Canon

Cloud Portal for imageRUNNER ADVANCE

User's Guide

Please read this guide before operating this product.
After you finish reading this guide, store it in a safe place for future reference.

ENG

How This Manual Is Organized

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Includes explanations of error and warning messages, and information on the characters you can enter.

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Preface

Thank you for purchasing this Canon product. Cloud Portal for imageRUNNER ADVANCE is a MEAP application that can be used with Canon network machines (imageRUNNER ADVANCE series multifunction peripherals; hereinafter referred to as the "machine"). Please read this manual thoroughly before using this product to familiarize yourself with its capabilities, and to make the most of its many functions. After reading this manual, store it in a safe place for future reference.

Target Readers

This manual is written for people who have the knowledge and skills to operate Canon network machines, the Windows operating system, and networks.

How To Use This Manual

Symbols Used in This Manual

The following symbols are used in this manual to explain procedures, restrictions, handling precautions, and instructions that should be observed for safety.

🖐 IMPORTANT	Indicates operational requirements and restrictions. Be sure to read these items carefully to operate the machine correctly, and avoid damage to the machine or property.
✏ NOTE	Indicates a clarification of an operation, or contains additional explanations for a procedure. Reading these notes is highly recommended.

Keys Used in This Manual

The following symbols and key/button names are a few examples of how keys on the machine and buttons on computer operation screens to be clicked or pressed are expressed in this manual:

- Touch Panel Display Buttons: [Button Name]
  Example: [Cancel]
                                                                          [Close]

- Control Panel Keys: <Key Icon> + (Key Name)
  Example: ◎ (Start)
                                                                          ◠ (Stop)

- Buttons or Items on Computer Operation Screens: [Button or Item Name]
  Example: [Edit]
                                                                          [OK]

Displays Used in This Manual

The machine touch panel display and computer operation screenshots appearing in this manual may differ from your machine, depending on the model of your machine and the environment you are using.

The keys or buttons which you should click or press are marked with a ⊂▭⊃, as shown below. When multiple buttons or keys are used for an operation, all buttons and keys are marked. Select the buttons or keys according to your needs.

1 **Press [Microsoft SharePoint] on the Main Menu screen.**
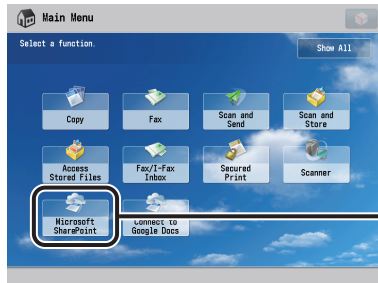
Press this key for operation.

Abbreviations Used in This Manual

In this manual, product names are abbreviated as follows:

Microsoft Windows XP operating system: Windows XP

Microsoft Windows Vista operating system: Windows Vista

Microsoft Windows 7 operating system: Windows 7

Microsoft Windows operating system: Windows

Microsoft SharePoint Online: SharePoint Online

Microsoft Windows Internet Explorer: Internet Explorer

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Cloud Portal for imageRUNNER ADVANCE

1

This chapter describes the Cloud Portal for imageRUNNER ADVANCE functions and the settings to configure before using this product.

Overview of Cloud Portal for imageRUNNER ADVANCE

Cloud Portal for imageRUNNER ADVANCE is a MEAP application that enables you to use cloud services from your machine. By using Cloud Portal for imageRUNNER ADVANCE, you can upload scanned data to a cloud service and print stored files.
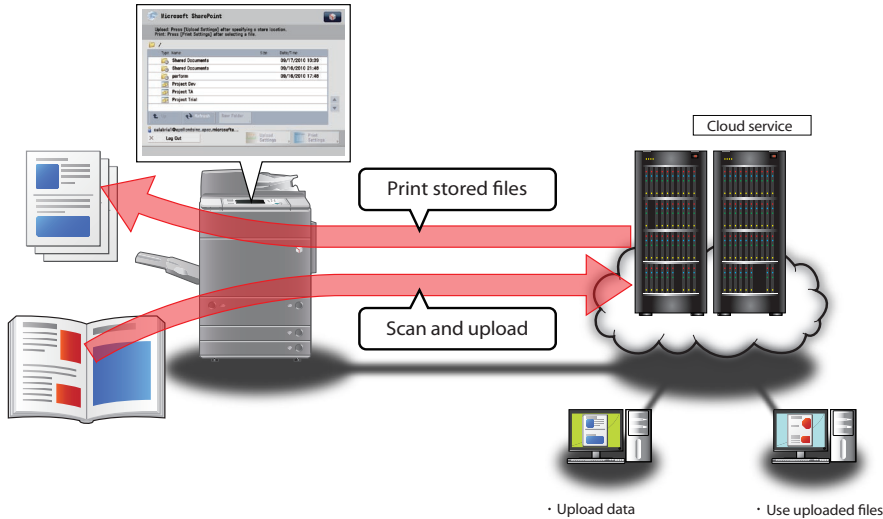
The following cloud services can be used:

Cloud Service	Notes
SharePoint Online	-
Google Docs	Free Edition (gmail.com) Google Apps Google Apps for Business Google Apps for Education Google Apps for Goverment

NOTE

If Google Apps is configured for Single Sign-On (SSO) using SAML (Security Assertion Markup Language), you cannot log in to an account using SSO from the touch panel display of the machine. Log in using a Google Apps account.

 IMPORTANT

- To use a cloud service, acquire a cloud service account in advance. You must agree to the terms of use to acquire an account. For more information, see the Web pages for each cloud service provider.
- The following file formats can be used with SharePoint Online and Google Docs. Note that depending on the file format, only "Upload Settings" or "Print Settings" may be supported.
  - SharePoint Online

File Formats	Upload Settings	Print Settings
PDF	✓	✓
XPS	✓	-
OOXML	✓	-
TIFF	✓	-

  - Google Docs

File Formats	Upload Settings	Print Settings
PDF	✓	✓
Google Docs Format File Google Spreadsheet/Form File Google Presentation File	-	✓

Installing Cloud Portal for imageRUNNER ADVANCE

This section describes how to install Cloud Portal for imageRUNNER ADVANCE and make it available for use.

Supported Models

This application is supported for use with the following model machines:

Supported Models	Controller Version
imageRUNNER ADVANCE C5051/C5045/C5035/C5030*	First digit equal or higher than '4'
imageRUNNER ADVANCE C9075 PRO/C9065 PRO/C7065/C7055*	First digit equal or higher than '4'
imageRUNNER ADVANCE 6075/6065/6055	First digit equal or higher than '2'
imageRUNNER ADVANCE 8105/8095/8085	First digit equal or higher than '2'
imageRUNNER ADVANCE C2030/C2020	First digit equal or higher than '1'

* If the first digit of the controller version is equal to or higher than '5', you can register to the Quick Menu. ("Registering to the Quick Menu," on p. 3-23.)

NOTE

- To check the controller version, from the control panel of the machine, press ◯ (Counter Check) → [Check Device Configuration].
- For information on updating the firmware, contact your local authorized Canon dealer.

System Requirements

The system requirements for this application are as follows:

■ Compatible OS
- Windows XP Professional SP3
- Windows Vista SP2
- Windows 7

■ Web Browser
- Internet Explorer 7 (Normal View)
- Internet Explorer 8 (Both Normal View and Compatibility View available)

🖑 IMPORTANT

The following settings must be specified for the Web browser:
- Java Script is enabled.
- Session cookies are enabled.

✐ NOTE

A display resolution of 800 x 600 pixels or higher (1024 x 768 pixels or higher recommended) is required.

Network Environment

To use this application, the machine and the cloud service must be connected to the Internet.

✐ NOTE

- Set [Use HTTP] in [TCP/IP Settings] in [Network] in [Preferences] (Settings/Registration) to 'On'. If it is not set to 'On', you cannot access the machine from the Web browser.
- For instructions on connecting the machine to the Internet, see Chapter 3, "Settings Common to the Network Protocols," and your machine's protocol settings (Chapters 4 to 7) in Getting Started, or see e-Manual > Network, included with the machine.
- If the machine and cloud service are connected to the Internet via a proxy, you must register a user name and password on the machine from [Preferences] (Settings/Registration) - [Network Settings] - [TCP/IP Settings] - [Proxy Settings]. Proxy authentication supports Basic authentication. For more information, see e-Manual > Network, included with the machine.
- To connect the machine to the Internet via a proxy, see Chapter 4, "Using a TCP/IP Network," in Getting Started, or see e-Manual > Network, included with the machine.

Installing and Starting Cloud Portal for imageRUNNER ADVANCE

To use Cloud Portal for imageRUNNER ADVANCE, you must first install the application file and license file in your machine, and then start the application.

The following two installation methods are available:

- Using the "Register/Update Software" function:
  To perform the installation using the "Register/Update Software" function, use the touch panel display of the machine or the Remote UI function on your computer. For more information, see Getting Started or the Setup Guide, included with the machine.
- Using SMS (Service Management Service):
  To perform the installation using SMS, see e-Manual > MEAP, included with the machine.

✋ IMPORTANT

If the machine enters the shutdown process while Cloud Portal for imageRUNNER ADVANCE is being installed, an error message is displayed on the SMS Install page, and installation may be canceled. In this case, install this application again after restarting the machine. For instructions on turning ON and OFF the main power of the machine, see e-Manual > Before You Start Using This Machine.

📝 NOTE

The following system resources are required to install Cloud Portal for imageRUNNER ADVANCE. System resources can be checked using SMS.
- Storage: 90 MB
- Memory: 8 MB
- Threads: 30
- Sockets: 5
- File Descriptors: 40

Uninstalling Cloud Portal for imageRUNNER ADVANCE

To uninstall Cloud Portal for imageRUNNER ADVANCE, use your Web browser.

- You can uninstall the Cloud Portal for imageRUNNER ADVANCE application from the MEAP Application Management page in SMS. For information on stopping and uninstalling MEAP applications using SMS, see e-Manual > MEAP, included with the machine.
- You can delete the information required to use this application that you set in the application settings screen (see p. 2-2) from the MEAP Application Setting Information Management page in SMS. For information on deleting the information using SMS, see e-Manual > MEAP, included with the machine. (If you are using the imageRUNNER ADVANCE C5051/C5045/C5035/C5030 or the imageRUNNER ADVANCE C9075 PRO/C9065 PRO/C7065/C7055, MEAP Application Setting Information Management in SMS can be used when the first digit of the controller version is equal to or higher than '5'.)

Optional Products Required

System Options Required for Each Function

To use the following functions of Cloud Portal for imageRUNNER ADVANCE, the corresponding system options are required.

Function		System Options Required
Uploading Scanned Data	Creating a Reader Extensions Compatible PDF	Universal Send Advanced Feature Set
	Creating a Searchable PDF/XPS	
	Creating an OOXML[*1]	
	Creating an Encrypted PDF	Universal Send Security Feature Set
Printing Stored Files		Direct Print Kit (for PDF/XPS)[*2] or PS Printer Kit

*1 Indicates items that can be used with the following model machines:
   - imageRUNNER ADVANCE C5051/C5045/C5035/C5030
   - imageRUNNER ADVANCE C9075 PRO/C9065 PRO
   - imageRUNNER ADVANCE C7065/C7055

*2 The memory capacity may need to be expanded, depending on the model of the machine you are using.

🖱 IMPORTANT

- The Print function can be used only with the following combinations of machines and controller versions:
  - If you are using the imageRUNNER ADVANCE C5051/C5045/C5035/C5030 or the imageRUNNER ADVANCE C9075 PRO/C9065 PRO/C7065/C7055:
    The first two digits of the controller version are '55' or later
  - If you are using the imageRUNNER ADVANCE 6075/6065/6055 or the imageRUNNER ADVANCE 8105/8095/8085:
    The first digit of the controller version is '3' or later
  - If you are using the imageRUNNER ADVANCE C2030/C2020:
    The first digit of the controller version is '2' or later
- For information on updating the firmware, contact your local authorized Canon dealer.

📝 NOTE

For instructions on activating system options, see Chapter 9, "Installing the System Options/MEAP Applications" in Getting Started, or see Chapter 3, "Using the System Options/MEAP Applications" in the Setup Guide, included with the machine.

Specifying the Cloud Portal for imageRUNNER ADVANCE Settings

2
CHAPTER

This chapter describes the Cloud Portal for imageRUNNER ADVANCE settings required to use cloud services on your machine.

Specifying Cloud Service Settings

This section describes the information settings performed by the administrator from the Remote UI for cloud services used on the machine.

Before specifying the settings, an account must be acquired for the cloud service to use.

ⓜ IMPORTANT

- Management applications cannot be accessed in the following cases:
  - A user other than an administrator attempted access.
  - The management application is already being accessed on another computer.
  - A cloud service is being used from the touch panel display of the machine.
- Make sure you log out before closing a management application. If you close the Web browser without logging out, management applications cannot be used for a while, even if you log in again.

1 Start your Web browser.

2 Enter the appropriate URL into [Address] or [Location].

http://<IP address of the machine or host name>/

📝 NOTE

If the Remote UI does not start properly and an error message appears, delete the cache files of your Web browser.

3 Enter the required information and log in to the Remote UI as an administrator.

📝 NOTE

- For instructions on logging in with Default Authentication set, see e-Manual > MEAP > Default Authentication (Department ID Management).
- For instructions on logging in with SSO-H set, see e-Manual > MEAP > SSO-H (Single Sign-On H).

4 **Click [Cloud Portal for imageRUNNER ADVANCE].**
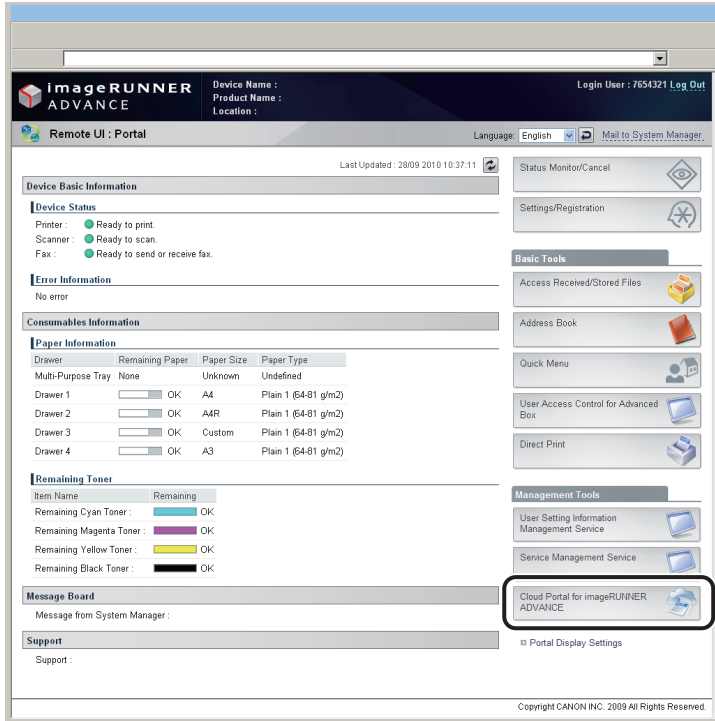
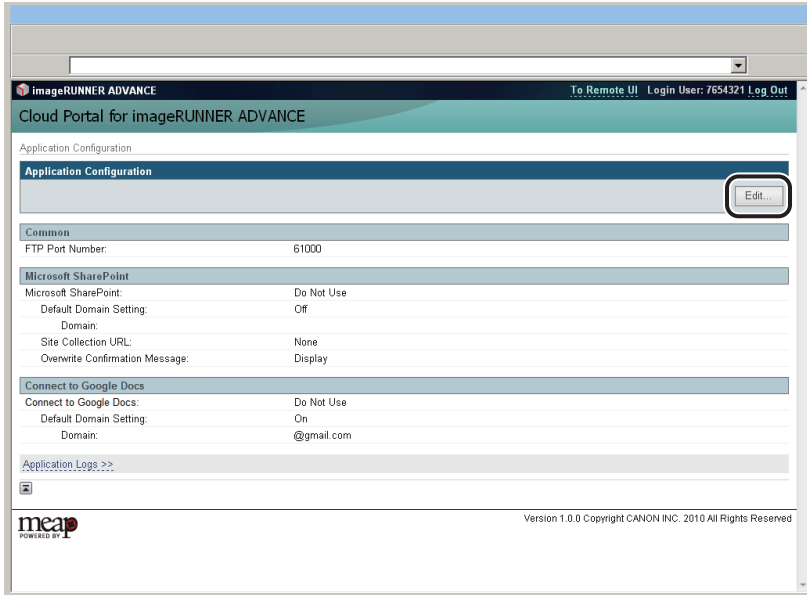The [Application Configuration] page is displayed.

✏ NOTE
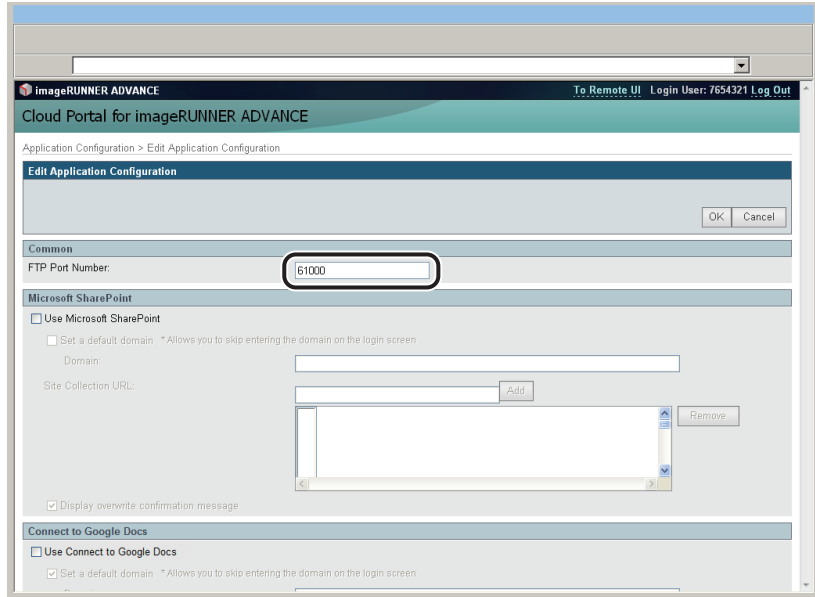
You can also display the [Application Configuration] page by directly entering the following URLs:
- If SSL is enabled: https://<IP address of the machine or host name>:8443/CDSPAdmin/
- If SSL is disabled: http://<IP address of the machine or host name>:8000/CDSPAdmin/

5 Click [Edit].

The [Edit Application Configuration] page is displayed.

6 Specify <FTP Port Number>.

Cloud Portal for imageRUNNER ADVANCE configures the port number for the FTP server that runs inside the machine.

IMPORTANT

You must specify <FTP Port Number>. The default setting is '61000'. You can use the default setting or change the setting as necessary.

NOTE

Specify an integer from 1024 to 65535 for <FTP Port Number>.

7 Set the cloud service information.
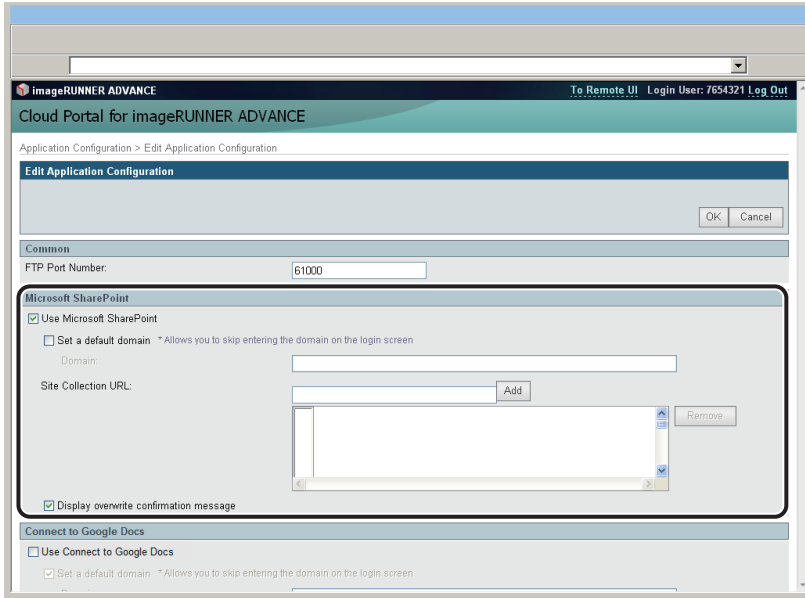
● **To set information for SharePoint Online:**

☐ Select <Use Microsoft SharePoint>.

☐ Enter a URL for <Site Collection URL> → click [Add].

The following items are optional.

Items you can set:

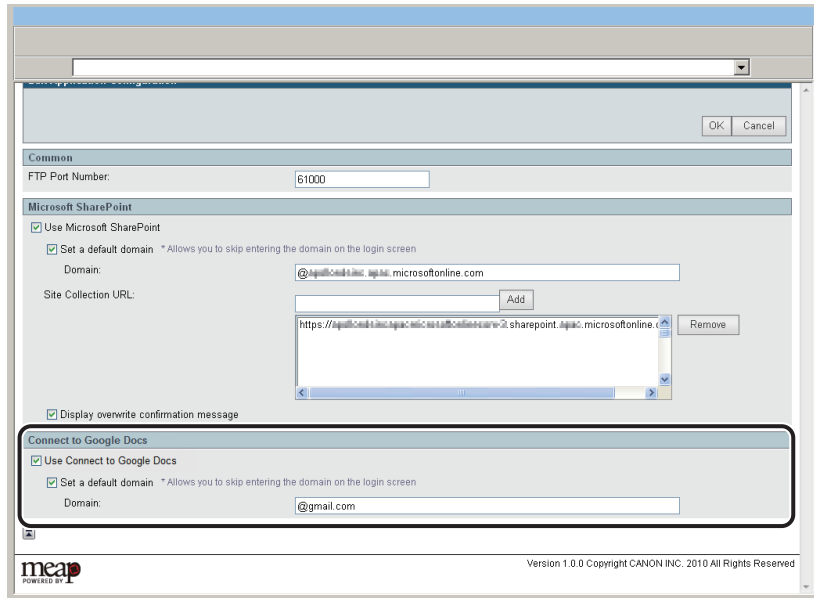|	
<Set a default domain>:	By selecting this item and entering a domain name in <Domain>, you do not have to enter the domain name, the section following the "@" symbol, on the Log In screen.
[Remove]:	You can delete a registered site collection from the list by selecting it and clicking [Remove].
<Display overwrite confirmation message>:	If you select this item, depending on the library settings, the message <The file may overwrite an existing file. Is it OK to continue uploading?> will appear when you press [Upload Settings]. If you do not select this item, the message is not displayed. Confirm that there is no file with the same file name before uploading. For information on the conditions under which data is lost when files with the same name are overwritten, see "Overwriting and Losing File Data," on p. 4-3.

IMPORTANT

The following URLs cannot be set for <Site Collection URL>:
- A mobile site URL displayed in Site Settings of SharePoint Online.
- A URL that has already been registered for <Site Collection URL>.

NOTE

- If the first or last character of the entry for <Domain> or <Site Collection URL> is a space, when you click [Add], the entry is registered with the space deleted.
- The entry for <Site Collection URL> is not case sensitive.
- You can register up to 40 URLs in <Site Collection URL>.

● **To set information for Google Docs:**

☐ Select [Use Google Docs].

The following items are optional.

Items you can set:

<Set a default domain>:   By selecting this item and entering a domain name in <Domain>, you do not have to enter the domain name, the section following the "@" symbol, on the Log In screen.

NOTE

If the first or last character of the entry for <Domain> is a space or tab space, when you click [Add], the entry is registered with the space or tab space deleted.

8 Click [OK].

The [Application Configuration] page is displayed.

IMPORTANT

Items for which "Error!" is displayed have not been entered correctly. Perform the necessary changes to the entry according to the error message.

NOTE

For information on the restrictions for characters you can enter, see Chapter 4, "Appendix."

Using Cloud Services

3

CHAPTER

This chapter describes how to use cloud services from Cloud Portal for imageRUNNER ADVANCE on the machine.

Logging In to a Cloud Service

This section describes how to log in to a cloud service from the touch panel display of the machine.

✋ IMPORTANT

You cannot log in to a cloud service if the administrator is logged in to a management application.

✏ NOTE

- If the desired function button is not displayed, press [Show All]. For more information on the display settings for buttons on the Main Menu screen, see e-Manual > Basic Operations, included with the machine.
- If you switch the display language while logged in to a cloud service, you will be logged out of the cloud service and the login screen will be displayed in the language that you switched to. For information on switching the display language, see e-Manual > Settings/Registration, included with the machine.
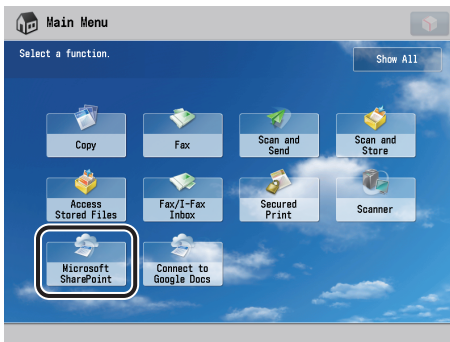
Logging In to SharePoint Online

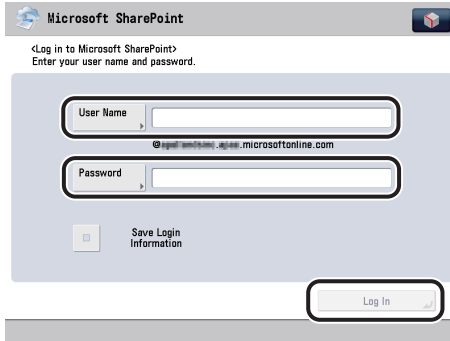Follow the procedure below to log in to SharePoint Online.

✋ IMPORTANT

To log in from the machine, the use of SharePoint Online must be permitted. For instructions on specifying cloud service settings, see "Specifying Cloud Service Settings," on p. 2-2.

1 **Press [Microsoft SharePoint] on the Main Menu screen.**

2 Enter the user name and password → press [Log In].


```
  Microsoft SharePoint

  <Log in to Microsoft SharePoint>
  Enter your user name and password.

       User Name  [                              ]
                  @       .      .microsoftonline.com

       Password   [                              ]

       ☐   Save Login
           Information

                              [   Log In   ]
```

📛 **IMPORTANT**

A temporary password is set when the SharePoint Online administrator creates a user account. You cannot log in using this password. Set a new password from the Web browser of the computer you are using.

✏️ **NOTE**

- If a login service, such as SSO-H, is set, user information using the User Setting Information Management Service and cloud service user information are linked. (For more information on the User Setting Information Management Service, see e-Manual > Security, included with the machine.)
  If you log in while [Save Login Information] is selected, you can store the user name and password that you entered. The stored user name and password are automatically entered next time you log in. Also, if a user name and password have been previously stored, and you log in with [Save Login Information] disabled, the stored user name and password are erased.
- The user name and password are stored only for the cloud service that was most recently used to log in while [Save Login Information] was selected. If login information is already stored, the information is overwritten.
- If a domain name is displayed below [User Name], you do not need to enter the portion of the user name including and after the "@" symbol. For instructions on registering a domain name, see "Specifying Cloud Service Settings," on p. 2-2.
- If you enter a user name including a domain name when a domain name is displayed below [User Name], priority is given to the characters entered for the user name.
- In the following cases, it is recommended that you do not select [Save Login Information] and enter login information each time.
  - If Department ID Management is used
  - If authentication (such as SSO-H) is not used
- If you change the password for SharePoint Online from the Web browser of the computer you are using, it may take some time for the change to be reflected. If you cannot log in using the new password, wait a while, and then try logging in again.

3 A screen confirming whether to continue encrypted communication is displayed. Press [Yes].
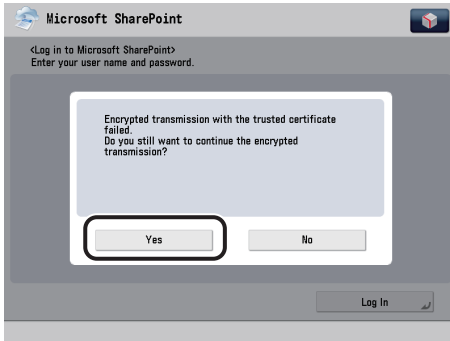
The SharePoint Online screen is displayed.

✏ NOTE

If you do not want the message to be displayed, register the root certificate used by SharePoint Online as the CA certificate for the machine. The root certificate must be installed/registered from the Remote UI. For more information, see "Precautions for SharePoint Online," on p. 4-2.

4 To end the operation, press [Log Out] → [Yes].
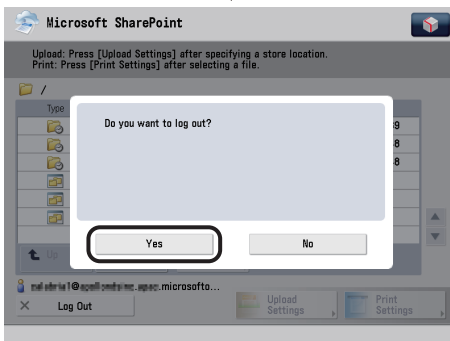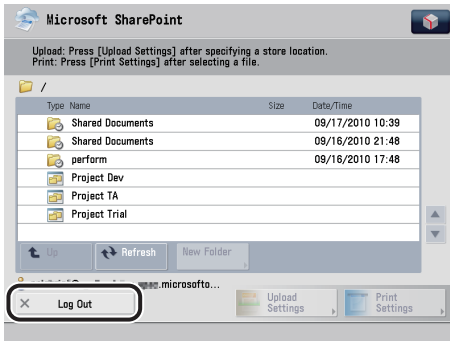
Logging In to Google Docs

Follow the procedure below to log in to Google Docs.

⊘ **IMPORTANT**

To log in from the machine, the use of Google Docs must be permitted. For instructions on specifying cloud service settings, see "Specifying Cloud Service Settings," on p. 2-2.

1 **Press [Connect to Google Docs] on the Main Menu screen.**

2 **Enter the e-mail address and password → press [Log In].**

NOTE

- If a login service, such as SSO-H, is set, user information using the User Setting Information Management Service and cloud service user information are linked. (For more information on the User Setting Information Management Service, see e-Manual > Security, included with the machine.) If you log in while [Save Login Information] is selected, you can store the e-mail address and password that you entered. The stored e-mail address and password are automatically entered next time you log in. Also, if an e-mail address and password have been previously stored, and you log in with [Save Login Information] disabled, the stored e-mail address and password are erased.
- The e-mail address and password are stored only for the cloud service that was most recently used to log in while [Save Login Information] was selected. If login information is already stored, the information is overwritten.
- If you enter an e-mail address excluding the domain name when no domain name beginning with an "@" symbol is displayed below [E-Mail Address], "@gmail.com" is added to the end of the entry.
- If a domain name is displayed below [E-Mail Address], you do not need to enter the portion of the e-mail address including and after the "@" symbol. For instructions on registering a domain name, see "Specifying Cloud Service Settings," on p. 2-2. (A gmail.com e-mail account is free.)
- If you enter an e-mail address including the domain name when a domain name is displayed below [E-Mail Address], priority is given to the characters entered for the e-mail address.
- In the following cases, it is recommended that you do not select [Save Login Information] and enter login information each time.
  - If Department ID Management is used
  - If authentication (such as SSO-H) is not used

3 **A screen confirming whether to continue encrypted communication is displayed. Press [Yes].**

The Connect to Google Docs screen is displayed.
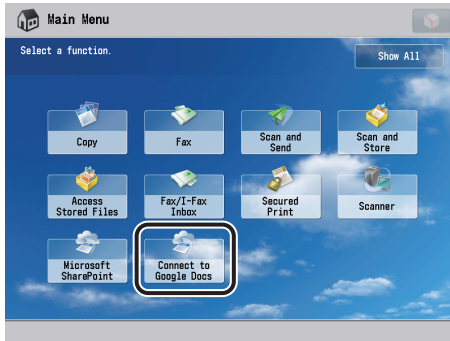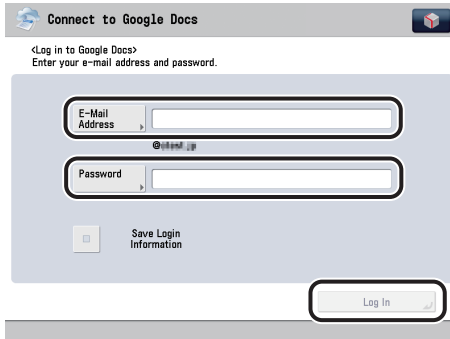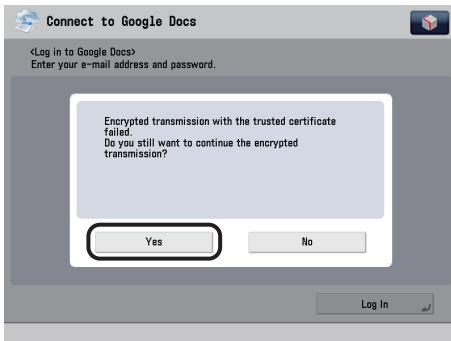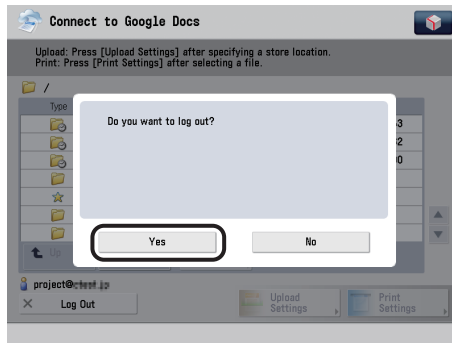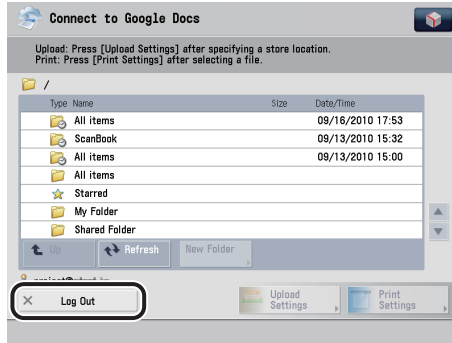
NOTE

If you do not want the message to be displayed, register the root certificate used by Google Docs as the CA certificate for the machine. The root certificate must be installed/registered from the Remote UI. For more information, see "Precautions for Google Docs," on p. 4-5.

4 **To end the operation, press [Log Out] → [Yes].**

Displays Used in Cloud Portal for imageRUNNER ADVANCE

Depending on the system environment and the model of the machine you are using, one of the following screens is displayed when you log in to a cloud service. You can check information regarding the files and folders stored in the cloud service. By selecting the displayed items, you are moved to the desired directory.
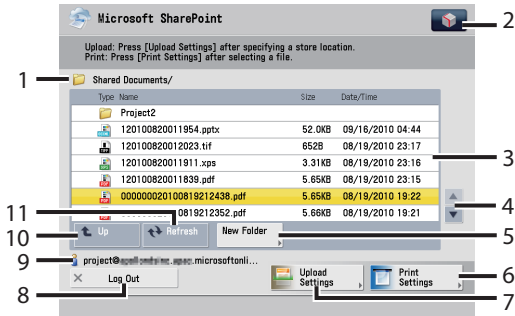
① **Folder Path**

Displays the path for the directory to which you moved from the Log/Site screen.

②

Registers a setting in the Quick Menu. Some settings cannot be registered in the Quick Menu, depending on the model of the machine you are using.

③ **Document List**

Displays the stored files and folders.

④ ▼▲

Scrolls the document list display one page at a time.

⑤ **New Folder**

Creates a new folder in the directory displayed in the document list. (See "Creating a Folder," on p. 3-13.)
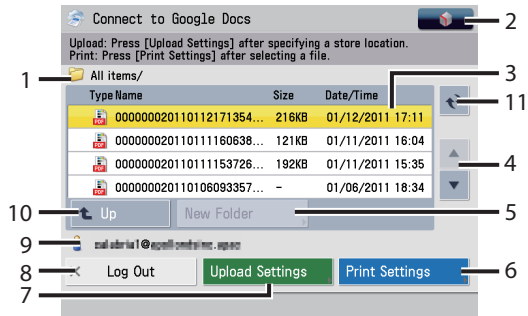
⑥ **Print Settings**

Prints the files selected in the document list.(See "Printing Stored Files," on p. 3-21.)

⑦ **Upload Settings**

Uploads data to the directory displayed in the document list. (See "Uploading Scanned Data," on p. 3-14.)

⑧ **Log Out**

Logs out from the cloud service.

⑨ **User Name**

Displays the user name for the user currently logged in to the cloud service.

⑩ **Up**

Moves to the previously displayed directory.

⑪ **Refresh**

Updates the document list display.

SharePoint Online Document List

The Site, Site Collections, Library, Folder, and File icons are displayed in the SharePoint Online document list.
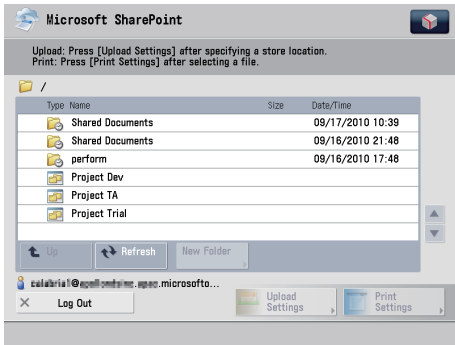
Log/Site Directory
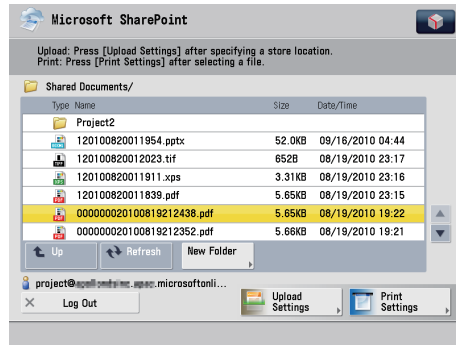
New Folder/Upload/Print Directory

> ⚠️ IMPORTANT
> - Sites for which you have no access permission are also listed on the document list but they cannot be accessed.
> - If you have access privileges for sites or site collections in the directory above the destination site that are only equal to or below view privileges, you cannot obtain the information.
> - If the directory of a folder has been changed since the log entry was generated, the folder cannot be accessed, even if you press 🗂️. Perform the necessary operations according to the error message.
> - If you do not have access permission for all log entries and sites displayed in the log/site directory, the log in screen for the cloud service is displayed.
> - You are redirected to the Log/Site directory in the following cases. Perform the necessary operations according to the error message.
>   - You made an unsuccessful attempt to obtain information for the current directory level.
>   - You could not obtain information for the next level up when you pressed [Up].

■ Log/Site Directory

The information displayed in the Log/Site directory and the order in which it is displayed is described in the table below. Sites and site collections are listed by name, in ascending order (character code (UTF-8) order).

Order	Icon	Description
1	🗂️	Log entries are generated for libraries and folders which contain data that has been uploaded or files that have been recently printed. Even if an upload fails, there is insufficient memory in the upload destination, or the data size exceeds the upload size limit, a log entry is generated. Up to three log entries are displayed in order of the most recent to the least recent. Displays the name of the folder at the time the log entry was generated.
2	🗂️	A site or a site collection. Collections of sites and libraries, managed by directory.

■ New Folder/Upload/Print Directory

The information displayed in the New Folder/Upload/Print directory and the order in which it is displayed is described in the table below. Sites, site collections, and libraries are listed by name, in ascending order (character code (UTF-8) order). These are followed by folders, then documents. Documents are listed in order of the most recent time of storage to the least recent, regardless of the document type.

NOTE

Displays only files in PDF, XPS, OOXML, and TIFF format stored in the cloud service.

Order	Icon	Description
1		A site or a site collection. Collections of sites and libraries, managed by directory.
2		Only libraries based on document libraries are displayed.
3		A folder created by a user.
4		PDF data. Can be printed. However, PDF files with security settings, such as encrypted PDF files, and unauthorized files cannot be printed.
		XPS data. Cannot be printed.
		OOXML data. Cannot be printed.
		TIFF data. Cannot be printed.

Google Docs Document List

Folder and file icons are displayed in the Google Docs document list.

Log/Site Directory
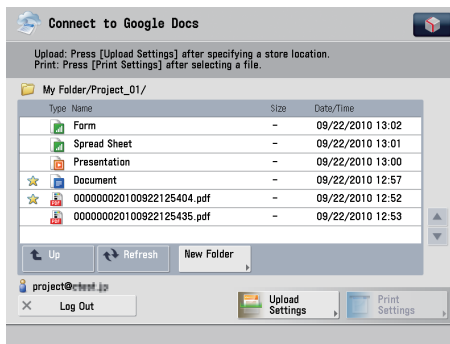
New Folder/Upload/Print Directory

🛑 IMPORTANT

Items displayed in the Google Docs document list cannot be rearranged. The list is displayed in the order in which it was obtained from Google Docs.

📝 NOTE

- A "collection" in Google Docs in a Web browser may be displayed as a "folder," depending on the user settings.
- Documents and folders that have been set to hidden from Google Docs via a Web browser are not displayed in the document list on the touch panel display.
- The collections or folder colors set from Google Docs via a Web browser are not displayed in the document list on the touch panel display.
- Even if a folder is moved by another user via a computer while data is being uploaded to the folder, the upload continues. However, even if the folder is moved, the folder path displayed on the touch panel display does not change. Thus, if you browse using [Up], you are moved to the original parent folder, not the new parent folder.

■ Log/Site Directory

The information displayed in the Log/Site directory and the order in which it is displayed is described in the table below.

Order	Icon	Description
1		Log entries are generated for libraries and folders which contain data that has been uploaded or files that have been recently printed. Even if an upload fails, a log entry is generated. Log entries are displayed in order of the most recent to the least recent. Displays the name of the folder at the time the log entry was generated.
2		[All items] A folder containing all stored files.
3		[Starred] A folder containing all starred files. Displays files that was accessed and starred via a Web browser on a computer. No star is displayed for [My folders], even if you star it.
4		[My Folder]/[My collections] Personal folders provided by Google Docs.
5		[Shared Folder] A folder that organizes folders and files that have been shared for access by other users. All accessible folders and files are displayed directly in the Shared Folder. Thus, it may take sometime to load the Shared Folder.

■ New Folder/Upload/Print Directory

The information displayed in the New Folder/Upload/Print directory is described in the table below. Folders are followed by documents. Documents are listed in order of the most recent time of storage to the least recent, regardless of the document type.

⬧ NOTE

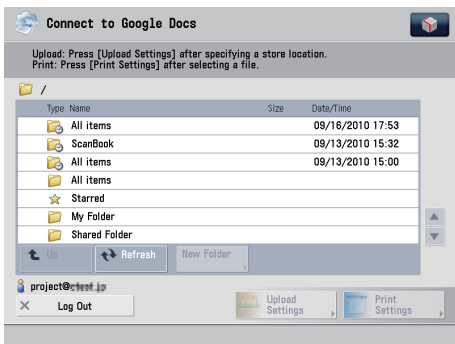- A star is displayed in the document list for data that you starred at the time of upload. For instructions on starring data, see "Uploading Scanned Data," on p. 3-14.
- Of the files stored in the cloud service, only PDF files that can be downloaded from Google Docs are displayed.

Order	Icon	Description
1		A folder created by a user.
2		PDF data. Can be printed. However, PDF files with security settings, such as encrypted PDF files, and unauthorized files cannot be printed.
		Google Docs format document. Can be printed.
		Google Docs format presentation data. Can be printed.
		Google Docs format spreadsheet and form data. Can be printed.

* The size of Google Docs format data is not displayed.

Creating a Folder

You can create a folder in a cloud service. Folders created in a cloud service can be accessed from a computer or another machine, as long as the same account is used.

📥 IMPORTANT
- Folders can be created in the directories below, according to the cloud service you are using.
  - If you are using SharePoint Online: Library, Folders
  - If you are using Google Docs: My Folder, folders in Shared Folder
- There may be directories in which folders cannot be created, depending on the user's privileges.

📝 NOTE
You cannot edit, delete, or perform other operations for the created folders using this application.

1 Log in to a cloud service.

2 Select the directory where you want to create the folder.

3 Press [New Folder].
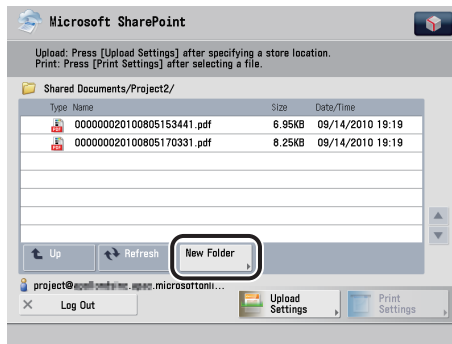
4 Enter the folder name → press [OK].

📝 NOTE
- For information on the restrictions for characters you can enter, see Chapter 4, "Appendix."
- If the first or last character of the entry is a space or several spaces in succession, the spaces are deleted when you press [OK].
- If you are using Google Docs, it may take a while for the new folder to be displayed in the document list. Press [Refresh], as necessary.

Uploading Scanned Data

You can upload scanned data from the machine to a cloud service. The following example describes the procedure using SharePoint Online.

IMPORTANT

- A maximum of 999 pages can be scanned at one time. (If you are using the feeder, a maximum of 1,000 pages can be scanned only when performing 2-sided scanning.)
- You can upload up to 50 MB at one time. If the upload data size limit for the cloud service or the available memory of the cloud service is less than 50 MB, you cannot upload.
- If you are using SharePoint Online, you can upload data to a document library.
- If you are using Google Docs, you can upload data directly in to the All Items directory, and folders in My Folder and Shared Folder.
- There may be directories in to which data cannot be uploaded, depending on the user's privileges.

NOTE

- For more information on each function, see e-Manual > Scan and Send, included with the machine.
- You cannot edit, delete, or perform other operations for the uploaded data using this application.
- The machine's Auto Clear and Auto Sleep mode settings are ignored during scanning or uploading. For information on the machine's Auto Clear and Auto Sleep mode settings, see e-Manual > Settings/Registration, included with the machine.

1 Log in to a cloud service.

2 Select the directory where you want to upload data to.

3 Press [Upload Settings].
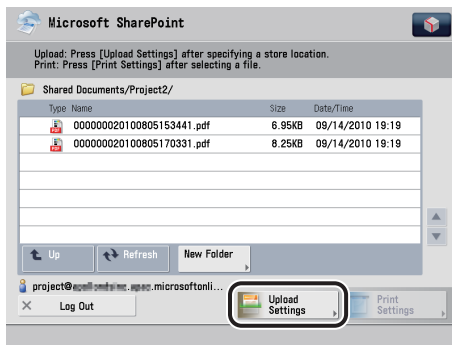
IMPORTANT

- If another user uploads a file with the same name at the same time, your file may overwrite the other file or be overwritten. Check the file name closely before uploading.
- The following screen is displayed if you are using SharePoint Online. The screen is displayed if [Display overwrite confirmation message] is selected in the Edit Application Configuration screen on the computer. For more information, see "Specifying Cloud Service Settings," on p. 2-2.
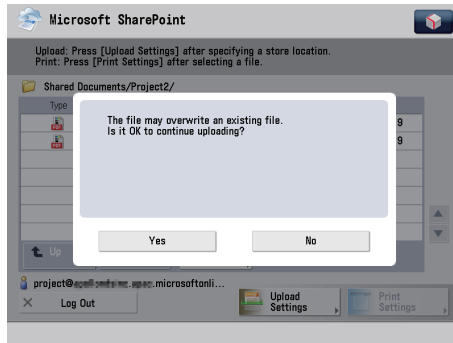
4 Place the original on the feeder or the platen glass.

Perform scanning using the following settings:

Copy Ratio: Direct (100 %)
Scan Size: Auto

5 Specify the file name and the desired scan settings.

The user name used to log in to the machine and the date and time the Upload Settings screen was displayed are automatically entered for the file name.

For example, if the user name is 'User01' and the Upload Settings screen was displayed at 1:35 PM, 41 seconds, on November 15, 2010, the file name for the PDF will be <User0120101115133541.pdf>.

If authentication is not set, '0000000' will be entered in place of the user name.

If you are using Google Docs, [Star] is displayed. If you press [Star], the file is starred, and you can find the uploaded file with ease from [Starred] in the Log/Site directory.

IMPORTANT

Do not set [On (Diff. Width)] for Different Size Originals.

NOTE

- For information on the restrictions for characters you can enter, see Chapter 4, "Appendix."
- If the first or last character of the entry is a space or several spaces in succession, the spaces are deleted when you press [Start Scanning].
- If you select [On (Diff. Width)] from the [Different Size Originals] drop-down list, place your originals against the back edge of the feeder.
- For more information on each function, see e-Manual > Scan and Send, included with the machine.

6 Press the file format button.
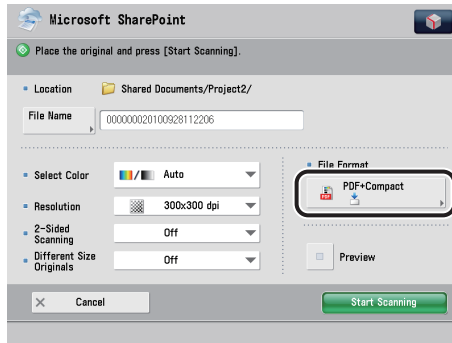
7 Select the desired file format (PDF, XPS, OOXML*, TIFF) → press [OK].
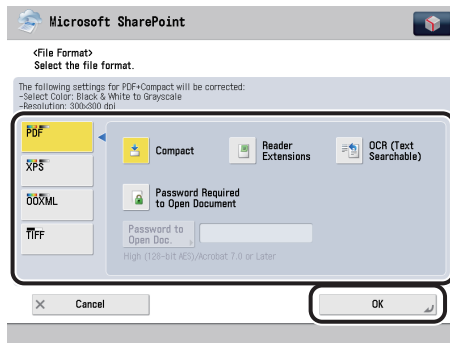
If you upload in PDF, XPS, or OOXML format, you can add the settings described below.

PDF	XPS	OOXML*
Compact OCR (Text Searchable)* Reader Extensions* Password Required to Open a Document*	Compact OCR (Text Searchable)*	OCR (Text Searchable)*

*Indicates items that can be used only when the appropriate optional products are available for use.

IMPORTANT

- [OOXML] can be used with the following model machines:
  - imageRUNNER ADVANCE C5051/C5045/C5035/C5030
  - imageRUNNER ADVANCE C9075 PRO/C9065 PRO
  - imageRUNNER ADVANCE C7065/C7055
- If [Compact] is selected as an additional setting for [PDF] or [XPS], the resolution is fixed to 300 x 300 dpi. If the resolution is changed, [Compact] is canceled.
- The file format is not restricted, even if <Restrict File Formats> in [Always Add Device Signature to Send] in [Function Settings] (Settings/Registration) is set to 'On'. (See e-Manual > Settings/Registration, included with the machine.)

NOTE

- For more information on each file format, see e-Manual > Scan and Send, included with the machine.
- You can upload for [OOXML] only if the color mode is [Auto] or [Grayscale].
- You can upload in the TIFF format only if you select Black-and-White for the color mode.
- If you select [Password Required to Open a Document], press [Password to Open a Doc.] → enter the password. The encryption level is set to 'High (128-bit AES)/Acrobat 7.0 or Later'.
- [XPS], [OOXML], and [TIFF] can only be selected with SharePoint Online.
- [Reader Extensions], [OCR (Text Searchable)], and [Password Required to Open a Document] cannot be selected if [Format PDF to PDF/A] in [Function Settings] (Settings/Registration) is set to 'On'. (See e-Manual > Settings/Registration, included with the machine.)

8 Press [Start Scanning].
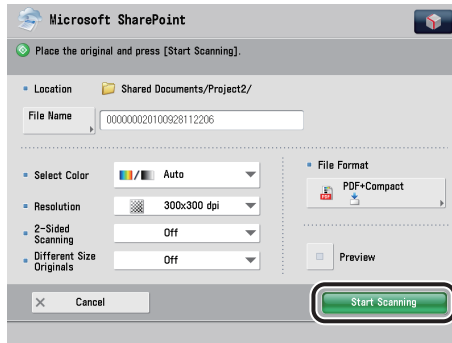
To view a preview of the document before you start uploading, press [Preview] → [Start Scanning].

NOTE

- For more information on the preview function, see e-Manual > Scan and Send, included with the machine.
- If the size of the original you placed on the platen glass could not be detected, the screen to select the original size is displayed. Select the desired original size → press [OK].
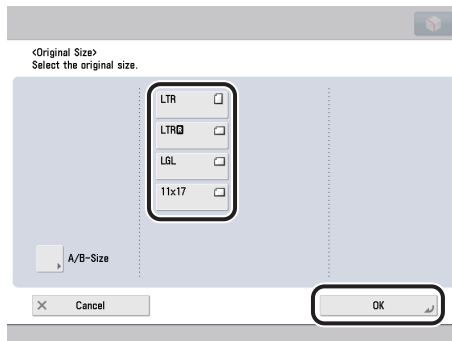
- [A4] is selected on the screen to select the original size. Check the size of the original before uploading.
- If the size of the original you placed on the platen glass was able to be detected by opening and closing the feeder, check the original size that was detected → press [Start].

9 Press [Done].
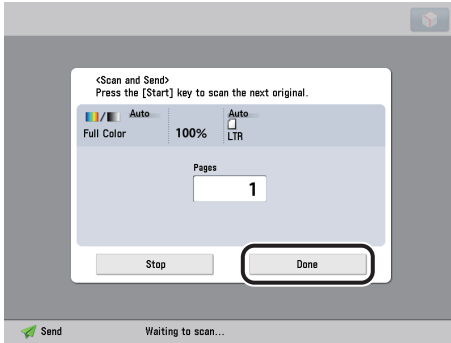
To cancel scanning, press [Stop] → [Yes].

If you pressed [Preview], the Preview screen is displayed.

📖 NOTE

If you are using Google Docs, it may take a while for the uploaded file to be displayed in the document list. Press [Refresh], as necessary.

Printing Stored Files

You can print files stored in a cloud service from your machine.

⚠ IMPORTANT

- The Print function can be used only with the following combinations of machines and controller versions:
  - If you are using the imageRUNNER ADVANCE C5051/C5045/C5035/C5030 or the imageRUNNER ADVANCE C9075 PRO/C9065 PRO/C7065/C7055:
    The first two digits of controller version are '55' or later
  - If you are using the imageRUNNER ADVANCE 6075/6065/6055 or the imageRUNNER ADVANCE 8105/8095/8085:
    The first digit of controller version is '3' or later
  - If you are using the imageRUNNER ADVANCE C2030/C2020:
    The first digit of controller version is '2' or later
- For information on updating the firmware, contact your local authorized Canon dealer.
- The maximum number of prints you can set is 100.
- The maximum size of a file that can be printed at one time is 50 MB when the file to print has been converted to PDF.
- For Google Docs format files, only those files that have been converted to PDF with Google Docs can be printed. Thus, the file layout (paper size, font, etc.) is set using the Google Docs PDF specifications.
- The machine's Auto Clear and Auto Sleep mode settings are ignored during the downloading of a file. For information on the machine's Auto Clear and Auto Sleep mode settings, see e-Manual > Settings/Registration, included with the machine.

1 **Log in to a cloud service.**

2 **Select the directory where the file you want to print is stored.**

3 **Select the desired file → press [Print Settings].**
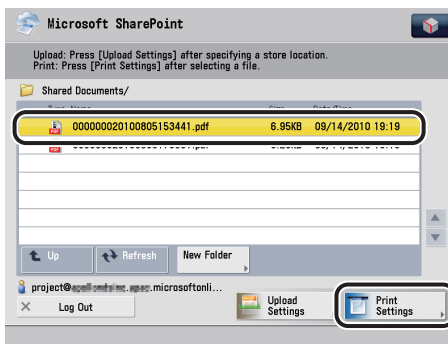
4 **Specify the desired print settings → press [Start Printing].**
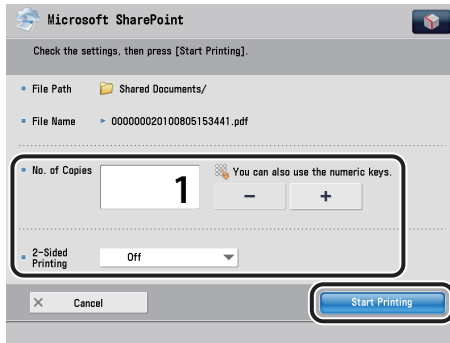
<No. of Copies>:   Set the desired number of copies. Press [-] or [+] to set the number of copies.

<2-Sided Printing>: Set whether to perform 2-sided printing. Select from [Off], [On (Short Edge)], and [On (Long Edge)].

After you press [Start Printing], the following screen is displayed. After downloading is completed, the file is printed.
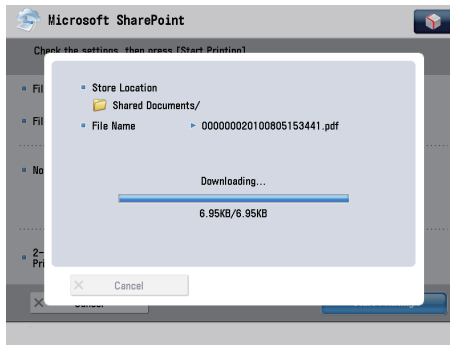
📝 NOTE

- The output result is as follows.
  - Paper Size
    The paper size in the paper source set in [Paper Drawer Auto Selection On/Off] in [Function Settings] (Settings/Registration) is used for printing, regardless of the paper size of the file. (See e-Manual > Settings/Registration, included with the machine.)
  - Color Settings
    The color settings specified in [Settings] in [Printer Settings] in [Printer] in [Function Settings] (Settings/Registration) are used for printing, regardless of the color settings of the file. (See e-Manual > Print, included with the machine.)
- If you are using Google Docs, depending on the file format, the data size may be displayed as '0' during downloading, however, printing will be performed normally. (Example: Large data size spreadsheet)

Registering to the Quick Menu

You can register Cloud Portal for imageRUNNER ADVANCE to the Quick Menu.

> ✋ **IMPORTANT**
> - By pressing the button registered in the Quick Menu, the cloud service log in screen can be displayed.
> - Registering to the Quick Menu can be performed only if the following screens are displayed.
>   - The log in screen
>   - The screen displayed immediately after log in
> - You may not be able to register to the Quick Menu, depending on the model of the machine you are using.

> 📝 **NOTE**
> For more information on Quick Menu functions, see e-Manual > Quick Menu, included with the machine.

1 Log in to a cloud service.

2 Press ▣ → [Register to Quick Menu].
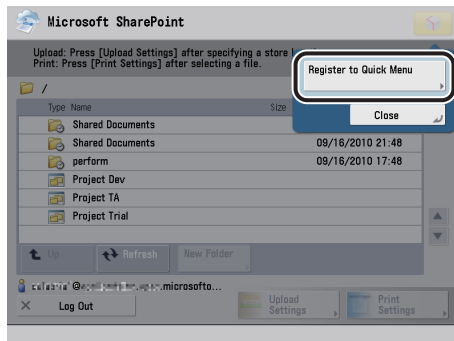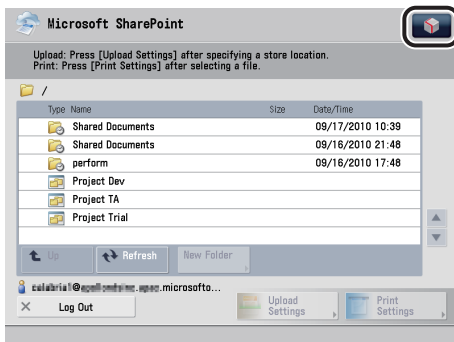
3 Press [Shared].
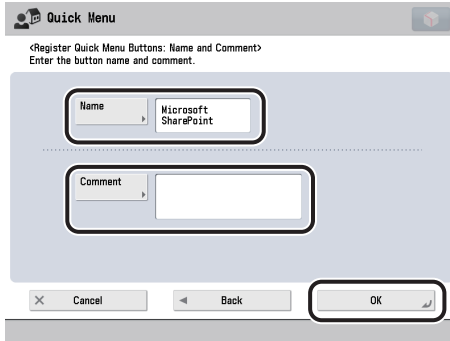
NOTE

If authentication is set, [Personal] can also be used.

4 Select the button you want to register → press [Next].
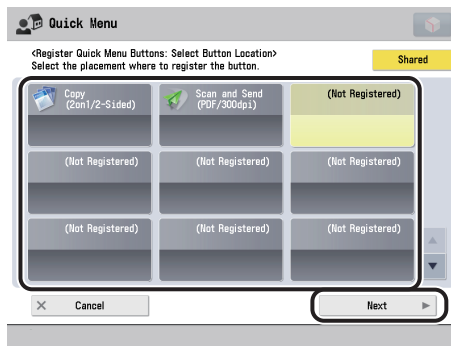
5 Enter a button name and comment → press [OK].

NOTE

- The maximum number of characters you can enter for the button name is 16 on one line, and you can use up to two lines.
- The maximum number of characters you can enter for the comment is 26 on one line, and you can use up to three lines.

6 **Press [Close] to complete the registration of the Quick Menu button.**
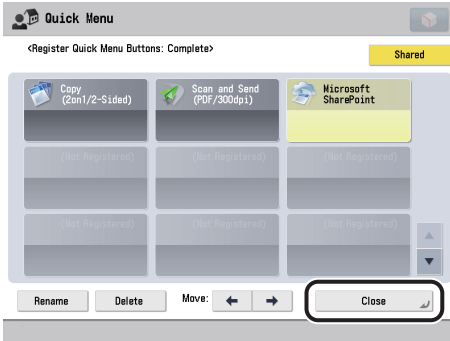
If you want to change the name or comment, press [Rename].

The registered button is displayed on the Quick Menu screen.
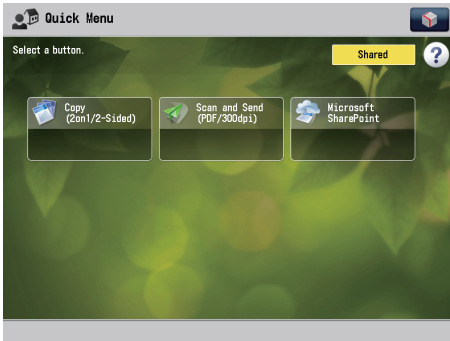
Application Logs

You can record application logs, and download the recorded logs to a computer. (See "Downloading/Deleting Application Logs," on p. 3-30.)
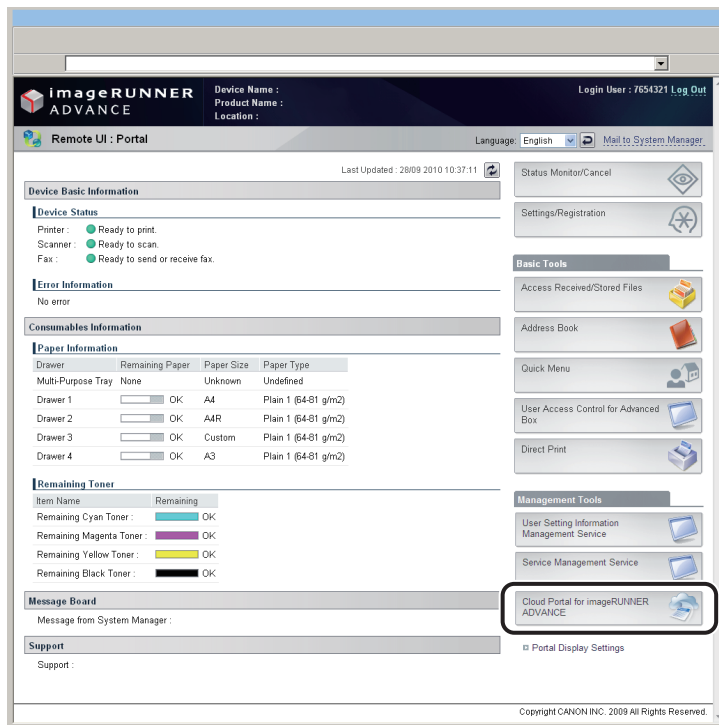
✎ NOTE

The downloaded log files can be used to clarify the cause of errors. For information on interpreting log files, contact your local authorized Canon dealer.

Specifying Application Log Settings

To generate an application log, you must first specify the necessary settings from a computer.

1 **Start your Web browser → log in to the Remote UI as an administrator.**

2 **Click [Cloud Portal for imageRUNNER ADVANCE].**

The [Application Configuration] page is displayed.

3 Click [Application Logs].

The [Application Log Settings] page is displayed.

4 Select the log type for <Logs> → click [OK].
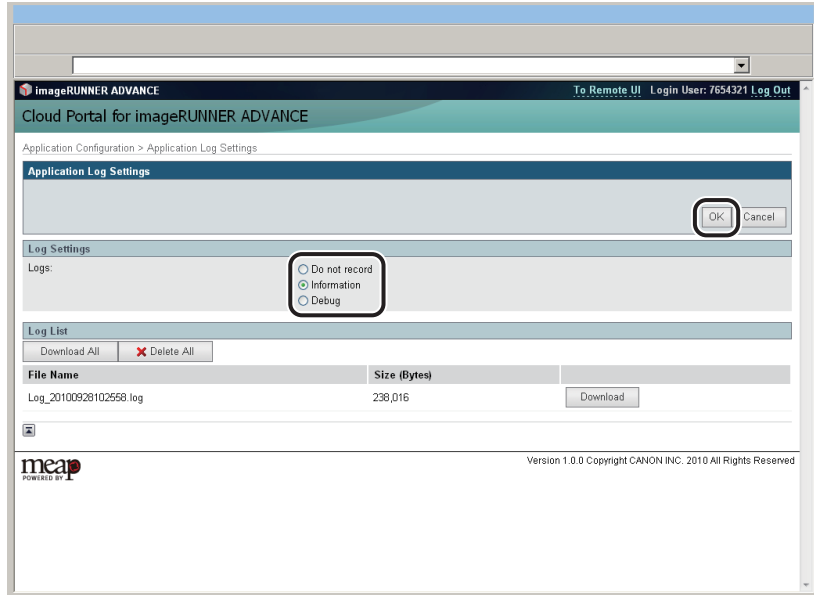
Select the log type from the following:

- Do not record: No application log is generated.
- Information: Generates a log of basic information and error-related information.
- Debug: Generates a log of Cloud Portal for imageRUNNER ADVANCE detailed information.

NOTE

[Information] is selected when Cloud Portal for imageRUNNER ADVANCE is installed.

Downloading/Deleting Application Logs

Follow the procedure below to download or delete an application log.

1 Start your Web browser → log in to the Remote UI as an administrator.

2 Click [Cloud Portal for imageRUNNER ADVANCE].
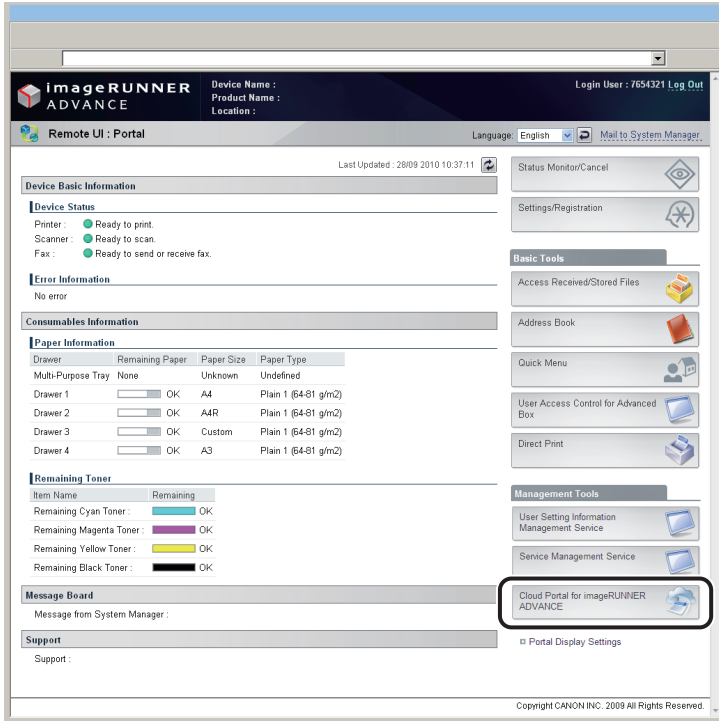
The [Application Configuration] page is displayed.

3 Click [Application Logs].
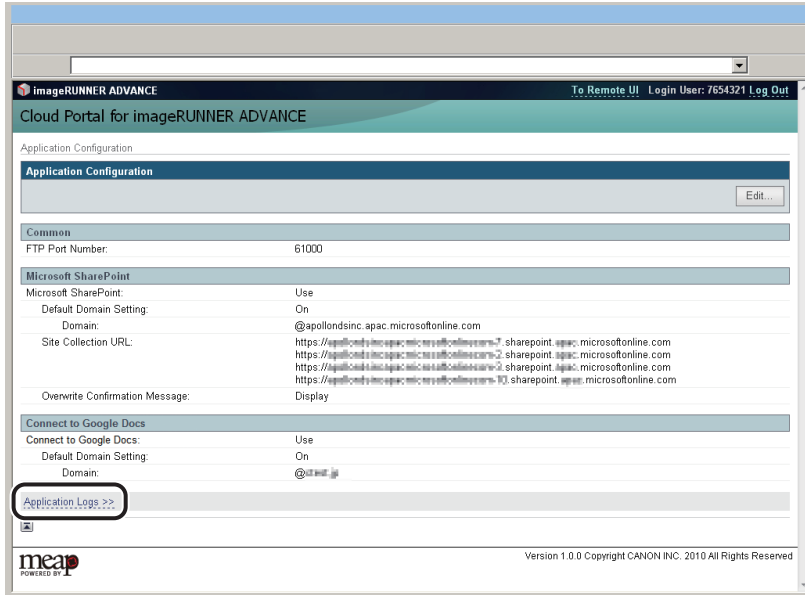
The [Application Log Settings] page is displayed.

4 Click [Download] for the log you want to download from <Log List>.
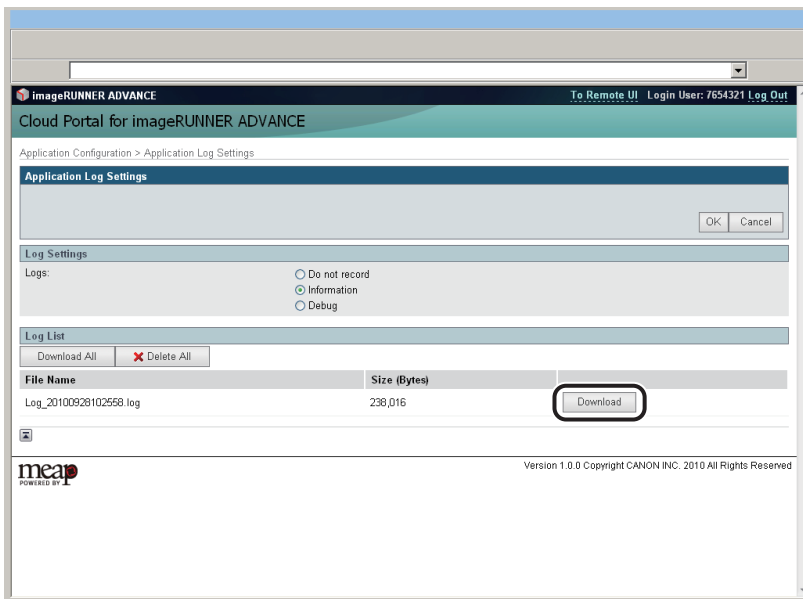
The screen for downloading the file is displayed.

✎ NOTE

- If you click [Download All], you can download all of the displayed logs.
- To delete all of the displayed logs, click [Delete All].

5 Click [Save] to store the file.

Appendix

4

CHAPTER

This chapter provides remedies for problems, such as being unable to use a cloud service, error messages, and warning messages, information on the restrictions for characters you can enter, glossary, and index.

Precautions for Cloud Portal for imageRUNNER ADVANCE

This section describes the precautions when using Cloud Portal for imageRUNNER ADVANCE.

Precautions for SharePoint Online

Logging In to the SharePoint Online

A confirmation screen for encrypted communication is displayed when you log in to SharePoint Online from the touch panel display of the machine.
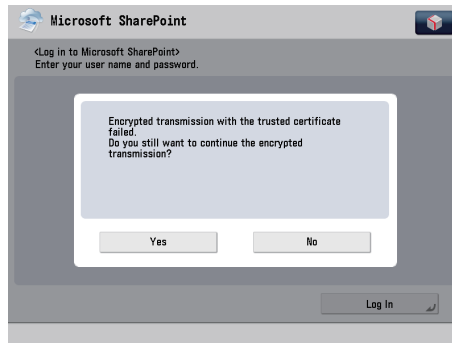
If you do not want the confirmation screen to be displayed, register the root certificate used by SharePoint Online as the CA certificate for the machine.

<SharePoint Online Root Certificate>

- Issuer: GTE CyberTrust Global Root
- Friendly name: GTE CyberTrust Global Root

✋ IMPORTANT
- If you are using the imageRUNNER ADVANCE C5051/C5045/C5035/C5030 or the imageRUNNER ADVANCE C9075 PRO/C9065 PRO/C7065/C7055, the confirmation screen is displayed when the first digit of the controller version is equal to or higher than '4'.
- If you are using the imageRUNNER ADVANCE C2030/C2020, the confirmation screen is displayed when the first digit of the controller version is equal or higher than '1'.

✐ NOTE
If you are using the imageRUNNER ADVANCE C5051/C5045/C5035/C5030 or the imageRUNNER ADVANCE C9075 PRO/C9065 PRO/C7065/C7055, the confirmation screen is not displayed when the first digit of the controller version is equal to or higher than '5'.

■ **Example Procedure for Acquiring a Root Certificate (Internet Explorer 8)**

1 Click [Tools] → [Internet Options] → [Content] → [Certificates].

2 Select [GTE CyberTrust Global Root] from [Trusted Root Certification Authorities] → click [Export] → [Next].

3 Select [DER encoded binary X.509 (.CER)] → click [Next].

4 Follow the instructions on the screen to specify the location where you want to save the file. File name cannot be longer than 8 characters (excluding the file extension, ".cer").

■ **Registering a CA Certificate**

1 Access the Remote UI.

2 On the Remote UI portal page, click [Settings/Registration] → [Management Settings] → [Device Management].

3 Click [CA Certificate Settings] → [Register CA Certificate] → [Install].

4 Enter the path for the root certificate file to be registered as the CA certificate → click [Start Installation].

5 Select the installed file on the Register CA Certificate screen → click [Register].

📝 NOTE

For information on installing and registering a CA certificate, see e-Manual > Remote UI, Security.

Overwriting and Losing File Data

If data is uploaded to one library from multiple machines or computers, files with the same name may be overwritten, resulting in a loss of data, when all of the following conditions are met.

- If it is possible to upload files with the same name to a library.
- If document registration and checkout at update are not set to required in the library settings, and version management is not performed for the library.

Note that by setting document registration and checkout at update to required in the library settings, you can reduce the risk overwriting data, but the data may still be lost when files with the same name are overwritten.

Site Collection and Site Access Privilege Settings

Users who have only view privileges for a site collection or site cannot obtain the subsite list in the site collection or site and display it in the document list.

As an example, the URL for Site Collection A is registered in Site Collection URL.

Directory Level	User A Privileges	Display	User B Privileges	Display
☐ Site Collection A	View	✓	Post	✓
├─☐ Site a	Post	-	View	✓
│ └─☐ Subsite aa	Post	-	Post	-
├─☐ Site b	Full control	-	Post	✓
└─☐ Site c	View	-	Full control	✓

The following two methods can be used to avoid the above issue.

- Grant the user post privileges or higher for the site collection or site to display.
- Register the URL for the site collection or site to display in Site Collection URL.

🖐 IMPORTANT

If only "View Item" is registered for the access permission level in the site privileges, you cannot log in from the touch panel display.
To log in, set the access permission level in the site privileges to "Edit Item" or higher.

Uploading to a Meeting Workspace

If you want to upload data to a Meeting Workspace, upload it to folder "1" in the Meeting Workspace. Folder "1" is automatically created in the Meeting Workspace.

Data uploaded to a location other than folder "1" is not displayed when you log in from a computer.

Changing the Password

If you change the password for SharePoint Online from the computer you are using, it may take some time for the change to be reflected. If you cannot log in using the new password, wait a while, and then try logging in again.

Precautions for Google Docs

Logging In to Google Docs

A confirmation screen for encrypted communication is displayed when you log in to Google Docs from the touch panel display of the machine.
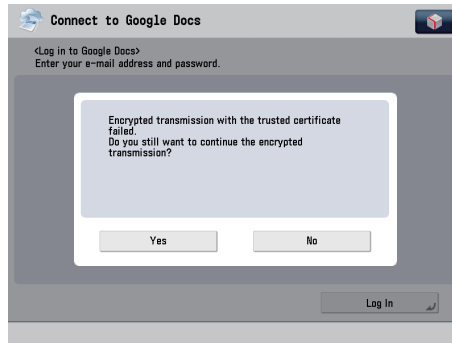
If you do not want the confirmation screen to be displayed, register the root certificates used by Google Account (Authentication Service) and Google Docs respectively as CA certificates for the machine.

<Google Account Root Certificate> (Installed in the machine)

- Issuer: Class 3 Public Primary Certification Authority
- Friendly name: VeriSign Class 3 Public Primary CA

<Google Docs Root Certificate>

- Issuer: Equifax Secure Certificate Authority
- Friendly name: GeoTrust

✐ NOTE

> For information on installing and registering a CA certificate, see e-Manual > Remote UI, Security.

■ **Example Procedure for Acquiring a Google Docs Root Certificate (Internet Explorer 8)**

1 Click [Tools] → [Internet Options] → [Content] → [Certificates].

2 Select [Equifax Secure Certificate Authority] from [Trusted Root Certification Authorities] → click [Export] → [Next].

3 Select [DER encoded binary X.509 (.CER)] → click [Next].

4 Follow the instructions on the screen to specify the location where you want to save the file. File name cannot be longer than 8 characters (excluding the file extension, ".cer").

■ **Registering a CA Certificate**

1 Access the Remote UI.

2 On the Remote UI portal page, click [Settings/Registration] → [Management Settings] → [Device Management].

3 Click [CA Certificate Settings] → [Register CA Certificate] → [Install].

4 Enter the path for the root certificate file to be registered as the CA certificate → click [Start Installation].

5 Select the installed file on the Register CA Certificate screen → click [Register].

✐ NOTE

For information on installing and registering a CA certificate, see e-Manual > Remote UI, Security.

[Shared Folder] Item Display

If [Shared Folder] is selected, all items that have shared settings specified and can be accessed by the user are displayed. However, since the information for the parent item cannot be obtained, the directory is not considered when displaying [Shared Folder].

If [Shared Folder] is selected, information for all items that have shared settings specified and that can be accessed by the user is obtained. As a result, the time taken to display [Shared Folder] may be longer than other directories.

Even if you scroll through the list in [Shared Folder], you are not performing communication.

Google Docs Directory Level	Display in [Shared Folder]	
☐ Shared Folder	☐ Shared Folder	
├ ☐ Collection a	├ ☐ Folder a	
├ ☐ Collection aa	├ ☐ Folder aa	├ ☐ Folder aa
├ ☐ Collection ab	├ ☐ Folder ab	├ ☐ Folder ab
├ ☐ Collection ac	├ ☐ Folder ac	├ ☐ Folder ac
├ ☐ File ad	├ ☐ File ad	├ ☐ File ad
└ ☐ File ae	├ ☐ File ae	└ ☐ File ae
├ ☐ Collection b	├ ☐ Folder b	
└ ☐ Collection c	└ ☐ Folder c	

✎ **NOTE**

A "collection" in Google Docs in a Web browser may be displayed as a "folder," depending on the user settings.

Updating Data

If you update data using your computer, the following may occur:

- The update may take some time if you change the file name or folder name.
- It may take some time to browse files and folders for which shared settings have been specified or canceled.
- It may take some time for the addition or removal of stars to be reflected.

Troubleshooting

If the Button is Not Displayed on the Main Menu Screen

Even when this application has been installed on the machine and started, if the button for this application is not displayed on the Main Menu screen of the machine's touch panel display, the following reasons may be the cause.

■ If the number of MEAP applications running on the machine have exceeded the maximum (19 applets):

Stop the MEAP applications you do not want to use. You can stop MEAP applications from the MEAP Application Management screen in SMS. For more information, see e-Manual > MEAP, included with the machine.

⌯ NOTE

If you want to use both SharePoint Online and Google Docs, these will be counted as two MEAP applications. If only one is displayed on the Main Menu screen, stop one more application.

If Log In Fails

If logging in from the touch panel display of the machine fails, it may be due to the following causes:

- The user name (e-mail address) or password you entered is incorrect.
- The machine is not correctly connected to the network.

Firstly, enter the correct user name (e-mail address) and password.

If log in still fails, check whether the machine is connected to the network.

IMPORTANT

If you are using SharePoint Online, the account may be locked when you enter an incorrect password. If the account is locked, wait a while, and then log in again using the correct user name and password.

NOTE

To use this application, the machine and cloud service must be connected via the Internet. You can check whether the machine is connected to the Internet by pressing ⓢ (Settings/Registration) → [Management Settings] → [License/Other] → [Register/Update Software] → [Software Management Settings] → [Test Communication], from the machine.

1 Connect to the cloud service from a computer on the same network.

If you experience problems, consult your network administrator. Cloud services may be unavailable for use.

If you do not experience problems, proceed to step 2.

2 Check the network settings for the machine.

- Connection of Network Connector
- IP address settings
- DNS settings
- Proxy Settings

For more information on the above settings, see e-Manual > Network, included with the machine.

If Log In Fails (For Google Docs)

If logging in from the touch panel display of the machine fails, it may be due to the following causes:

- The e-mail address or password you entered is incorrect.
- The machine is not correctly connected to the network.
- An incorrect password was entered a specified number of times and the account has been locked.

Firstly, enter the correct user name and password.

If log in still fails, check whether the machine is connected to the network. (See "If Log In Fails," on p. 4-9.)

If an incorrect password is repeatedly entered, the account will be locked. If the account is locked, perform the following procedure to unlock the account.

This section describes how to unlock a locked account.

1 Start your Web browser on your computer → access the following page.

For a Google account (@gmail.com):

https://www.google.com/accounts/UnlockCaptcha

For a Google Apps account:

https://www.google.com/a/[your domain]/accounts/UnlockCaptcha

⊘ NOTE

In [your domain], enter the domain name for your account.

2 Enter [Email], [Password], and the characters you see in the picture → click [Unlock].

List of Error and Warning Messages

Error Messages Displayed on the Touch Panel Display

This section explains the possible causes and remedies for the error messages displayed on the touch panel display.

The messages displayed on the screen may differ, depending on the model of the machine you are using.

✎ NOTE

A "collection" in Google Docs in a Web browser may be displayed as a "folder," depending on the user settings.

Error Messages Displayed For Both Cloud Services

Invalid characters are included in the password. Please enter it again.

Cause	You entered characters that cannot be used for the password, and pressed [Log In].
Remedy	Enter the password again using valid characters.

Password cannot be longer than 256 characters.

Cause	You entered a password longer than the maximum number of characters, and pressed [Log In].
Remedy	Enter up to 256 characters for the password.

Cannot save the login information.

Cause	Could not save login information, even if you selected [Save Login Information] and pressed [Login], because the storage capacity of the user setting information management function is insufficient or the number of items stored has exceeded the limit.
Remedy	The administrator should configure the user information management function settings and organize the data.

Authentication error. Please log in again.

Cause	Could not log in with the entered log information.
Remedy 1	If you are using SharePoint Online, enter the correct user name and password.
Remedy 2	If you are using Google Docs, enter the correct e-mail address and password.

Cannot display the list because the memory is full. Press [Refresh] to display other pages.

Cause	You pressed [Up] for the document list but reached the beginning of the list held in memory and could not display the beginning of the list held by the cloud service.
Remedy	Press [Refresh] to update the contents of the document list. The beginning of the list held by the cloud service is displayed.

Could not acquire the file information from the server. The file may have been moved or deleted, or it may require access permission.

Cause 1	You selected an item with child items (folders, etc.) in the document list but it could not be accessed because the selected item was moved or deleted, or access permission is required.
Cause 2	You pressed [Refresh] and the current directory could not be accessed again because it was moved or deleted, or access permission is required.
Cause 3	You pressed [Up] but the upper directory could not be accessed because it was moved or deleted, or access permission is required.
Remedy	Select another item.
Cause 4	You pressed [Up], and the connection to the cloud service was interrupted.
Remedy	Check whether the network is connected, and then try performing the operation again.
Cause 5	The URL that indicates the site that you selected in the document list includes double-byte characters that cannot be used.
Remedy	Select another site, and then try uploading again.

Enter the file name.

Cause	You entered invalid characters for the file name on the Upload Settings screen, and the entered text was automatically deleted.
Remedy	Enter valid characters for the file name, then press [Start Scanning].

Invalid characters are included in the file name. Please enter it again.

Cause	You entered invalid characters for the file name on the Upload Settings screen.
Remedy	Enter the file name again using valid characters.

Invalid characters are included in the beginning of the file name. Please enter it again.

Cause	You entered invalid characters at the beginning of the file name on the Upload Settings screen.
Remedy	Enter the file name again using valid characters.

Invalid characters are included in the end of the file name. Please enter it again.

Cause	You entered invalid characters at the end of the file name on the Upload Settings screen.
Remedy	Enter the file name again using valid characters.

File name cannot be longer than 50 characters.

Cause	You entered a file name longer than the maximum number of characters on the Upload Settings screen, and pressed [Start Scanning].
Remedy	Enter up to 50 characters for the file name.

Enter Password to Open Doc.

Cause	You selected [Password Required to Open Document] on the File Format screen but pressed [OK] without setting a password.
Remedy 1	Set a password in [Password to Open Doc.], then press [OK].
Remedy 2	Deselect [Password Required to Open a Document], then press [OK].

Enter password.

Cause	You pressed [Password to Open Doc.] on the File Format screen but pressed [OK] without setting a password.
Remedy	Enter the password → press [OK].

Invalid characters are included in the password. Please enter it again.

Cause	You entered invalid characters for the password in [Password to Open Doc.] on the File Format screen, and pressed [OK].
Remedy	Enter the password again using valid characters.

Password cannot be longer than 32 characters.

Cause	You entered a password longer than the maximum number of characters in [Password to Open Doc.] on the File Format screen, and pressed [OK].
Remedy	Set the password again using up to 32 characters.

The entered passwords do not match. Enter the same password twice.

Cause	You entered different characters for the initial password and confirmation password in [Password to Open Doc.] on the File Format screen, and pressed [OK].
Remedy	Enter the same password twice.

An error occurred while scanning.

Cause 1	You selected [Reader Extensions], [OCR (Text Searchable)], or [Password Required to Open a Document] on the Upload Settings screen for the scanned data and then pressed [Start Scanning], when [Format PDF to PDF/A] in [Function Settings] (Settings/Registration) was set to 'On'.
Remedy 1	Set [Format PDF to PDF/A] to 'Off' in [Function Settings] (Settings/Registration) of the machine. (See e-Manual > Settings/Registration.)
Remedy 2	Select a setting other than [Reader Extensions], [OCR (Text Searchable)], or [Password Required to Open a Document].
Cause 2	You selected [Reader Extensions] on the Upload Settings screen for the scanned data and then pressed [Start Scanning], when [Optimize PDF for Web] in [Function Settings] (Settings/Registration) was set to 'On'.
Remedy 1	Set [Optimize PDF for Web] to 'Off'.
Remedy 2	Select a setting other than [Reader Extensions].
Cause 3	You pressed [Start Scanning] when [File] in [Limit New Destination] in [Function Settings] (Settings/Registration) was set to 'On'.
Remedy	Set [File] to 'Off' in [Limit New Destination] in [Function Settings] (Settings/Registration).
Cause 4	You pressed a key on the control panel of the machine (⊚ (Settings/Registration), ◈ (Status Monitor/Cancel), ◯ (Counter Check), Volume Settings key) after you pressed [Start Scanning].
Remedy	Do not press a key on the control panel of the machine while scanning a document.
Cause 5	The login user of the machine was changed after you pressed [Start Scanning].
Remedy	Do not change the login user of the machine while scanning a document.
Cause 6	You pressed [Start Scanning] with the following settings using a black-and-white imageRUNNER ADVANCE machine with 512 MB of memory. • Select Color: A setting other than [Black] • Resolution: [400 x 400 dpi]
Remedy 1	Increase the memory capacity.
Remedy 2	Select [Black] from the [Select Color] drop-down list.
Remedy 3	Select a setting other than [400 x 400 dpi] from the [Resolution] drop-down list.
Cause 7	A paper jam occurred in the feeder while scanning a document.
Remedy	Perform the scan again from the first original by first removing the jammed paper from the feeder, then placing the originals in the feeder again and pressing [Start Scanning].
Cause 8	The maximum number of scanned sheets was reached when you pressed [Start Scanning] while using Department ID Management with scanning page limits set for each department.
Remedy	The administrator should cancel or reset the scanning page limit settings. (See e-Manual > Security.)

Cause 9	You pressed [On (Diff. Width)] from the [Different Size Originals] drop-down list, and pressed [Start Scanning].
Remedy	Select a setting other than [On (Diff. Width)] from the [Different Size Originals] drop-down list.
Cause 10	An error occurred while scanning a document.
Remedy	Try performing the operation again. If the error occurs repeatedly, contact your local authorized Canon dealer.

Cannot store. The memory is full.

Cause	Could not generate the scanned image.
Remedy 1	Wait a while, and try performing the operation again.
Remedy 2	Change the resolution and file format, then perform the operation again.
Remedy 3	Delete unnecessary data to make more memory available, and then perform the operation again.

Enter the folder name.

Cause	You pressed [OK] on the New Folder screen without entering the folder name.
Remedy	Enter the folder name → press [OK].

Invalid characters are included in the folder name. Please enter it again.

Cause	You entered invalid characters for the folder name on the New Folder screen.
Remedy	Enter the folder name again using valid characters.

Invalid characters are included in the beginning of the folder name. Please enter it again.

Cause	You entered invalid characters at the beginning of the folder name on the New Folder screen.
Remedy	Enter the folder name again using valid characters.

Invalid characters are included in the end of the folder name. Please enter it again.

Cause	You entered invalid characters at the end of the folder name on the New Folder screen.
Remedy	Enter the folder name again using valid characters.

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Appendix

Folder name cannot be longer than 50 characters.

Cause	You entered a folder name longer than the maximum number of characters on the New Folder screen, and pressed [OK].
Remedy	Enter up to 50 characters for the folder name.

Could not create a folder.

Cause 1	Could not create the folder because you do not have permission to create a folder in the selected directory.
Cause 2	Could not create the folder because the selected directory or upper directories have been deleted.
Cause 3	Could not create the folder because there is a folder in the selected directory with the same name and you do not have access permission for that folder.
Cause 4	The combined total of characters for the URL that indicates the selected directory and the folder name you entered on the New Folder screen exceeded the 260 character limit.
Cause 5	The selected directory has insufficient available memory.
Remedy	Perform the operation again in a directory that allows you to create a folder.

Could not upload the file.

Cause 1	An unexpected error occurred while uploading the data.
Remedy	Check whether the network is connected, and then try uploading again.
Cause 2	You have not been granted permission to upload data.
Remedy	Consult your administrator.

Could not upload because the file size exceeds the upload size limit.

Cause	You tried to upload a file that exceeds the upload size limit for this application.
Remedy	Change the scan settings to reduce the file size.

Could not download the file.

Cause 1	An error occurred when you tried to download data.
Remedy	Downloading may fail depending on the communication conditions. Wait a while, and try downloading the data again.
Cause 2	The size of the file you tried to download is 0 bytes.
Remedy	Select another file.

Could not print because the file size exceeds the download size limit.

Cause	You tried to print a file that exceeds the download size limit for this application.
Remedy	Select the file again.

Cannot find the selected file. The file may have been moved or deleted, or it may require access permission.

Cause	The selected file was moved or deleted, or access permission was denied from the time you pressed [Print Settings] to the start of the file download.
Remedy	Select the file again.

Job will be stopped because the password is incorrect or the PDF file settings do not allow printing.

Cause	You tried to print a PDF file with security settings, such as an encrypted PDF file.
Remedy	To print PDF files with security settings, such as encrypted PDF files, use a computer. Log in to a cloud service, download the PDF file you want to print, and print it from your computer.

Could not print because an error occurred.

Cause	An unexpected error occurred during printing.
Remedy	Try performing the operation again. If the error occurs repeatedly, contact your local authorized Canon dealer.

An error occurred during printing.

Cause 1	The maximum number of printed sheets was reached when you pressed [Start Printing] while using Department ID Management with printing page limits set for each department.
Remedy	The administrator should cancel or reset the printing page limit settings. (See e-Manual > Security.)
Cause 2	An unexpected error occurred during printing.
Remedy	Try performing the operation again. If the error occurs repeatedly, contact your local authorized Canon dealer.

A system error occurred.

Cause	An unexpected error occurred during scanning, downloading, or printing.
Remedy	Try performing the operation again. If the error occurs repeatedly, contact your local authorized Canon dealer.

Error Messages Displayed When Using SharePoint Online

Microsoft SharePoint Settings Error. Contact the System Manager.

Cause	A general user pressed [Microsoft SharePoint] on the Main Menu when the administrator had not yet configured the necessary management application settings.
Remedy	The administrator should register <Site Collection URL> in the management application.

Enter User Name.

Cause	You entered only spaces in [User Name], and pressed [Log In].
Remedy	Enter the correct user name in [User Name].

Invalid characters are included in the user name. Please enter it again.

Cause	You entered invalid characters in [User Name], and pressed [Log In].
Remedy	Enter the folder name again using valid characters.

User name cannot be longer than 320 characters.

Cause	You entered a user name longer than the maximum number of characters, and pressed [Log In].
Remedy	Enter up to 320 characters for the user name. Note that if the administrator has selected [Set a default domain] in the application settings, the domain name (the portion including and following the "@" symbol) is automatically entered. Enter up to 320 characters for the user name, including the automatically entered domain name.

The user name is invalid. Please enter it again.

Cause	A general user pressed [Log In] without entering a domain name when the administrator had not selected [Set a default domain] in the management application.
Remedy	Enter the domain name.

Could not display the selected folder. The folder may have been moved or deleted, or the library or folder may require access permission.

Cause	You selected in the document list but it could not be accessed because the selected subsite, library, folder, or its upper directory was moved or deleted, or access permission is required.
Remedy	Select another item.

Cannot upload the file because the upload file path contains a double-byte character which cannot be used. Please change the upload path.

Cause	The internal URL that indicates the upload destination includes double-byte characters (angle bracket (<>), colon (:), asterisk (*), ampersand (&), percent sign (%)) that cannot be used.
Remedy	Log in to a cloud service from your computer, and move the file to different location or change the path.

Cannot download the file because the source path or file name contains a double-byte character which cannot be used. Please move the file to different location, or change the path.

Cause	The internal URL that indicates the storage location for the file to print includes double-byte characters (angle bracket (<>), colon (:), asterisk (*), ampersand (&), percent sign (%)) that cannot be used.
Remedy	Log in to a cloud service from your computer, and move the file to different location or change the path.

The folder name already exists. Please enter a different name.

Cause	There is a folder in the selected directory with the same name as the name you entered for [Folder Name] on the New Folder screen.
Remedy	Assign a different name to the folder, and create the new folder.

Could not create a folder. The parent folder may have been moved or deleted, or it may require access permission.

Cause 1	Could not create the folder because you do not have permission to create a folder in the selected directory.
Cause 2	Could not create the folder because the selected directory or upper directories have been deleted or the folder name has been changed.
Remedy	Perform the operation again in a directory that allows you to create a folder.

Could not upload the file. Reduce the file size, or delete files from the destination, then try again.

Cause	The upload destination has insufficient available memory.
Remedy	Increase the amount of available memory or change the scan settings to reduce the size of the file.

Could not check-in the uploaded file. Try to check-in the file via a different method.

Cause	You tried to upload a file to a library that requires property settings to be specified.
Remedy	Log in to the cloud service from a computer, specify the required property settings, and then check-in the file.

Error Messages Displayed When Using Google Docs

A communication error occurred.

Cause 1	Could not display user information due to an error. You pressed [Yes] when the message <Encrypted transmission with the trusted certificate failed. Do you still want to continue the encrypted transmission?> was displayed, but communication could not be performed.
Remedy	Check that the required certificates are installed in the machine and the network cable is connected.
Cause 2	You pressed [Log In] when the machine was unable to communicate with Google Docs.
Remedy	Check the network settings to make sure that the machine can communicate with Google Docs.

Enter E-Mail Address.

Cause	You entered only spaces in [E-Mail Address], and pressed [Log In].
Remedy	Enter the correct e-mail address in [E-Mail Address]. Note that if the administrator has selected [Set a default domain] in the application settings, the domain name (the portion including and following the "@" symbol) is automatically entered. Enter up to 320 characters for the e-mail address, including the automatically entered domain name.

Invalid characters are included in the e-mail address. Please enter it again.

Cause	You entered invalid characters in [E-Mail Address], and pressed [Log In].
Remedy	Enter the e-mail address again using valid characters.

E-mail address cannot be longer than 320 characters.

Cause	You entered an e-mail address longer than the maximum number of characters, and pressed [Log In].
Remedy	Enter up to 320 characters for the e-mail address. Note that if the administrator has selected [Set a default domain] in the application settings, the domain name (the portion including and following the "@" symbol) is automatically entered. Enter up to 320 characters for the e-mail address, including the automatically entered domain name.

Account temporarily locked. To unlock the account, log in from a location other than this device using the correct password.

Cause 1	You tried to log in multiple times over a specified period of time using an incorrect password.
Cause 2	You tried to log in with an account that does not exist.
Remedy	Log in to this application again, after unlocking the account via the Web browser of the computer you are using. (See "If Log In Fails (For Google Docs)," on p. 4-10.)

Could not display the selected folder. The folder may have been deleted, or may require access permission.

Cause	You selected in the document list but it could not be accessed because the selected folder was moved or deleted, or access permission is required.
Remedy	Select another item.

Error and Warning Messages Displayed in Management Applications

This section explains the possible causes and remedies for the error and warning messages displayed in management applications.

Error Messages Displayed in Management Applications

You do not have permissions for use.

Cause	You attempted to access a page without administrative privileges.
Remedy	Log in as an administrator.

Session timed out.

Cause 1	The management application was not operated for a specified period of time.
Cause 2	The management application was being accessed by another administrator at the same time.
Cause 3	A user restarted the machine.
Remedy	Log in to the management application again as the administrator.

Access method is incorrect.

Cause	You tried to access a page that does not exist.
Remedy	Access the correct URL.

A system error occurred.

Cause	A system error occurred.
Remedy 1	Log in to the management application again as the administrator.
Remedy 2	Restart the machine. If the error occurs repeatedly, contact your local authorized Canon dealer.

Cannot use because the number of bootable applications has exceeded the limit. Set again after stopping other applications.

Cause	Could not start the cloud service you selected from [Use Connect to Google Docs] and [Use Microsoft SharePoint], even after the administrator configured each setting on the [Edit Application Configuration] page and pressed [OK], because the number of applets that are running on the system has exceeded the maximum (nineteen applets).
Remedy	The administrator should stop running applications that contain applets, to reduce the number of applets running on the system. (See e-Manual > MEAP)

Warning Messages Displayed in Management Applications

Cannot access because the system is logged in by another user. Wait a while, and then try to access again.

Cause 1	The machine is being operated from the touch panel display.
Remedy	Conclude operations being performed from the touch panel display.
Cause 2	The management application was being operated by another administrator.
Remedy 1	Wait until the other administrator logs out from the management application.
Remedy 2	Wait for the timeout of other session information.
Cause 3	The Auto Clear mode was activated when this application was displayed on the touch panel display and with the following settings specified on the machine:

- Default Authentication is set as the login service.
- The System Manager Settings are set and Department ID Management is set to 'Off'.
- [Default Screen at Startup] in [Preferences] (Settings/Registration) is set to a setting other than [Main Menu].

 The Auto Clear mode was activated or the Energy Saver key was pressed when this application was displayed on the touch panel display. Or, you logged out of the machine with this application displayed using [Log Out] or ⓘ (Log In/Out), after logging in to the machine as the System Manager.

Remedy	Press ⬚ (Main Menu) on the control panel of the machine.

Character Entry Restrictions

There may be restrictions on the types or numbers of characters you can enter for each item. This section describes the valid and invalid characters.

Settings Specified on the Touch Panel Display

If you are setting a folder or file name from the touch panel display of the machine, you can enter up to 50 characters. Also, you cannot use the following characters according to the conditions described below.

If you are using SharePoint Online

■ Folder Name

Characters match these character strings					
AUX	COM1	COM2	COM3	COM4	COM5
COM6	COM7	COM8	COM9	CON	forms
LPT1	LPT2	LPT3	LPT4	LPT5	LPT6
LPT7	LPT8	LPT9	NUL	PRN	
' (including multiple apostrophes in succession)					
Included in a character string					
~	"	#	%	&	*
:	<	>	?	/	¥
{	|	}	+		
. (multiple periods in succession only)					
Included at the start of a character string					
.	_	AUX.	COM1.	COM2.	COM3.
COM4.	COM5.	COM6.	COM7.	COM8.	COM9.
CON.	LPT1.	LPT2.	LPT3.	LPT4.	LPT5.
LPT6.	LPT7.	LPT8.	LPT9.	NUL.	PRN.

Included at the end of a character string					
.	.ad	.ade	.adp	.adprototype	.app
.asa	.asax	.ascx	.ashx	.asmx	.asp
.aspx	.axd	.bas	.bat	.browser	.cd
.cdx	.cer	.chm	.class	.cmd	.cnt
.com	.compiled	.config	.cpl	.crt	.cs
.csh	.csproj	.dd	.der	.dll	.exclude
.exe	.Files	.fxp	.gadget	.hlp	.hpj
.hta	.htr	.htw	.ida	.idc	.idq
.ins	.isp	.its	.java	.jse	.jsl
.ksh	.ldb	.ldd	.lddprototype	.ldf	.licx
.lnk	.mad	.maf	.mag	.mam	.maq
.mar	.mas	.master	.mat	.mau	.mav
.maw	.mda	.mdb	.mde	.mdf	.mdt
.mdw	.mdz	.msc	.msgx	.msh	.msh1
.msh1xml	.msh2	.msh2xml	.mshxml	.msi	.msp
.mst	.ops	.pcd	.pif	.prf	.prg
.printer	.pst	.refresh	.reg	.rem	.resources
.resx	.rules	.scf	.scr	.sct	.sd
.sdm	.sdmDocument	.shb	.shs	.shtm	.shtml
.sitemap	.skin	.soap	.stm	.svc	.url
.vb	.vbe	.vbproj	.vbs	.vjsproj	.vsdisco
.webinfo	.ws	.wsc	.wsf	.wsh	.xoml
_Archivos	_Arquivos	_Bestanden	_Bylos	_Datoteke	_Dosyalar
_Elemei	_Failid	_Fails	_Fajlovi	_Ficheiros	_Fichiers
_file	_Files	_fitxategiak	_Fitxers	_Pliki	_Soubory
_Tiedostot	-Dateien	-Filer			

■ File Name

Characters match these character strings					
AUX	COM1	COM2	COM3	COM4	COM5
COM6	COM7	COM8	COM9	CON	LPT1
LPT2	LPT3	LPT4	LPT5	LPT6	LPT7
LPT8	LPT9	NUL	PRN		
' (including multiple apostrophes in succession)					
Included in a character string					
~	"	#	%	&	*
:	<	>	?	/	¥
{	|	}	+		
. (multiple periods in succession only)					
Included at the start of a character string					
.	_	AUX.	COM1.	COM2.	COM3.
COM4.	COM5.	COM6.	COM7.	COM8.	COM9.
CON.	LPT1.	LPT2.	LPT3.	LPT4.	LPT5.
LPT6.	LPT7.	LPT8.	LPT9.	NUL.	PRN.
Included at the end of a character string					
.					

Settings Specified in Management Applications

If you specify cloud service settings via a Web browser on a computer, you can enter up to 256 characters for each item. The character restrictions for each setting are described below.

- Default Domain: Only alphanumeric characters, periods (.), and hyphens (-) can be used. However, as an exception, "@" symbols can be used at the beginning of a character string only.
- Site Collection URL: Only character strings beginning with "http://" or "https://" can be used.

Glossary

Cloud Service

A service for accessing and using a server via the Internet. If a machine supports cloud services, various operations such as sharing data can be performed on the server.

Default Authentication (Department ID Management)

Select this login service if you want to use Department ID Management, or do not want to perform user authentication. When using Department ID Management, users are authenticated as administrators or end users by entering a Department ID and password. This enables them to use the machine, the Remote UI, and MEAP applications. Register Department IDs and passwords from the touch panel display of the machine or Remote UI.

Google Docs

A cloud service that provides three functions: Document, Spreadsheet, and Presentation. All data is stored on a server, and can be shared with other users.

Login Service

A service for performing user authentication for a machine. To identify a certified user, a user name and password are required for authentication. Login services for machine include Default Authentication (Department ID Management), and SSO-H (Single Sign-On H).

MEAP Application

Application that runs on MEAP (Multifunctional Embedded Application Platform). Installed using an application file with the 'jar' extension, and a license file with the 'lic' extension.

Microsoft SharePoint Online

A cloud service that provides file sharing, portal, message board, information sharing site, and other functions.

SAML

Security Assertion Markup Language. A protocol based on XML that enables the safe exchange of user authentication information over the Internet.

By sharing user authentication information with other servers, authentication can be conducted for multiple SAML-supported Web sites by entering authentication information only once.

SMS

Service Management Service. Software that enables a machine on the network to be accessed from a Web browser. SMS can be used to check, install, manage, and acquire licenses files for MEAP applications, from a computer located on the same network as the machine.

SSO-H (Single Sign-On H)

A login service which can be used in an Active Directory environment network or in the machine. It contains the following user authentication systems:

- 'Domain Authentication'

- 'Local Device Authentication'

- 'Domain Authentication + Local Device Authentication'

- 'Domain Authentication'

A user authentication system which is linked to the domain controller in an Active Directory environment on a network, and performs authentication for connecting to the network domain while logging in to the machine. Users belonging to up to 200 trusted domains (in addition to users belonging to the domain which includes the machine) can be authenticated.

- 'Local Device Authentication'

A user authentication system which only uses the machine. The users to be authenticated are registered/managed using a database inside the machine.

- 'Domain Authentication + Local Device Authentication'

A user authentication system which includes the functions of both Domain Authentication and Local Device Authentication. This is useful for using Domain Authentication to authenticate users registered/managed in Active Directory, and using Local Device Authentication to authenticate temporary users which cannot be added to Active Directory.

4

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Appendix

4

Appendix

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