HP Digital Sender Module tasks" on page 15 for more information.)
<p>035/00 Network error during e-mail transmission. Code: <i>code</i>.</p>	<p>The e-mail transmission failed because of a problem with the network.</p>	<ul style="list-style-type: none"> ● Make sure all cabling is securely connected. ● Make sure the e-mail server and SMTP service are running. ● Restart the HP Digital Sender Module. ● If the problem persists, note the code and contact your HP-authorized dealer.

Activity Log Messages (continued)

<p>036/00 Network error during SMTP protocol negotiation. Code: <i>code</i>.</p>	<p>The e-mail transmission failed because of a problem in the network.</p>	<ul style="list-style-type: none">● Make sure all cabling is securely connected.● Make sure the e-mail server and SMTP service are running.● Restart the HP Digital Sender Module.● If the problem persists, note the code and contact your HP-authorized dealer.
<p>037/00 E-mail not delivered to destination <i>name</i>.</p>	<p>The e-mail message could not be delivered to the named destination. The message was successfully delivered to at least one of the destinations in the message. There will be a similar message in the log for each destination that could not be reached.</p>	<ul style="list-style-type: none">● Check the accuracy of the e-mail address.● If the problem persists, contact your HP-authorized dealer.
<p>038/00 E-mail sender wasn't accepted from the SMTP server. Name: <i>name</i>.</p>	<p>The e-mail server rejected the e-mail address in the message.</p>	<ul style="list-style-type: none">● Make sure the e-mail address is correct.● Make sure the e-mail address is in SMTP e-mail format.● If the problem persists, contact your HP-authorized dealer.
<p>041/00 The SMTP server is not available.</p>	<p>There is a problem with the e-mail server.</p>	<ul style="list-style-type: none">● Make sure all cabling is securely connected.● Make sure the e-mail server is running.● Restart the HP Digital Sender Module.● If the problem persists, note the code and contact your HP-authorized dealer.● Make sure the e-mail server address is correct in the HP Configuration Utility.

Activity Log Messages (continued)

<p>043/00 The SMTP server is now available.</p>	<p>Notification message only.</p>	<ul style="list-style-type: none"> ● No action required.
<p>046/00 The SMTP server didn't accept the e-mail message because it was too big.</p>	<p>The e-mail server could not accept the e-mail message the HP Digital Sender Module transmitted because it was too big.</p>	<ul style="list-style-type: none"> ● Make sure that the SMTP server IP address matches the IP address listed in the HP Configuration Utility. ● Increase the maximum e-mail message size that your e-mail server will accept (see the documentation for that server).
<p>058/00 The default "From" e-mail address is not set. Cannot send e-mail messages if "From" field is not provided either at control panel or in registered user profile.</p>	<p>A default FROM e-mail address is missing from the configuration.</p>	<ul style="list-style-type: none"> ● Make sure the default FROM e-mail address is entered correctly in the HP Configuration Utility. ● If the problem persists, contact your HP-authorized dealer
<p>066/00 Internal error (code)</p>	<p>An internal error occurred while trying to process a job.</p>	<ul style="list-style-type: none"> ● Restart the HP Digital Sender Module. ● If the problem persists, note the code and contact your HP-authorized dealer.
<p>066/00 Internal error: Sender: <i>name</i> Subject: <i>subject</i></p>	<p>An internal error occurred while processing this job.</p>	<ul style="list-style-type: none"> ● Restart the HP Digital Sender Module. ● If the problem persists, note the code and contact your HP-authorized dealer.
<p>066/00 Internal JetSend Receiver subsystem error (code).</p>	<p>An internal error occurred while receiving data from the HP MFP.</p>	<ul style="list-style-type: none"> ● Restart the HP Digital Sender Module. ● If the problem persists, note the code and contact your HP-authorized dealer.

Activity Log Messages (continued)

<p>066/00 The JetSend Receiver subsystem failed during initialization (code).</p>	<p>An error occurred while the JetSend subsystem was being initialized.</p>	<ul style="list-style-type: none"> ● Restart the HP Digital Sender Module. ● If the problem persists, note the code and contact your HP-authorized dealer.
<p>075/00 A disk file was not downloaded to the X printer.</p>	<p>A disk file has not been downloaded to the MFP's hard disk. The workstation print spooler may not be running. The MFP associated with this action may have been deleted from the Printers folder.</p>	<ul style="list-style-type: none"> ● Start the PC print spooler using the Services icon found in the Control Panel program group on the PC. ● Add the MFP to the Printers folder.
<p>075/00 A disk file has been downloaded to the X printer.</p>	<p>A disk file has been downloaded to the MFP's hard disk.</p>	<ul style="list-style-type: none"> ● No action required.
<p>075/01 The Address Book has been downloaded to the X printer.</p>	<p>The public address books have been downloaded to the MFP's hard disk.</p>	<ul style="list-style-type: none"> ● No action required.
<p>075/01 The Address Book was not downloaded to the X printer.</p>	<p>The public address books have not been downloaded to the MFP's hard disk. The workstation print spooler may not be running. The MFP associated with this action may have been deleted from the Printers folder.</p>	<ul style="list-style-type: none"> ● Start the PC print spooler using the Services icon found in the Control Panel program group on the PC. ● Add the MFP to the Printers folder.
<p>075/02 The JetSend address was not downloaded to the X printer.</p>	<p>The JetSend address of the PC has not been downloaded to the MFP's hard disk. The workstation print spooler may not be running. The MFP associated with this action may have been deleted from the Printers folder.</p>	<ul style="list-style-type: none"> ● Start the PC print spooler using the Services icon found in the Control Panel program group on the PC. ● Add the MFP to the Printers folder.
<p>075/02 The JetSend address has been downloaded to the printer.</p>	<p>The JetSend address of the PC has been downloaded to the MFP's hard disk.</p>	<ul style="list-style-type: none"> ● No action required.

Activity Log Messages (continued)

<p>075/04 The directories were not created on the X printer.</p>	<p>The MFP's disk directories have not been created on the MFP's hard disk for the HP Digital Sender Module firmware. The workstation print spooler may not be running. The MFP associated with this action may have been deleted from the Printers folder.</p>	<ul style="list-style-type: none">● Start the PC print spooler using the Services icon found in the Control Panel program group on the PC.● Add the MFP to the Printers folder.
<p>075/04 The directories have been created on the X printer.</p>	<p>The MFP's disk directories have been created on the MFP's hard disk for the HP Digital Sender Module firmware.</p>	<ul style="list-style-type: none">● No action required.
<p>075/05 The Copy Module was not downloaded to the X printer.</p>	<p>The HP Digital Sender Module firmware has not been downloaded to the MFP's hard disk. The workstation print spooler may not be running. The MFP associated with this action may have been deleted from the Printers folder.</p>	<ul style="list-style-type: none">● Start the PC print spooler using the Services icon found in the Control Panel program group on the PC.● Add the MFP to the Printers folder.
<p>075/05 The Copy Module has been downloaded to the X printer.</p>	<p>The HP Digital Sender Module firmware has been downloaded to the printer's hard disk.</p>	<ul style="list-style-type: none">● No action required.
<p>075/08 The configuration file was not downloaded to the X printer.</p>	<p>The configuration file containing the default Send To e-mail setting has not been downloaded to the MFP's hard disk. The workstation print spooler may not be running. The MFP associated with this action may have been deleted from the Printers folder.</p>	<ul style="list-style-type: none">● Start the PC print spooler using the Services icon found in the Control Panel program group on the PC.● Add the MFP to the Printers folder.

Activity Log Messages (continued)

075/08 The configuration file has been downloaded to the X printer.	The configuration file containing the default Send To e-mail setting has been downloaded to the MFP's hard disk.	<ul style="list-style-type: none"> ● No action required.
075/09 The X printer was not power cycled.	The HP MFP was not turned off and on following a complete download of the configuration and firmware files to the MFP's hard disk. The workstation print spooler may not be running. The MFP associated with this action may have been deleted from the Printers folder.	<ul style="list-style-type: none"> ● Turn the MFP off and then back on. ● Start the PC print spooler using the Services icon found in the Control Panel program group on the PC. ● Add the MFP to the Printers folder.
075/09 The X printer was power cycled.	The HP MFP was turned off and on following a complete download of the configuration and firmware files to the printer's hard disk.	<ul style="list-style-type: none"> ● No action required.
075/10 The license file has been downloaded to the X printer.	The license file has been downloaded to the MFP's hard disk.	<ul style="list-style-type: none"> ● No action required.
075/10 The license file was not downloaded to the X printer.	The license file has not been downloaded to the MFP's hard disk. The workstation print spooler may not be running. The MFP associated with this action may have been deleted from the Printers folder.	<ul style="list-style-type: none"> ● Start the PC print spooler using the Services icon found in the Control Panel program group on the PC. ● Add the MFP to the Printers folder.
075/11.) The Copy Module was power cycled on the %s printer.	Notification message only. The HP Digital Sender Module was restarted.	<ul style="list-style-type: none"> ● No action required.
075/11.) The Copy Module was not power cycled on the %s printer.	The HP Digital Sender Module software could not restart the Copy Module (scanner) on the MFP.	<ul style="list-style-type: none"> ● Turn the HP Digital Sender Module off and on. ● Reinitialize the MFP using the Configuration Utility.

Activity Log Messages (continued)

<p>076/00.) There is not enough space on the disk. Insufficient disk space to allow job.</p>	<p>There is insufficient disk space on the drive where the HP Digital Sender Module software is installed.</p>	<ul style="list-style-type: none"> ● Delete some files on your disk drive. ● Install the HP Digital Sender Module software on another disk drive.
<p>077/00 Internal Email subsystem error (code) Sender: <i>name</i> Subject: <i>subject</i></p>	<p>An error occurred trying to send an e-mail.</p>	<ul style="list-style-type: none"> ● Restart the HP Digital Sender Module software. ● If the problem persists, note the code and contact your HP-authorized dealer.
<p>077/00 Internal Email subsystem error (code).</p>	<p>An error occurred trying to send an e-mail.</p>	<ul style="list-style-type: none"> ● Restart the HP Digital Sender Module software. ● If the problem persists, note the code and contact your HP-authorized dealer.
<p>078/00 The Email subsystem shutdown during job delivery Sender: <i>name</i> Subject: <i>subject</i></p>	<p>The Digital Sender Module software was shutdown while sending this job. The Digital Monitor will try to resend the job when the service is restarted.</p>	<ul style="list-style-type: none"> ● No action required.
<p>079/00 The JetSend Receiver subsystem failed to start.</p>	<p>An error occurred trying to start the JetSend Receiver subsystem.</p>	<ul style="list-style-type: none"> ● Restart the HP Digital Sender Module software. ● If the problem persists, contact your HP-authorized dealer.
<p>079/01 The Email subsystem failed to start. (code)</p>	<p>An error occurred trying to start the e-mail subsystem.</p>	<ul style="list-style-type: none"> ● Restart the HP Digital Sender Module software. ● If the problem persists, contact your HP-authorized dealer.

Activity Log Messages (continued)

<p>079/05 The Email subsystem failed during initialization.</p>	<p>An error occurred while the e-mail subsystem was being initialized.</p>	<ul style="list-style-type: none">● Make sure the PC has enough memory.● Restart the HP Digital Sender Module software.● If the problem persists, contact your HP-authorized dealer.
<p>080/00 Address Book error reading entry: X</p>	<p>An entry was not found in the HP Digital Sender Module database.</p>	<ul style="list-style-type: none">● Use the Address Book Manager to make sure the database contains the correct addresses.● Go to the Configuration Utility and reinitialize the installed devices.● If the problem persists, contact your HP-authorized dealer.
<p>081/00 Job retry error. Cannot read job information from the disk.</p>	<p>An error occurred while retrying a previously uncompleted job.</p>	<ul style="list-style-type: none">● Make sure there are no disk errors.● Restart the HP Digital Sender Module software.● If the problem persists, contact your HP-authorized dealer.
<p>081/01 Error writing job information to the disk.</p>	<p>Cannot write job information to the PC hard disk. Incapable of retrying the job.</p>	<ul style="list-style-type: none">● Make sure there are no disk errors.● Make sure the disk where the Digital Service Module is installed is not full● Restart the HP Digital Sender Module software.● If the problem persists, contact your HP-authorized dealer.
<p>082/00 Firmware has not been upgraded on the X printer.</p>	<p>The firmware on the MFP was not updated when the HP Digital Sender Module was upgraded.</p>	<ul style="list-style-type: none">● Go to the Configuration Utility and reinitialize the device

Troubleshooting the software

Troubleshooting procedures are divided into these sections:

- General software troubleshooting ([page 55](#))
- HP Address Book Manager messages ([page 56](#))

General software troubleshooting

Use the table below to solve common problems encountered while using the software. The HP Digital Sender module software does not display messages for these types of problems.

Usage problems

Problem	Actions
The ABM or HP Digital Sender Module software is running very slowly.	<ul style="list-style-type: none">● There might be too many programs running on the computer. Try closing open programs that you are not using. Also, try restarting the computer.● Run the ABM and HP Digital Sender Module software on the same Windows NT/Windows 2000 PC.● There might not be enough free space on your computer's hard drive. Free up space on your computer by removing unneeded files.● Data on your computer's hard drive might be fragmented. Run Disk Defragmenter. Click Start, Programs, Accessories, System Tools, and then click Disk Defragmenter. You may need to install a disk defragmenter tool on your Windows NT/Windows 2000 machine. For more information, see the Windows documentation.

HP Address Book Manager messages

The following table contains error messages that may appear when you are using the ABM, a description of the messages, and any appropriate actions to take.

HP Address Book Manager messages

Message	Description	Actions
ABM has found a number of items greater than the maximum supported. Application may become unstable.	The maximum number of items that the ABM can support has been exceeded. (For example, the maximum number of e-mail addresses allowed has been exceeded.)	<ul style="list-style-type: none">● Clear the address book that was being used when the message occurred (on the Edit menu, click Clear Address Books).● Reset all address books.
ABM internal error code.	The ABM has experienced an internal error.	<ul style="list-style-type: none">● Reset the ABM.● Restart the HP Digital Sender Module software.● If the problem persists, note the code and contact your HP-authorized dealer.
Address Book locked.	Someone else is using the address book you are trying to access.	<ul style="list-style-type: none">● Try accessing the address book again later. The address book is already in use.
An error occurred while initializing sockets.	The application was unable to allocate network resources.	<ul style="list-style-type: none">● Make sure the computer where ABM is running is connected to the network.● Turn the computer off and then back on.
Bind failed	The ABM could not connect to the directory server	<ul style="list-style-type: none">● Make sure the computer where the ABM is running is connected to the network, using a network command such as telnet.● In the directory configuration, make sure all fields are filled correctly.

HP Address Book Manager messages (continued)

Message	Description	Actions
Failed to add the entry.	During the procedure to import e-mail addresses, the addresses that were found could not be added to the ABM because the selected address book is full.	<ul style="list-style-type: none"> ● Remove some entries from the selected address book to make room for new entries. The limits for the address books are as follows: Public Email: 200,000 Public Email Distribution Lists: 512 Public Fax: 2,040 Public Fax Distribution Lists: 512
In order to proceed, you have to provide information for all fields.	During the procedure to import e-mail addresses, some of the fields in the directory configuration were not filled.	<ul style="list-style-type: none"> ● In the directory configuration, make sure all fields are filled. See the online help for information on defining directories.
Initialization failed.	During the procedure to import e-mail addresses, the ABM could not connect to the server.	<ul style="list-style-type: none"> ● In the directory configuration, make sure you typed the correct DNS name or IP address for the server you want. See the online help for information on defining directories.
Network access failure.	There is a problem connecting to the HP Digital Sender Module through the network.	<ul style="list-style-type: none"> ● Close the ABM and then start it again. ● Restart the HP Digital Sender Module software. ● Verify that the name or IP address entered in the ABM of the PC running the HP Digital Sender Module software is correct. ● Check the address book database (see "Checking the address book database" on page 32). ● Make sure the computer where the ABM is running is connected to the network, using a network command such as telnet. ● If the problem persists, contact your HP-authorized dealer.

HP Address Book Manager messages (continued)

Message	Description	Actions
No items have been selected.	During the procedure to import e-mail addresses, you did not select an address before clicking Add.	<ul style="list-style-type: none"> ● Select an address and then click Add.
Search failed! No such object.	During the procedure to import e-mail addresses, the directory configuration may not be correctly specified.	<ul style="list-style-type: none"> ● In the directory configuration, make sure all fields are filled correctly. See the online help for information on defining directories.
The password and the confirmation text does not match. Please enter them again.	During the procedure to import e-mail addresses, the password for the server that was specified in the Password and Confirmation fields did not match.	<ul style="list-style-type: none"> ● In the directory configuration, retype the password in both fields. See the online help for information on defining directories.
The port number you have entered is wrong. Please type in a different value.	During the procedure to import e-mail addresses, you entered an incorrect port number for the server that contains the directory to be searched.	<ul style="list-style-type: none"> ● In the directory configuration, check the port number. "389" is the default and the standard. See the online help for information on defining directories.
The search has failed.	The directory server failed while processing your search.	<ul style="list-style-type: none"> ● Retry the search. ● Restart the ABM. ● Upgrade your directory server to support advanced searches.
Timeout expired.	The directory server is not responding.	<ul style="list-style-type: none"> ● Make sure the computer where the ABM is running is connected to the network, using a network command such as telnet. ● Narrow the search so that the directory server can carry out the command in the stipulated time. ● In the directory configuration, make sure all fields are filled correctly.

HP Address Book Manager messages (continued)

Message	Description	Actions
Wrong Login Name or Password.	An invalid login name or password was entered.	<ul style="list-style-type: none">● Make sure that your password is entered correctly.● Make sure the login name is "ADMINISTRATOR."
You entered a wrong maximum of hits number.	During the procedure to import e-mail addresses, the number of maximum hits (results) you entered is more than the search can return.	<ul style="list-style-type: none">● Enter a smaller number.
Your query has exceeded the size limit.	During the procedure to import e-mail addresses, the search found a greater number of entries that match the search criteria than allowed by the server.	<ul style="list-style-type: none">● Narrow the search in the Directory search dialog box. Narrow the Name or E-mail address search criteria to return fewer entries. (For example, search for "Smithson" instead of "Smith.") See the online help for information on how to search a directory and import addresses.

4 Warranty information

Hewlett-Packard limited warranty statement

HP PRODUCT	DURATION OF WARRANTY
HP Digital Sender Module Service	90 days

- 1 HP warrants to you that the HP SOFTWARE PRODUCT will not fail to execute its programming instructions for 90 days after the date of purchase due to defects in material and workmanship when properly installed and used. If HP receives notice of such defects during the warranty period, HP will replace SOFTWARE PRODUCT media, which does not execute its programming instructions due to such defects.
- 2 HP does not warrant that the operation of HP products will be uninterrupted or error free. If HP is unable, within a reasonable time, to replace the SOFTWARE PRODUCT to a condition as warranted, HP may request that you uninstall the SOFTWARE PRODUCT and return it to HP for a refund.
- 3 ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE IS LIMITED TO THE DURATION OF THE EXPRESS WARRANTY SET FORTH ABOVE. Some states or provinces do not allow limitations on the duration of an implied warranty, so the above limitation or exclusion might not apply to you. This warranty gives you specific legal rights and you might also have other rights that vary from state to state, or province to province.

- 4 THE REMEDIES IN THIS WARRANTY STATEMENT ARE YOUR SOLE AND EXCLUSIVE REMEDIES. EXCEPT AS INDICATED ABOVE, IN NO EVENT WILL HP BE LIABLE FOR LOSS OF DATA OR FOR DIRECT, SPECIAL, INCIDENTAL, CONSEQUENTIAL (INCLUDING LOST PROFIT), OR OTHER DAMAGE, WHETHER BASED IN CONTRACT, TORT, OR OTHERWISE. Some states or provinces do not allow the exclusion or limitation of incidental or consequential damages, so the above limitation or exclusion may not apply to you.

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