



# Fiery Remote Scan

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

You can use Fiery Remote Scan to:

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

## **Note:**

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

## Connecting to Fiery servers

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

Note the following:

- You must configure the connection to at least one Fiery server the first time you use Fiery Remote Scan.
- To configure the connection to a Fiery server, you must have the IP address or server name. Ask your administrator for this information. You can always search for Fiery servers on the network.
- After first use, Fiery Remote Scan automatically attempts to connect to the last Fiery server it was connected to in the previous session.
- When you have successfully configured connections from Fiery Remote Scan to any available Fiery server, those Fiery servers are displayed in the Fiery Server list in the Fiery Remote Scan window.
- You can add multiple Fiery servers to the Fiery Server list in Fiery Remote Scan and select the required one from the list. Having multiple Fiery servers in the Fiery Server list is useful when you want to use more than one Fiery server in a session. You can then switch between Fiery servers in the Fiery Remote Scan window without opening the Add Fiery Server dialog box.

## **Connect to a Fiery server on first use**

You can search for a Fiery server by name, IP address, or by subnet.

- 1 Open Fiery Remote Scan.  
The Add Fiery Server window appears and shows all the Fiery servers detected in the local network.
- 2 Choose the Fiery server from the list or enter a Fiery server name or IP address.

- 3 If you do not know the IP address of the Fiery server, do one of the following:
  - Select Advanced Search.
  - Select IP Range or Subnet to specify a range to search
- 4 Select the Fiery server from the results list and click Add. Fiery Remote Scan connects to the Fiery server.

## Add Fiery servers

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

- 1 Open Fiery Remote Scan.
- 2 Click the + icon (plus) to open the Add Fiery Server dialog box.
- 3 Choose the Fiery server from the list of discovered servers, or enter the name or IP address of your server.
- 4 If your Fiery server does not appear in the list, do the following:
  - a) Select Advanced Search.
  - b) Select IP Range or Subnet to specify a range to search.
- 5 Click Add.

## Connect to a Fiery server already in the list of servers

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

- Select the server from the Fiery server list.

## Mailboxes

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

By default, when you open Fiery Remote Scan, the From Mailbox tab is selected. To access a mailbox, you enter the user name and password for that mailbox. The mailbox name is always the same as the user name. The Fiery server administrator defines scan mailbox privileges in the User Accounts section of Configure. For information about User Accounts, see *Configure Help* or the "Configuring Fiery server settings" section in *Fiery Command Workstation Help*.

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

You can map a mailbox to a specified network location.

## Scan documents

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

### Scan from within Fiery Remote Scan

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

**1** Select the scanning options in the Scan tab.

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

- Source - Select either Platen (printer glass) or ADF (Automatic Document Feeder) as the scan source.
- Orientation - Specify the orientation of the source document on the printer.
- Size - Select the page size of the source document.
- Resolution - Select the scanning resolution.
- Sides to scan - Select Single-Sided or Double-Sided.
- Color Mode - Select Black and White, Grayscale, or Color.

**2** Click Scan.

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

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

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

## Retrieve scan files from a mailbox

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

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

**2** Select the desired scan file.

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

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

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

## Manage mailboxes and mailbox folders

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

## Access a mailbox

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

The Fiery server administrator defines scan mailbox privileges in the User Accounts section of Configure. The mailbox name is always the same as the user name. For more information, see *Configure Help* or the "Configuring Fiery server settings" section of *Fiery Command WorkStation Help*.

- 1 Click Change Mailbox.
- 2 In the Login dialog box, type the user name and password.
- 3 Click Login.
- 4 Select Keep me logged in if you want to automatically login to the mailbox the next time you connect.  
If you selected automatic login for a mailbox, you must log out to log in to a different mailbox.  
All the scan files in the mailbox are listed.
- 5 Select the desired scan file.
- 6 Click Save As and specify the file name, file format, and location for saving the scan file.
- 7 Click Delete to delete the selected scan file in the mailbox.
- 8 Click Close.

## Map a mailbox to a folder on the network

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

- 1 Log in to a mailbox.
- 2 Click the Map mailbox to folder link in the Fiery Remote Scan window.
- 3 In the Map mailbox to folder dialog box, select Enable mailbox to folder mapping.
- 4 Browse to the location of the folder you want to map to.
- 5 Click OK.

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

## Open mapped folders

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

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

## Troubleshoot Fiery Remote Scan

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

For additional information or support, registered users may start a discussion through [Fiery Communities](#).

### The scan job takes a long time

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

- Check to see whether a job is currently printing or processing (RIPping).  
Scanning will start when printing or processing finishes.

### The scan job fails

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

- Check the following:
  - Whether the printer is in power save or power off mode.  
If this is the case, reset the power save mode and then warm up the printer completely prior to rescanning.
  - That there is at least 800 MB (and preferably 1 GB) of available hard disk space before scanning.  
Temporary files on the local hard disk require this much memory, or at least three times the largest image/document file size that you intend to acquire/initiate. If there is not enough available hard disk space, the job is deleted from the Fiery server, an error message is generated, and the error is listed in the Job Log.

### Fiery Remote Scan cannot connect to a Fiery server

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

- Make sure that the connection is configured correctly.  
For more information, see [Connecting to Fiery servers](#) on page 1 and *Configuration and Setup*, which is part of the user documentation set.