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Preface

Your Ricoh copier/MFP (multifunctional product) has been equipped with CAC or PIV authentication capabilities. This means that only holders of a valid U.S. Department of Defense (DoD) CAC or Government PIV can access the device’s Copier, Scanner, Facsimile and/or Document Server functions.

About This Guide

This guide is divided into three primary sections:

- **Introduction**
  This section lays the foundation for understanding GlobalScan and includes important information, such as CAC/PIV scanning features, touch-screen operation, and soft keyboard layout.

- **Scan-to Operations**
  This section contains step-by-step instructions on how to scan a document using the CAC / PIV enabled MFP’s Scan to Email, Scan to Folder and Scan Settings features.

- **Appendix**
  This section contains additional reference materials.

**Note**: CAC/PIV Authentication Solution Version 3.1 product is also referred to as CAC/PIV v3. The term CAC/PIV v3 will be used throughout this manual.

How to Read This Guide

The following conventions are used in this guide to explain procedures, provide additional information and emphasize important considerations.

<table>
<thead>
<tr>
<th>Convention</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Important</strong>:</td>
<td>Indicates information that must be read in detail.</td>
</tr>
<tr>
<td><strong>Example</strong>: Important:</td>
<td>To protect confidential information….</td>
</tr>
<tr>
<td><strong>Note</strong>:</td>
<td>Indicates supplementary information.</td>
</tr>
<tr>
<td><strong>Example</strong>: Note:</td>
<td>To remove an entry, press [Clear].</td>
</tr>
<tr>
<td><strong>Italic underscore</strong></td>
<td>Indicates where you can find additional information.</td>
</tr>
<tr>
<td><strong>Example</strong>:</td>
<td>See Table 1: Scan to Email Screen….</td>
</tr>
<tr>
<td><strong>Bold face</strong></td>
<td>Indicates a specific action to be taken.</td>
</tr>
<tr>
<td><strong>Example</strong>:</td>
<td>1. Insert valid CAC/PIV into card reader connected….</td>
</tr>
<tr>
<td>[Button Name]</td>
<td>Indicates a button/tab on the touch screen or key on the MFP control panel.</td>
</tr>
<tr>
<td><strong>Example</strong>:</td>
<td>Press [Other Functions] key….</td>
</tr>
</tbody>
</table>
Introduction

What are CAC / PIV Authentication?

CAC / PIV Authentication safeguards document processing transactions by ensuring that only authorized DoD personnel or other government bureau personnel, have access to MFP functions, and thus network resources. Once you have successfully logged in using your Authentication PIN (in other words, authenticated at the MFP), you may have access to Copier, Scanner, Facsimile and/or Document Server. Note that your Security Administrator controls device functionality by enabling/disabling features; if necessary, check with your Administrator for information on specific feature availability.

Scanning Features

CAC/PIV v3 supports the scanning features outlined below.

<table>
<thead>
<tr>
<th>Feature</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Scan to Email</td>
<td>Scan to Email enables you to send hardcopy documents to one or more email addresses. And if your CAC/PIV contains your email address, the address is automatically registered in the CAC/PIV-enabled MFP’s Address Book. This makes it easy to scan documents to your own email address; the [To] field is automatically populated with your (logon user’s) email address. Other supported Scan to Email features include:</td>
</tr>
<tr>
<td></td>
<td>- <strong>Address Book &amp; LDAP Look-up</strong> – Search for recipient addresses (or enter manually). CAC/PIV v3 (only) provides for Microsoft Enterprise compatible LDAP encryption support</td>
</tr>
<tr>
<td></td>
<td>- <strong>Digital Signature</strong> – This added security feature is an electronic representation of a written signature.</td>
</tr>
<tr>
<td></td>
<td>- <strong>Encryption</strong> – Uses the recipient’s public key certificate to encrypt the email message and attachments, protecting the privacy of the message.</td>
</tr>
<tr>
<td></td>
<td>- <strong>Subject/Body</strong> – Enter subject and email body text to the scanned message, enabling the recipient(s) to identify content.</td>
</tr>
</tbody>
</table>

Scan to Email Screen
Scanning Features Cont.

<table>
<thead>
<tr>
<th>Feature</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Scan to Folder</strong></td>
<td>Enables you to send hardcopy documents from the MFP to one of the following target folders:</td>
</tr>
<tr>
<td></td>
<td>- <strong>Home Folder</strong> – The logon user’s home folder; also called Scan To Me. This is the default target folder.</td>
</tr>
<tr>
<td></td>
<td>- <strong>Shared Folder</strong> – A pre-defined folder.</td>
</tr>
<tr>
<td></td>
<td>- <strong>Folder Path</strong> – A folder path that you manually enter or “Browse” to, provided you have write permission.</td>
</tr>
</tbody>
</table>

![Scan to Folder Screen](image)

**Note:** The Scan to Folder feature is only available if Active Directory Authentication is enabled by the Administrator.

<table>
<thead>
<tr>
<th><strong>Scan Settings</strong></th>
<th>Allows the authenticated user to select from the following scan settings:</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>- <strong>Scan Type</strong> – Black &amp; White: Text; Black &amp; White: Photo; Color: Text/Photo, Color: Glossy Photo.</td>
</tr>
<tr>
<td></td>
<td>- <strong>Resolution</strong> – 200 dpi, 300 dpi, 400 dpi.</td>
</tr>
<tr>
<td></td>
<td>- <strong>Scan Size</strong> – Auto, Letter (8.5” x 11”), Legal (8.5” x 14”)</td>
</tr>
<tr>
<td></td>
<td>- <strong>Scan Side</strong> – Single, Duplex (2-sided)</td>
</tr>
<tr>
<td></td>
<td>- <strong>File Type</strong> – PDF, JPEG, TIFF</td>
</tr>
</tbody>
</table>

![Scan Settings Screen](image)
Screen Overview

This section provides an overview of the screens that control Scan to Email, Scan to Folder and Scan Setting functions. Note that your CAC/PIV configuration may differ, that is, enabled functions are determined by the Administrator.

Scan to Email Screen

Review the Scan to Email screen, as outlined in Table 1. If necessary, press the [Scan To Email] tab.

![Scan to Email Screen](image)

**Table 1: Scan to Email Screen**

<table>
<thead>
<tr>
<th>Function</th>
<th>Description</th>
</tr>
</thead>
</table>
| **A** Tabs | Based on administrator settings, one or more of the following tabs display:  
  - Scan To Email  
  - Scan To Folder  
  - Scan Settings  
  *Note*: The tab which displays by default is determined by the Administrator. |
| **B** [To] | Opens Email Address Input screen*. By default, this field contains the logon user’s email address obtained from ID Card. |
| **C** [cc] | Opens Email Address Input screen* for search or manual entry of a courtesy copy (cc) recipient. By default, this field is empty. |
| **D** [bcc] | Opens Email Address Input screen* for search or manual entry of a blind courtesy copy (bcc) recipient. By default, this field is empty. |

* See *Email Address Input Screen*. 
Table 1: Scan to Email Screen Cont.

<table>
<thead>
<tr>
<th>Function</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>E [Subject]</td>
<td>Add or modify email subject text via soft keyboard*.</td>
</tr>
<tr>
<td>F [Body]</td>
<td>Add or modify email body text via soft keyboard*.</td>
</tr>
<tr>
<td>G [Reset]</td>
<td>Returns all text fields to default values.</td>
</tr>
<tr>
<td>H [Digital Signature]</td>
<td>Toggles to turn [Digital Signature] On/Off. By default, this feature is On (as indicated by button with blue background/white text).</td>
</tr>
<tr>
<td>I [Encryption]</td>
<td>Toggles to turn [Encryption] On/Off. By default, this feature is Off (as indicated by button with white background/blue text).</td>
</tr>
</tbody>
</table>

* See Soft Keyboard Screen.

Email Address Input Screen

Before an email can be sent, the user must enter and/or select at least one email address. There are two ways to do so, by searching email addresses from the MFP’s Address Book or the LDAP (Lightweight Directory Access protocol) servers.

From the Scan to Email screen, open the Email Address Input screen by pressing [To], [cc] or [bcc], and then review Table 2.
### Table 2: Email Address Input Screen

<table>
<thead>
<tr>
<th>Function</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>A</strong> [Manual Entry]</td>
<td>Opens soft keyboard* for manual entry of email address.</td>
</tr>
<tr>
<td><strong>B</strong> [Clear]</td>
<td>Clears all recipients from Recipient List window.</td>
</tr>
<tr>
<td><strong>C</strong> [Cancel]</td>
<td>Exits without saving selections, and return to Scan to Email/Folder for CAC/PIV screen.</td>
</tr>
<tr>
<td><strong>D</strong> [OK]</td>
<td>Accepts address(es), and return to Scan to Email/Folder for CAC/PIV screen.</td>
</tr>
<tr>
<td><strong>E</strong> Search Result Window</td>
<td>Contains the email addresses that were obtained from the search results of MFP Address Book (with user's read permission), Primary LDAP or Secondary LDAP server. The Search Result window is empty by default.</td>
</tr>
</tbody>
</table>
| **F** Add/Remove    | Adds or removes highlighted email addresses…  
  - Highlight (press) email address in Search Result window, and then press [<-] to add to Recipient List.  
  - Highlight (press) email address in Recipient List window, and then press [->] to remove the email address from the list.  
  *Note*: To deselect a highlighted address, press again. |
| **G** Scroll Bars    | Scrolls contents of list window up/down by page.                                                                                  |
| **H** [Search]      | Execute search on criteria entered into Search Input Field.                                                                                     |
| **I** Search Input Field | Search will be executed on criteria that displays in this field.                                                                            |
| **J** [Common Name] | Toggles [First Name] and [Last Name] as the search criteria.  
  *Note*: Searching criteria of Common Name, First Name or Last Name, is not available for MFP’s Address Book. |
| **K** [Address Book] | Enables selection of email database to search – [Address Book], [Primary LDAP] or [Secondary LDAP].                                         |
| **L** Recipient List Window | Displays list of selected or manually entered email addresses. By default this window contains the login user’s CAC/PIV email address, which can be removed. |

* See *Soft Keyboard Screen*. 

---

* Table entries are from the CAC / PIV Authentication Solution Version v3.1 User’s Guide.
Scan to Folder Screen

Review the Scan to Folder screen, as outlined in Table 3. If necessary, press [Scan To Folder] tab.

![Scan to Folder Screen Diagram]

**Table 3: Scan to Folder Screen**

<table>
<thead>
<tr>
<th>Function</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>A [Home Folder]</td>
<td>Selects [Home Folder], [Shared Folder 1], [Shared Folder 2] or [Shared Folder 3]. <strong>Note:</strong> The folder paths are established by your Administrator. Default path for Home Folder is the logon user’s home directory.</td>
</tr>
<tr>
<td>B [Manual Entry]</td>
<td>Enables entry of folder path via soft keyboard*. <strong>Note:</strong> The logon user must have write permission to the entered folder path. [User Text] button (bottom of soft keyboard screen) enables selection of preset text to folder path, e.g., Urgent, High (priority).</td>
</tr>
<tr>
<td>C [Browse Network]</td>
<td>Enables selection of a different folder path.</td>
</tr>
</tbody>
</table>

* See *Soft Keyboard Screen.*
**Soft Keyboard Screen**

The soft keyboard is a touch-sensitive, pop-up display that allows you to type alpha-numeric text and special symbols, e.g., email subject, body, search criteria, etc.

From the Scan to Email screen, open the soft keyboard by pressing [Subject] or [Body], and then review Table 4. From Scan to Folder screen, press [Manual Entry] button.

![Soft Keyboard Screen Diagram]

**Table 4: Soft Keyboard Screen**

<table>
<thead>
<tr>
<th>Button</th>
<th>Functions</th>
</tr>
</thead>
<tbody>
<tr>
<td>A</td>
<td>Field Type</td>
</tr>
<tr>
<td>B [Cancel]</td>
<td>Exits soft keyboard, without applying entered characters.</td>
</tr>
<tr>
<td>C [OK]</td>
<td>Applies displayed text.</td>
</tr>
<tr>
<td>D [Backspace]</td>
<td>Erases entered characters right to left.</td>
</tr>
<tr>
<td>E [Delete All]</td>
<td>Erases entire field entry.</td>
</tr>
<tr>
<td>F</td>
<td>Keyboard</td>
</tr>
<tr>
<td>G</td>
<td>[Text Entry] / [User Text] Tabs</td>
</tr>
</tbody>
</table>
Table 4: Soft Keyboard Screen Cont.

<table>
<thead>
<tr>
<th>Button</th>
<th>Functions</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>H</strong> Character-entry Control</td>
<td>[Shift Lock] – Enables selection of multiple upper-case characters.</td>
</tr>
<tr>
<td></td>
<td>[Space] – Enables entry of spaces between characters.</td>
</tr>
<tr>
<td><strong>I</strong> Text Field</td>
<td>Displays entered characters, which will be applied to the Scan to Email/Folder for CAC/PIV screen upon exiting the soft keyboard. Note the character counter in the lower right corner of the field.</td>
</tr>
</tbody>
</table>

**Scan Settings Screen**

The [Scan Settings] tab allows you to adjust scan parameters. For example, you may wish to optimize the image quality (resolution) of a document or scan a two-sided (duplex) original.

It is not required that you select scan settings, as the following default values will be automatically applied:

- **Scan Type**: Black & White: Text
- **Resolution**: 200 dpi
- **Scan Size**: Auto Detect
- **Scan Side**: Single

From the Scan to Email or Scan to Folder screen, open the Scan Settings screen by pressing the [Scan Settings] tab, and then review Table 5.
### Table 5: Scan Settings Screen

<table>
<thead>
<tr>
<th>Button</th>
<th>Functions</th>
</tr>
</thead>
</table>
| A Scan Type | Enables selection of one of the following:  
  - Black & White: Text (default)  
  - Black & White: Photo  
  - Color: Text/Photo  
  - Color: Glossy Photo |
| B Resolution | Enables selection of one of the following:  
  - 200 dpi (default)  
  - 300 dpi  
  - 400 dpi |
| C Scan Size | Enables selection of one of the following:  
  - Auto Detect (default)  
  - Letter (8.5" x 11" scanning)  
  - Legal (8.5" x 14" scanning) |
| D Scan Side | Enables selection of one of the following:  
  - Single (1-sided scanning, default)  
  - Duplex (2-sided scanning) |
| E File Type | Enables selection of one of the following:  
  - PDF  
  - JPEG  
  - TIFF (multi-page files)  
  - Single Page (separate TIFF file for each page) |
Scan-to Operations / Step-by-Step

This section covers how to perform Scan to Email and Scan to Folder functions from your CAC/PIV-enabled MFP.

Scan to Email

Scan to Email enables you to send hardcopy documents to one or more email addresses. And if your CAC/PIV contains your email address, the address is automatically registered in the CAC/PIV-enabled MFP’s Address Book. This makes it easy to scan documents to your own email address, the [To] field is automatically populated with your (logon user’s) email address.

Other supported Scan to Email features include:
- **Address Book & LDAP Look-up** – Search for recipient addresses (or enter manually).
- **Digital Signature** – This added security feature is an electronic representation of a written signature.
- **Encryption** – Uses the recipient’s public key certificate to encrypt the email message and attachments, protecting the privacy of the message.
- **Subject/Body** – Enter subject and email body text to the scanned message, enabling the recipient(s) to identify content.

Step 1: Place Document (required)

1. Place the document you wish to scan face up on the Automatic Document Feeder (ADF) or face down on the platen glass.

   **Important:** To protect confidential information, never leave the MFP unattended during any operation, and always remove original(s) from the exit tray or platen glass.

   **Note:** The MFP displays either the Login screen or Copy screen (shown below). The Login screen appears if the Copy function is restricted (locked). If the Copy function is not restricted, then the Copy screen displays. In that case, when you select a restricted function, e.g., scanning, the Login screen displays.
**Step 2: Log In (required)**

1. **Insert valid CAC/PIV** into card reader connected to MFP.

   *Important:* The CAC/PIV remains in the card reader until you have completed the necessary document processing tasks.

   Display reads:

2. Enter **Authentication PIN** via MFP’s 10-keypad.

   *Important:* Take care when entering the PIN. Your ID Card will be deactivated, if you enter an incorrect PIN three (3) consecutive times.

   *Note:* To remove a PIN, press [Clear]. To exit the screen, press [Cancel].

3. Press [OK].

   *Note:*
   - If CAC/PIV authentication is successful, functions that were locked, e.g., copying, become available at the MFD touch screen.
   - How long the authentication process takes depends on your network infrastructure; time period will vary.
   - If CAC/PIV authentication fails, contact your Security Administrator.

**Step 3: Open CAC/PIV Application (required)**

Step 4: Select Email Recipient(s)

1. Press [Scan To Email] tab, if necessary.

Display reads:

Note:
- Which screen displays by default, Scan to Email or Scan to Folder, is established by the Administrator.
  - The Scan to Folder feature is only available if Active Directory Authentication is enabled by the Administrator.
- And if your CAC contains your email address, the address is automatically registered in the CAC/PIV-enabled MFP’s Address Book. This makes it easy to scan documents to your own email address; the [To] field is automatically populated with your (logon user’s) email address.

2. Select email address(es) using either the [Search] and/or [Manual Entry] function, as outlined below.

Search for Email Address(es):

a. Select email Address Book to search…. Options are: [Address Book], [Primary LDAP], or [Secondary LDAP].
   Note: The default is [Primary LDAP].

b. Select search criteria…. Options are: [Common Name], [First Name], or [Last Name].
   Note: The default is [Common Name]. Searching criteria of Common Name, First Name, or Last Name is not available for MFP’s Address Book.

Display reads:

For this example, the logon user’s email address, which displays in the Recipient List window by default, was removed.

Note: Pressing [OK] without entering anything, the Search Results will display all email addresses for all the recipients from the chosen database. Also, use of the "*" (asterisk) as a wildcard is permitted.
**Note:** Pressing [OK], without enter anything, displays all email addresses from the chosen database.

Display reads:

d. Press [OK].

Display reads:

e. Press [Search].

Display reads:

- The Search Results window is populated with all matching email addresses.
f. Press (highlight) one or more addresses in the Search Results window.

g. Press [<->] to move selected address(es) to Recipient List window.

Display reads:

*Note:* To remove a recipient, press (highlight) address in Recipient List window and press [->].

**Manual Email Address Entry:**

a. From Email Address Input screen, press [Manual Entry].

b. Enter valid email address via soft keyboard, and then press [OK].

Display reads:

Recipient List window now contains one email address located via the Search function and another via Manual Entry. Be sure to check that the Manual Entry is a valid address.

c. Press [OK].

Display reads:

3. Repeat previous step, 2., if you wish to select/enter [cc] and/or [bcc] recipients.
Step 5: Enter Subject & Body Text *(not required)*

1. Press [Subject] if you wish to enter subject text, via soft keyboard.

   **Note:** If predefined text appears in the [Subject] field, view, delete or edit this text by pressing the [Subject] button.

2. Press [Body] if you wish to enter message text.

Step 6: Set Security Features

1. Set email security features, as needed:

   a. Press [Digital Signature] to turn function On/Off.


   **Note:**
   - Enabled button display with white text on blue, e.g., [Digital Signature] is enabled on display above.
   - Defaults are set by the Administrator, thus may vary.
   - For information on these functions, see Table 1: Scan to Email Screen, H [Digital Signature] and I [Encryption].

Step 7: Select Scan Settings *(not required)*

The [Scan Settings] tab allows you to adjust scan parameters. For example, you may wish to optimize the image quality (resolution) of a document or scan a two-sided (duplex) original.

1. Press [Scan Settings] tab.

2. Select desired setting(s).

   **Note:** At right, default scan settings are selected.
Step 8: Start Scan

1. With original placed on ADF or platen glass, and at least one recipient email address selected/entered, press [Start] key on MFP control panel.

Display reads:

**Important:** While CAC/PIV is processing the job, a series of messages display, shown at right. If an error message should display, see *Troubleshooting*.

Step 9: Log Out *(required)*

After you have completed document processing tasks at the MFP control panel, you must **remove your ID Card** from the card reader in order to log out.

After removing your card, confirm that you are logged out; you should see the Login screen (at right).

**Note:** If the Copy function is not restricted (locked), the Copy screen displays. In that case, to confirm you are logged out, press the key assigned to CAC/PIV, e.g., [Other Function]; you should see the Login screen.
Scan to Folder

Scan to Folder enables you to send hardcopy documents from the MFP to a selected network folder.

*Important:* The Scan to Folder feature is only available if Active Directory Authentication is enabled by the Administrator.

**Step 1: Place Document (required)**

1. Place the document you wish to scan face up on the Automatic Document Feeder (ADF) or face down on the platen glass.

   *Important:* To protect confidential information, never leave the MFP unattended during any operation, and always remove original(s) from the exit tray or platen glass.

   *Note:* The MFP displays either the Login screen or Copy screen (shown below). The Login screen appears if the Copy function is restricted (locked). If the Copy function is not restricted, the Copy screen displays. In that case, when you select a restricted function, e.g., scanning, the Login screen displays.

   ![Login Screen](image)

   ![Copy Screen](image)

**Step 2: Log In (required)**

1. Insert valid CAC or PIV into card reader connected to the MFP.

   *Important:* The CAC or PIV remains in the card reader until you have completed the necessary document processing tasks.
Display reads:

3. Enter Authentication PIN via MFP’s 10-keypad.

   **Important**: Take care when entering the PIN. Your ID Card will be deactivated if you enter an incorrect PIN three (3) consecutive times.

   **Note**: To remove a PIN, press [Clear]. To exit the screen, press [Cancel].

4. Press [OK].

   **Note**:
   - If CAC/PIV authentication is successful, functions that were restricted (locked), e.g., copying, become available at the MFP touch screen.
   - How long the authentication process takes depends on your network infrastructure; time period will vary.
   - If CAC/PIV authentication fails, contact your Security Administrator.

**Step 3: Open CAC/PIV Application (required)**


   **Note**: Another key may open the Scan to Email/Folder screen. If necessary, check with your Administrator.
**Step 4: Select Destination Folder (required) & Name File (not required)**

1. Press [Scan To Folder] tab, if necessary.

   Display reads:
   
   **Note:** Which screen displays by default, Scan to Email or Scan to Folder, is established by the Administrator.

2. Select folder, as follows:
   
   a. **Home Folder** – By default, the logon user’s home directory is selected. If this is the desired destination folder, go to 3.
   
   b. **Shared Folder** – To select a pre-defined folder, press [Home Folder] to switch to [Shared Folder 1], [Shared Folder 2] or [Shared Folder 3]. Once selected, go to 3.
   
   c. **Folder Path** – To select a different authorized* access folder, enter the path manually via [Manual Entry] (top right), and then press [OK]. To locate a network folder, press [Browse Network]. Once selected, go to 3.

   *Note:* You can only scan to a folder path to which you have write permission.

3. To enter File Name, press associated [Manual Entry] button, enter name via soft keyboard, and then press [OK].

   **Note:**
   
   - If a File Name is not entered, the default name is **yyyymmddhhmms.pdf**.
   - If a File Name is entered, the following output File Name is appended: **_yyyymmddhhmms.pdf**.
   - On soft keyboard, press [User Text] if you wish select preset text, i.e., [Urgent] or [High], to add to the File Name.

**Step 5: Select Scan Settings (not required)**

The Scan Settings tab allows you to adjust scan parameters. For example, you may wish to optimize the image quality (resolution) of a document or scan a two-sided (duplex) original.

1. Press [Scan Settings] tab.

2. Select desired setting(s).

   **Note:** At right, default scan settings are selected.
Step 6: Start Scan

1. With original placed on ADF or platen glass, and at least one recipient email address selected/entered, press [Start] key on MFP control panel.

Display reads:

**Important:** While CAC/PIV is processing the job, a series of messages display, shown at right. If an error message should display, see *Troubleshooting*.

Step 7: Log Out *(required)*

After you have completed document processing tasks at the MFP, you must **remove your ID Card** from the card reader in order to log out.

After removing your card, confirm that you are logged out; you should see the Login screen (at right).

**Note:** If the Copy function is not restricted (locked), the Copy screen displays. In that case, to confirm you are logged out, press the key assigned to CAC/PIV, e.g., [Other Function]; you should see the Login screen.
# Troubleshooting

This section provides information to support the CAC/PIV v3 Authentication Solution in the event that you experience an operational issue.

<table>
<thead>
<tr>
<th>Issue</th>
<th>Possible Cause &amp; Correction</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>A</strong> MFP Touch Screen No response when card is inserted into card reader. MFP display continues to read, “Press [Login], then enter login user name and login password.” <strong>Authentication has failed.</strong> After attempting to login, the screen below displays. <strong>Functional Problem Detected</strong> –SC636-01 Error</td>
<td>Contact our Security Administrator.</td>
</tr>
<tr>
<td><strong>B</strong> Error: No email address</td>
<td>If no email address is detected the message below displays. Press [OK]. Add the recipient email address from Recipient List window, and then press [Start].</td>
</tr>
<tr>
<td><strong>C</strong> Search certificates for encryption</td>
<td>If sending an email message with [Encryption] On, CAC/PIV will search receiver’s certificate. If the receiver’s certificate is not located from the Recipient List the message below displays. Press [OK]. Remove the indicated problem recipient email address from Recipient List window, and then press [Start].</td>
</tr>
<tr>
<td>Issue</td>
<td>Possible Cause &amp; Correction</td>
</tr>
<tr>
<td>--------</td>
<td>-----------------------------</td>
</tr>
<tr>
<td><strong>C (cont’d)</strong></td>
<td>Search certificates for encryption cont.</td>
</tr>
<tr>
<td><strong>D</strong></td>
<td>Error: Scan failed. No original found! If no original is detected, the message below displays. Press [OK]. Place a document on the ADF or platen glass, and then press [Start].</td>
</tr>
<tr>
<td><strong>E</strong></td>
<td>Mail address error: Missing final ‘domain’ CAC/PIV will check the email addresses format. If an invalid email address is detected, the message below displays. Press [OK]. Check, remove, re-enter that email address, and then press [Start].</td>
</tr>
<tr>
<td><strong>F</strong></td>
<td>Error: Access is denied. If you do not have write permission to a destination folder, the screen below displays. Press [OK]. Check the destination folder, and then press [Start].</td>
</tr>
<tr>
<td>Issue</td>
<td>Possible Cause &amp; Correction</td>
</tr>
<tr>
<td>-------</td>
<td>-----------------------------</td>
</tr>
<tr>
<td>G</td>
<td>Cannot access User Tools.</td>
</tr>
</tbody>
</table>

*User Tools is not accessible while logged in with ID Card.*