

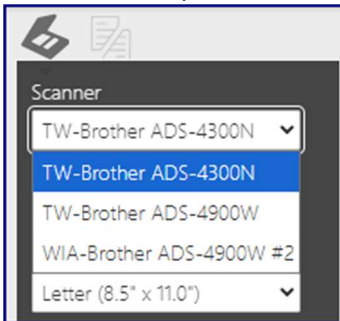
Softdocs etrieve Troubleshooting Tips for Scanners

COMMON PROBLEMS

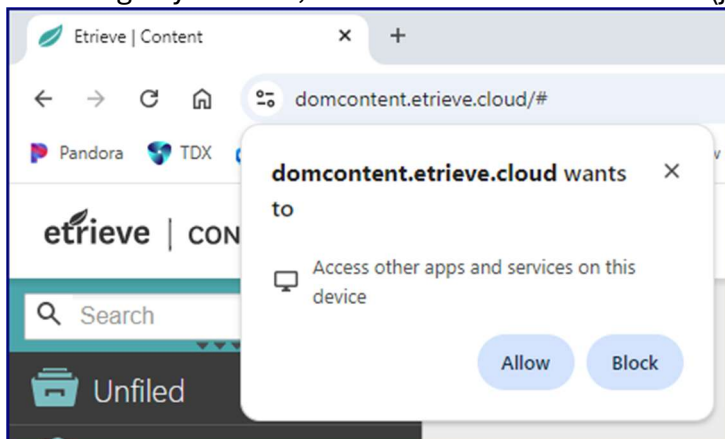
- Scanner icon does NOT become visible (dark black) in Softdocs etrieve Content when a person clicks on “Students” or “Employee” or “Business Office AP” tree. This might be because Marjorie did not grant user scanning access in Softdocs Security. If someone scanned previously, this is not the issue.



- Scanner is NOT showing as an option in the settings menu (click black arrow under scanner icon). This means Softdocs does not recognize a scanner is attached to PC.

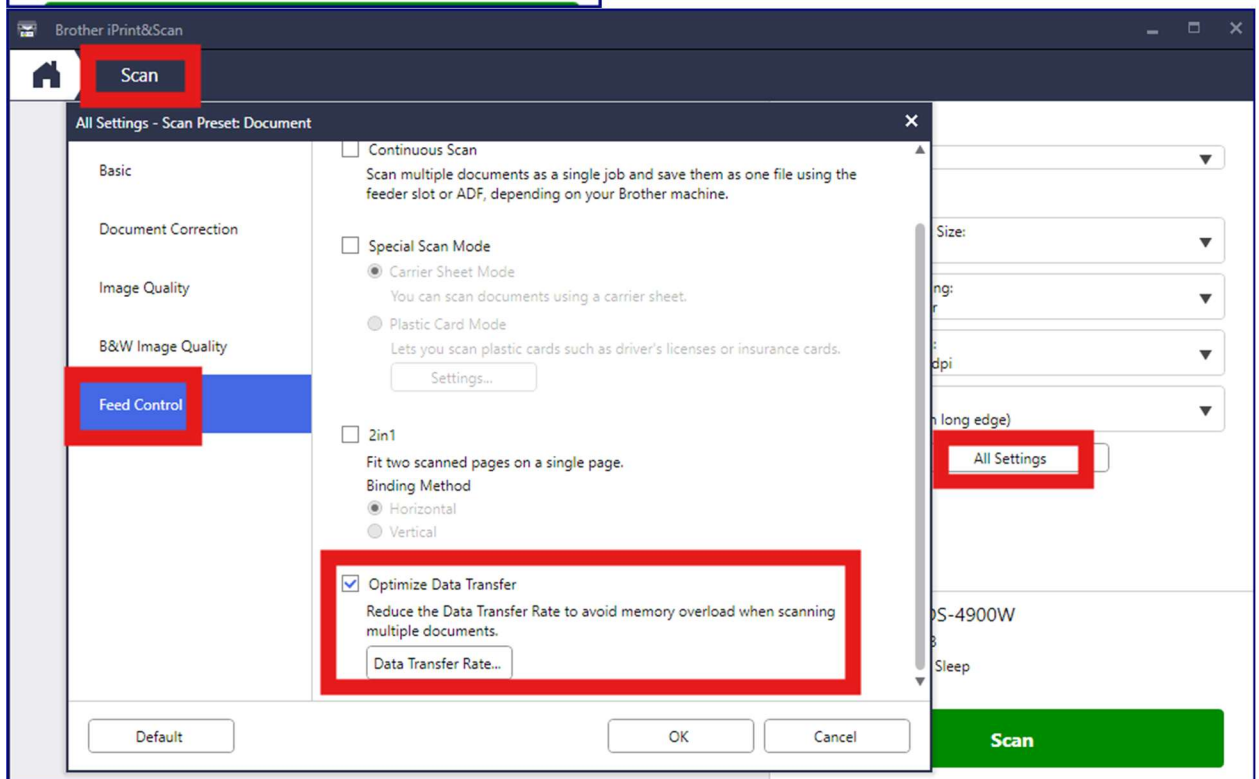
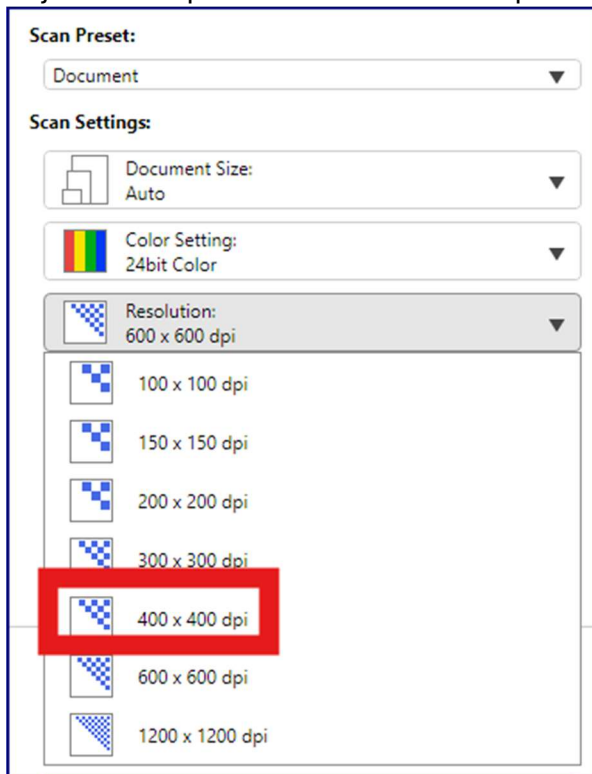


- Scanner does NOT pull paper through scanner when the scanner icon is clicked. This means the scanner is not communicating with PC or Softdocs etrieve. To rule out an issue with PC connection, then try scanning with Brothers iPrint application. If that works, then the issue is with Softdocs etrieve connection to scanner.
- Scanner pulls paper through, but scan never appears in Unfiled area.
- If you open etrieve and get the following message, select “Allow.” Sometimes this is also followed by a message that Kofax needs to be installed. Ignore it and try scanning. If you can’t, then IT needs to install Kofax (just takes 15 seconds).



- Inactive tabs/windows time out & cause all other tabs/windows to fall asleep.

- Transfer/data load limit errors may mean to high of a dpi setting (try 400 x 400). Maybe adjust the “Optimize Data Transfer” option in settings.



TROUBLESHOOTING IDEAS

- Check cables are connected properly to scanner, PC and power outlet.
- Close multiple instances of Softdocs etrieve in ALL browsers.
- Refresh Softdocs etrieve in 1 remaining browser tab/window.
- Sign out, then into Softdocs etrieve (top right corner settings wheel icon).
- Use a different browser (Chrome, Edge, Firefox, Safari, etc.).
- Use an Incognito/InPrivate browser. The system gets confused if more than 1 sign-in credential is used in a browser. For example, if you have a DU student account and a DU student worker account. Or if you have staff account and a student account. Incognito/InPrivate browsers will force a sign in with a specific account. If this works, then you need to do #7.
- Clear browser history/data/cache for ALL TIME (check every box).
- Turn off, then turn on scanner (maybe need to hold power button for 5-10 seconds).
- Shut down, then start PC (not restart).
- Swap out scanner with another one.
- Install/update Kofax (done within Softdocs etrieve by admin: Marjorie, Pete, or Edgar).
- Update Brothers software.

WORKAROUND

- Try scanning with Brothers iPrint application. If that works, then the issue is with Softdocs etrieve connection to scanner. You can save the iPrint scan and manually upload to Softdocs etrieve using the paperclip icon.



- One of Marjorie's students is testing out a brand-new scanner. If it does not have issues, then it is likely the scanners are getting old and need to be replaced.