

Windows Scan to PC “Not available” MFP Error

Problem

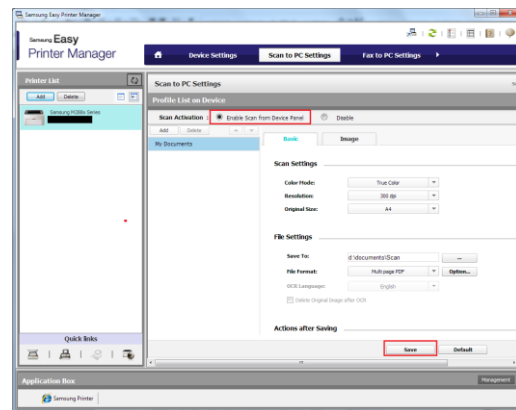
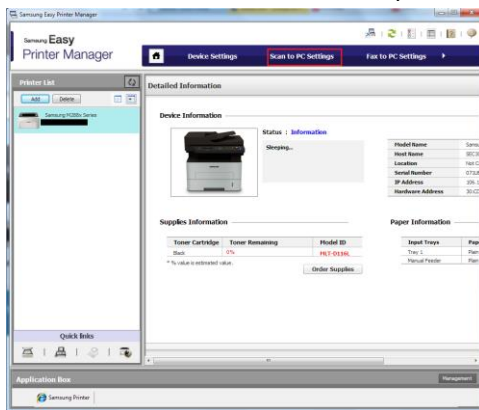
There is Not Available error when the user select scan to PC on Samsung MFP device. According the specification it should scan to the PC via USB or Wireless.

Possible Causes

1. Samsung Easy Printer manager is not installed or not configured
2. Scan to pc components are blocked or even removed by Windows Firewall with Advanced Security.

Solution

1. Download and install Easy printer manager from Samsung.com web site and enable scan to PC noting the location of scanned files to easily find scanned documents.



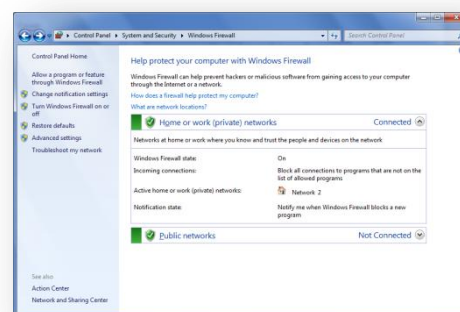
2. Go to windows firewall with security setting and allow scan to pc components through firewall

How to set windows to manage firewall

Start > control panel > system and security > windows firewall

Confirm the windows firewall is on

Confirm network connection type, namely home, work (or private), public, etc.



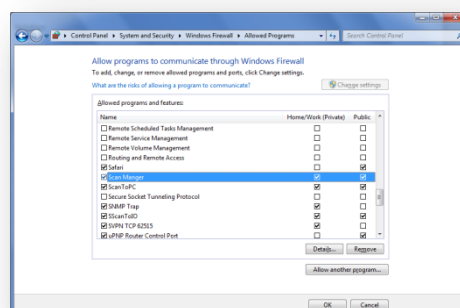
How to allow programs through firewall

While in the firewall setting window is still open, click on “allow a program or feature through windows firewall”

Allow these programs through firewall

1. Scan to PC
2. Scan Manager
3. SScanToIO

Click ok to save settings.



If still having problems please contact our helpline team via web site or phone.

<http://www.samsung.com/uk/info/contactus/>

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