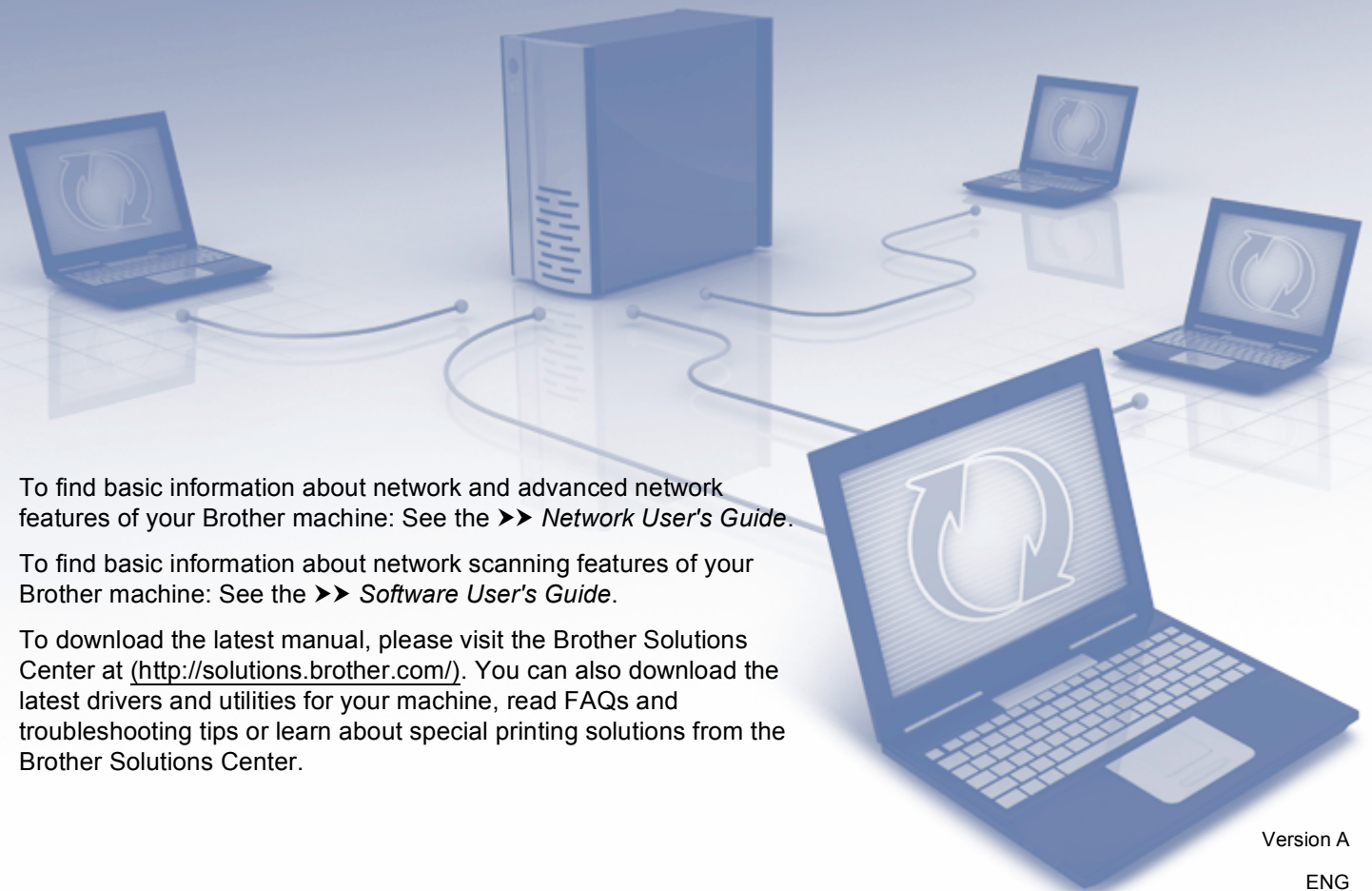


Scan to Network Guide (Windows®)



To find basic information about network and advanced network features of your Brother machine: See the >> *Network User's Guide*.

To find basic information about network scanning features of your Brother machine: See the >> *Software User's Guide*.

To download the latest manual, please visit the Brother Solutions Center at (<http://solutions.brother.com/>). You can also download the latest drivers and utilities for your machine, read FAQs and troubleshooting tips or learn about special printing solutions from the Brother Solutions Center.

Applicable models


This User's Guide applies to the following models.

5-line LCD models: DCP-8110DN/8150DN/8155DN/MFC-8510DN/8520DN/8710DW/8810DW/8910DW

Touchscreen models: DCP-8250DN/MFC-8950DW(T)

Definitions of notes

The following icons are used throughout this User's Guide:

 Note	Notes tell you how you should respond to a situation that may arise or give tips about how the operation works with other features.
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IMPORTANT NOTE

- Please go to the Brother Solutions Center at <http://solutions.brother.com/> and click Manuals on your model page to download the other manuals.
- Not all models are available in all countries.

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Overview

When you choose Scan to Network, you can scan documents directly to a shared folder on a CIFS server located on your local network or the internet. The Scan to Network feature supports Kerberos and NTLMv2 authentication.

The details required to use Scan to Network can be entered by using Web Based Management to pre-configure and store the details in a Scan to Network profile. The Scan to Network profile stores user information and configuration settings for use on a network, or the internet.

Benefits to the customer

- You can scan the document directly to a CIFS server.
- You can configure up to 10 Scan to Network profiles. Once you have configured Scan to Network profiles using Web Based Management, you can operate Scan to Network from the machine's control panel without using a computer.
- Scan to Network supports Kerberos Authentication and NTLMv2 Authentication for secured communication.

Configuration for Scan to Network using a Web Browser

When you choose Scan to Network, you can scan documents directly to a shared folder on a CIFS server located on your local network or the internet. The Scan to Network feature supports Kerberos and NTLMv2 authentication.

The details required to use Scan to Network can be entered by using Web Based Management to pre-configure and store the details in a Scan to Network profile. The Scan to Network profile stores user information and configuration settings for use on a network, or the internet.



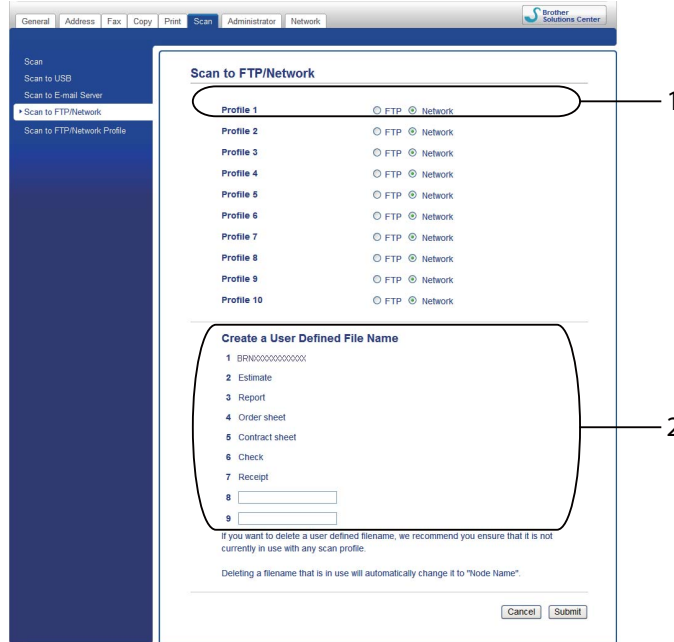
Note

- You must configure the SNTP protocol (network time server), or you must set the date, time and time zone correctly for Authentication. For more information, see *Synchronize with SNTP server* >> page 6.
- We recommend to use Windows® Internet Explorer® 7.0/8.0 or Firefox® 3.6 for Windows® and Safari 4.0/5.0 for Macintosh. Please also make sure that JavaScript and Cookies are always enabled in whichever browser you use. If a different web browser is used, make sure it is compatible with HTTP 1.0 and HTTP 1.1.

Adding the Scan to Network file name

- 1 Start your web browser.
- 2 Type “http://machine’s IP address/” into your browser’s address bar (where “machine’s IP address” is the IP address of the machine or the print server name).
 - For example: http://192.168.1.2/
- 3 No password is required by default. If you have previously set a password, enter it and press .
- 4 Click **Scan**.
- 5 Click **Scan to FTP/Network**.

- 6 Choose **Network** (1) in the profile numbers (1 to 10) you want to use for Scan to Network settings. You can also store two user defined file names that can be used for creating a Scan to Network Profile in addition to the seven preset file names in **Create a User Defined File Name** (2). A maximum of 15 characters can be entered in each of the two fields.




Note

Using certain characters or symbols in a file name may cause a problem when accessing the file. We recommend to only use combinations of the following characters in a file name.

1234567890
 ABCDEFGHIJKLMNOPQRSTUVWXYZ
 abcdefghijklmnopqrstuvwxyz
 ! # \$ % & ' () - , @ ^ _ ' { } ~

- 7 Click **Submit**.

Configuring the Scan to Network Default Settings

- 1 Start your web browser.
- 2 Type "http://machine's IP address/" into your browser's address bar (where "machine's IP address" is the IP address of the machine or the print server name).
 - For example: http://192.168.1.2/
- 3 No password is required by default. If you have previously set a password, enter it and press .
- 4 Click **Scan**.
- 5 Click **Scan to FTP/Network Profile**.
- 6 Choose the Profile you want to configure in **Scan to FTP/Network Profile**.
You can configure and change the following Scan to Network settings using a web browser.

- 1 Enter the name that you want to use for the Scan to Network profile. This name will be displayed on the LCD of the machine and can be up to 15 characters.
- 2 The **Host Address** is the domain name of the CIFS server. Enter the **Host Address** (for example mypc.example.com) (up to 64 characters) or the IP address (for example 192.23.56.189).
- 3 Enter the destination folder where your document will be stored on the CIFS server (for example brother\abc) (up to 60 characters).
- 4 Choose the file name you want to use for the scanned document. You can choose from seven preset and two user defined file names. The file name that will be used for your document will be the file name you selected plus the last 6 digits of the flatbed/ADF scanner counter plus the file extension (For example, Estimate_098765.pdf). You can also manually enter a file name up to 15 characters.

- 5 Choose the scan quality from the drop-down list. You can choose **Color 100 dpi, Color 200 dpi, Color 300 dpi, Color 600 dpi, Color Auto, Gray 100 dpi, Gray 200 dpi, Gray 300 dpi, Gray Auto, B&W 300 dpi, B&W 200 dpi, B&W 200 x 100 dpi** or **User Select**.
- 6 Choose the file type for the document from the drop-down list. You can choose **PDF, PDF/A, Secure PDF, Signed PDF, JPEG, XPS** or **User Select** for color or gray scale documents and **PDF, PDF/A, Secure PDF, Signed PDF, TIFF** or **User Select** for B/W documents.
- 7 (For Touchscreen models) If you are using the scanner glass, choose **A4, Letter** or **Legal/Folio** for **Glass Scan Size**.
- 8 If you choose color or gray in the scan quality, choose the file size for the document from the drop-down list. You can choose **Large, Medium, Small** or **User Select**.
- 9 If you want to protect the profile, check **Use PIN for Authentication** and enter a 4-digit PIN number in **PIN Code**.
- 10 Choose the authentication method. You can choose **Auto, Kerberos** or **NTLMv2**. If you choose **Auto**, the authentication method will be detected automatically.
- 11 Enter the **Username** that has been registered with the CIFS server for the machine (up to 96 characters).
- 12 Enter the **Password** for access to the CIFS server (up to 32 characters).
- 13 If you want to set the **Kerberos Server Address** manually, enter the **Kerberos Server Address** (for example mypc.example.com) (up to 64 characters).



Note

- If you choose **User Select** in the scan quality, file type or file size, you must choose those settings from the machine's control panel.
- If you choose **Secure PDF**, the machine will ask you to enter a 4 digit password using numbers 0-9 before it starts scanning.
- If you choose **Signed PDF**, you must install a certificate on your machine using Web Based Management. Choose **Signed PDF** from **Administrator** in Web Based Management. (See *Digital Certificate for Signed PDF* >> page 15).
- For information on PDF/A, Secure PDF and Signed PDF, see *PDF file format* >> page 26.

- 7 After you have configured the Scan to Network settings, click **Submit**.

Synchronize with SNTP server


You must configure the SNTP protocol (network time server), or you must set the date, time and time zone correctly on the control panel for Kerberos Authentication. The time must match the time used by the Kerberos Server.

SNTP is the protocol used to synchronize the time used by the machine for Authentication with the SNTP time server (this time is not the time displayed on the LCD of the machine). You can synchronize the time used by the machine on a regular basis with the Coordinated Universal Time (UTC) provided by the SNTP time server.



Note

This function is not available in some countries.

- 1 Start your web browser.
- 2 Type “http://machine’s IP address/” into your browser's address bar (where “machine’s IP address” is the IP address of the machine or the print server name).
 - For example: http://192.168.1.2/
- 3 No password is required by default. If you have previously set a password, enter it and press .
- 4 Click **Network**, and then click **Protocol**.
- 5 Select the **SNTP** check box to activate the setting.
- 6 Click **Advanced Setting**.
 - **Status**

Displays whether the SNTP server settings are enabled or disabled.
 - **SNTP Server Method**

Choose **AUTO** or **STATIC**.

 - **AUTO**

If you have a DHCP server on your network, the SNTP server will automatically obtain the address from that server.
 - **STATIC**

Enter the address you want to use.
 - **Primary SNTP Server Address, Secondary SNTP Server Address**

Enter the server address (up to 64 characters).

The Secondary SNTP server address is used as a backup to the Primary SNTP server address. If the Primary server is unavailable, the machine will contact the Secondary SNTP server. If you have a Primary SNTP server, but no Secondary SNTP server, simply leave this field blank.

■ **Primary SNTP Server Port, Secondary SNTP Server Port**

Enter the Port number (1 to 65535).

The Secondary SNTP server port is used as a backup to the Primary SNTP server port. If the Primary port is unavailable, the machine will contact the Secondary SNTP port. If you have a Primary SNTP port, but no Secondary SNTP port, simply leave this field blank.

■ **Synchronization Interval**

Enter the number of hours between server synchronization attempts (1 to 168 hours).



Note

- You must configure **Date&Time** to synchronize the time used by the machine with the time server. Click **Date&Time** and then configure **Date&Time** on the **General** screen. You can also configure the Date & Time from the machine's control panel.

- Choose the **Synchronize with SNTP server** check box. You also need to verify your time zone settings correctly. Choose the time difference between your location and UTC from the **Time Zone** pull-down list. For example, the time zone for Eastern Time in the USA and Canada is UTC-05:00.


■ **Synchronization Status**

You can confirm the latest synchronization status.

- 7 Click **Submit** to apply the settings.

After you configure Scan to Network settings, you can use the Scan to Network feature.

Scan to Network using Scan to Network Profiles for 5-line LCD models

- 1 Load your document.
- 2 Press  (**SCAN**).
- 3 Press ▲ or ▼ to choose `Scan to Network`. Press **OK**.
(For DCP-8155DN, MFC-8520DN, MFC-8810DW and MFC-8910DW) Go to step 4.
(For DCP-8110DN, DCP-8150DN, MFC-8510DN and MFC-8710DW) Go to step 5.
- 4 Press ▲ or ▼ to choose `1sided`, `2sided (L) edge` or `2sided (S) edge`.
Press **OK**.
- 5 Press ▲ or ▼ to choose one of the profiles listed.
Press **OK**.
- 6 If you check **Use PIN for Authentication** in **Scan to FTP/Network Profile** of Web Based Management, the LCD will prompts you to enter a PIN number. Enter the 4-digit PIN number and then press **OK**.
 - If the profile is complete, you will automatically go to step 11.
 - If **User Select** was configured using Web Based Management, you will be prompted to choose the scan quality, file type and file size from the control panel.
 - If the profile is not complete, for instance, the quality or file type are not chosen, you will be prompted to enter any missing information in the following steps.
- 7 Choose one of the options below:
 - Press ▲ or ▼ to choose `Color 100 dpi`, `Color 200 dpi`, `Color 300 dpi`, `Color 600 dpi`, `Color Auto`, `Gray 100 dpi`, `Gray 200 dpi`, `Gray 300 dpi` or `Gray Auto`. Press **OK** and go to step 8.
 - Press ▲ or ▼ to choose `B&W 300 dpi`, `B&W 200 dpi` or `B&W 200x100 dpi`. Press **OK** and go to step 9.
- 8 Press ▲ or ▼ to choose `PDF`, `PDF/A`, `Secure PDF`, `Signed PDF`, `JPEG` or `XPS`. Press **OK** and go to step 10.

- 9 Press ▲ or ▼ to choose PDF, PDF/A, Secure PDF, Signed PDF or TIFF. Press **OK** and go to step 11.



Note

- If you choose *Secure PDF*, the machine will ask you to enter a 4-digit password using numbers 0-9 before it starts scanning.
- If you choose *Signed PDF*, you must install and then configure a certificate to your machine using Web Based Management.
- You cannot choose the file size when you scan a document in black and white. Black and white documents will be stored in the TIFF file format and the data will not be compressed.

- 10 Press ▲ or ▼ to choose the file size.
Press **OK** and go to step 11.

- 11 Do one of the following:
- If you want to start scanning, press **Start**.
 - If you want to change the file name, go to step 12.

- 12 Press ▲ or ▼ to choose a file name you want to use and press **OK**. Press **Start**.



Note

If you want to change the file name manually, go to step 13.

- 13 Press ▲ or ▼ to choose <Manual>. Press **OK**.
Enter the file name you want to use (up to 64 characters) and press **OK**. (For information on how to enter text, see *Entering text for 5-line LCD models* >> page 13.)
Press **Start**.

How to set a new default for the file size

You can set your own default setting for the file size. For a higher quality scan, choose the large file size. For a smaller file size, choose the small file size.

- 1 Press **Menu**.
- 2 Press **▲** or **▼** to choose **General Setup**. Press **OK**.
- 3 Press **▲** or **▼** to choose **Document Scan**. Press **OK**.
- 4 Press **▲** or **▼** to choose **File Size**. Press **OK**.
- 5 Press **▲** or **▼** to choose **Color** or **Gray**. Press **OK**.
- 6 Press **▲** or **▼** to choose **Small**, **Medium** or **Large**. Press **OK**.
- 7 Press **Stop/Exit**.



Note

You cannot choose the file size when you scan a document in black and white. Black and white documents will be stored in the TIFF file format and the data will not be compressed.

Scan to Network using Scan to Network Profiles for DCP-8250DN and MFC-8950DW(T)

- 1 Load your document.
- 2 Press **Scan**.
- 3 Press **Scan to Network**.
- 4 Press **▲** or **▼** to choose one of the profiles listed.
- 5 If you check **Use PIN for Authentication** in **Scan to FTP/Network Profile** of Web Based Management, the LCD will prompts you to enter a PIN number. Enter the 4-digit PIN number and then press **OK**.
 - If the profile is complete, you will automatically go to step 11.
 - If **User Select** was configured using Web Based Management, you will be prompted to choose the scan quality, file type and file size from the control panel.
 - If the profile is not complete, for instance, the quality or file type are not chosen, you will be prompted to enter any missing information in the following steps.
- 6 Press **Quality** and then choose one of the options below:
 - Press **◀** or **▶** to choose **Color 100 dpi, Color 200 dpi, Color 300 dpi, Color 600 dpi, Color Auto, Gray 100 dpi, Gray 200 dpi, Gray 300 dpi or Gray Auto**. Go to step 7.
 - Press **◀** or **▶** to choose **B&W 300 dpi, B&W 200 dpi or B&W 200x100 dpi**. Go to step 8.
- 7 Press **File Type** and then choose **PDF, PDF/A, Secure PDF, Signed PDF, JPEG or XPS**. Go to step 9.
- 8 Press **File Type** and then choose **PDF, PDF/A, Secure PDF, Signed PDF, or TIFF**. Go to step 9.



Note

- If you choose **Secure PDF**, the machine will ask you to enter a 4 digit password using numbers 0-9 before it starts scanning.
- If you choose **Signed PDF**, you must install and then configure a certificate to your machine using Web Based Management.

- 9 If you are using the scanner glass, press `Glass Scan Size`. Press to choose `A4`, `Letter` or `Legal/Folio` for the scanner glass setting and then choose one of the options below:
 - If you choose color or gray for the quality in step 6, go to step 10.
 - If you choose black and white for the quality in step 6, go to step 11.
- 10 Press `File Size` and then choose the file size. Go to step 11.
- 11 Do one of the following:
 - If you want to start scanning, press **Start**.
 - If you want to change the file name, go to step 12.
- 12 Press ◀ or ▶ to display `File Name`. Press `File Name`. Press ▲ or ▼ to choose a file name you want to use and press `OK`. Press **Start**.

**Note**

If you want to change the file name manually, go to step 13.

- 13 Press ▲ or ▼ to choose `<Manual>`. Press `OK`. (For information on how to enter text, see *Entering text for DCP-8250DN and MFC-8950DW(T)* >> page 14.) Enter the file name you want to use (up to 64 characters) and press `OK`. Press **Start**. Go to step 14.
- 14 The LCD shows `Connecting`. When the connection to the Network server is successful the machine starts the scanning process. If you are using the scanner glass, the LCD displays `Next Page?`. Press `Yes` or `No` depending whether you wish to scan subsequent pages.

Entering text

Entering text for 5-line LCD models

When setting certain menu selections, you will need to type text characters. The dial pad keys have letters printed on them. The keys: **0**, **#** and ***** do not have printed letters because they are used for special characters.

Press the appropriate dial pad key the number of times shown in this reference table to access the character you want.

Press Key	one time	two times	three times	four times	five times	six times	seven times	eight times	nine times
1	@	.	/	1	@	.	/	1	@
2	a	b	c	A	B	C	2	a	b
3	d	e	f	D	E	F	3	d	e
4	g	h	i	G	H	I	4	g	h
5	j	k	l	J	K	L	5	j	k
6	m	n	o	M	N	O	6	m	n
7	p	q	r	s	P	Q	R	S	7
8	t	u	v	T	U	V	8	t	u
9	w	x	y	z	W	X	Y	Z	9

Inserting spaces

To enter a space, press ► once between numbers. To enter a space in a name, press ► twice between characters.

Making corrections

If you entered a letter incorrectly and want to change it, press ◀ or ▶ to move the cursor to the incorrect character, and then press **Clear**.

Repeating letters

To enter a character on the same key as the previous character, press ► to move the cursor right before pressing the key again.

Special characters and symbols

Press *, # or 0, then press ◀ or ▶ to move the cursor to the symbol or character you want. Press **OK** to choose it. The symbols and characters will appear depending on your menu selection.

Entering text for DCP-8250DN and MFC-8950DW(T)

When you are setting certain menu selections, you may need to enter text into the machine.

Press **A 1 @** repeatedly to choose between letters, numbers or special characters. Press **↵** to change between upper case and lower case.



Inserting spaces

To enter a space, press the space key button or ►.

Making corrections

If you entered an incorrect character and want to change it, use the arrow buttons to move the cursor under the incorrect character. Then press **✕**. Enter the correct character. You can also insert letters by moving the cursor and entering a character.



Note


- The characters available may differ depending on your country.
 - The keyboard layout may differ depending on the function you are setting.
-

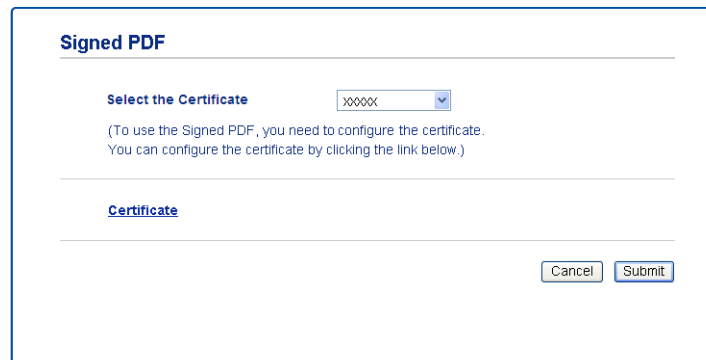
4

Digital Certificate for Signed PDF

Configure certificate for Signed PDF

If you choose Signed PDF, you must configure a certificate to your machine using Web Based Management. To use Signed PDF, you must install a certificate to your machine and your computer.

- 1 Start your web browser.
- 2 Type “http://machine’s IP address/” into your browser’s address bar (where “machine’s IP address” is the IP address of the machine or the print server name).
 - For example: http://192.168.1.2/
- 3 No password is required by default. If you have previously set a password, enter it and press .
- 4 Click **Administrator**.
- 5 Choose **Signed PDF** for a configuration.
- 6 Choose the certificate from the **Select the Certificate** pull-down list.



Signed PDF

Select the Certificate

(To use the Signed PDF, you need to configure the certificate.
You can configure the certificate by clicking the link below.)

[Certificate](#)

- 7 Click **Submit**.

Supported Certificates

The Brother machine supports the following certificates.

■ Self-signed certificate

This print server issues its own certificate. Using this certificate, you can easily use the SSL/TLS communication without having a certificate from a CA. (See *Creating a self-signed certificate* >> page 18.)

■ Certificate from a CA

There are two methods for installing a certificate from a CA. If you already have a CA or if you want to use a certificate from an external trusted CA:


- When using a CSR (Certificate Signing Request) from this print server. (See *Creating a Certificate Signing Request (CSR)* >> page 19.)
- When importing a certificate and a private key. (See *Import and export the certificate and private key* >> page 22.)

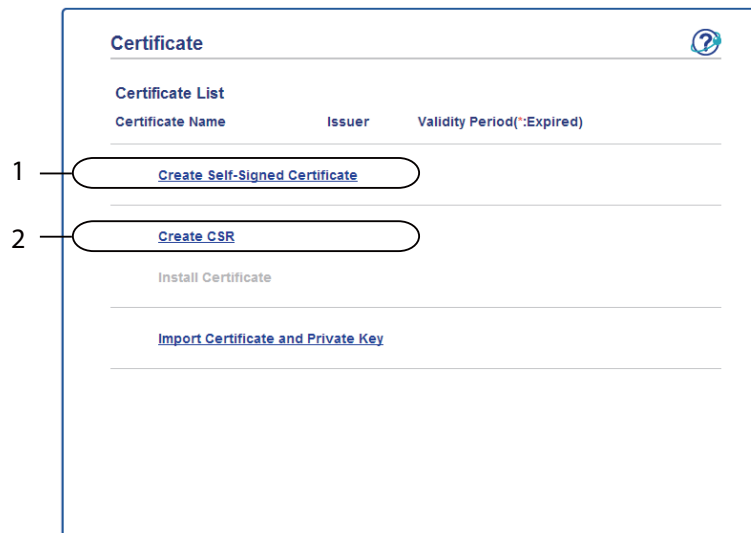
■ CA certificate

If you use a CA certificate that identifies the CA (Certificate Authority) itself and owns its private key, you must import a CA certificate from the CA, prior to the configuration. (See *Import and export a CA certificate* >> page 23.)

Digital Certificate Installation

Signed PDF requires a digital certificate to be installed on both the machine and device which is sending data to the machine, e.g. a computer. In order to configure the certificate, the user needs to log onto the machine remotely through a web browser using its IP address.

- 1 Start your web browser.
- 2 Type “http://machine’s IP address/” into your browser’s address bar (where “machine’s IP address” is the IP address of the machine or the print server name).
 - For example: http://192.168.1.2/
- 3 No password is required by default. If you have previously set a password, enter it and press .
- 4 Click **Network**.
- 5 Click **Security**.
- 6 Click **Certificate**.
- 7 You can configure the certificate settings.
 To create a self-signed certificate using Web Based Management, go to *Creating a self-signed certificate* >> page 18.
 To create a Certificate Signing Request (CSR), go to *Creating a Certificate Signing Request (CSR)* >> page 19.



- 1 To create and install a self-signed certificate
- 2 To use a certificate from a Certificate Authority (CA)



Note

- The functions that are grayed and unlinked indicate they are not available.
- For more information on configuration, see the Help text in the Web Based Management.

Creating a self-signed certificate

- 1 Click **Create Self-Signed Certificate**.
- 2 Enter a **Common Name** and a **Valid Date**.



Note

- The length of the **Common Name** can be up to 64 characters. The node name is displayed by default.
 - A warning will pop-up if you use the IPPS or HTTPS protocol and enter a different name in the URL than the **Common Name** that was used for the self-signed certificate.
-
- 3 You can choose the **Public Key Algorithm** and **Digest Algorithm** settings from the pull-down list. The default settings are **RSA(2048bit)** for **Public Key Algorithm** and **SHA256** for **Digest Algorithm**.
 - 4 Click **Submit**.
 - 5 The self-signed certificate is created and saved in your machine's memory successfully.

Creating a Certificate Signing Request (CSR)

A Certificate Signing Request (CSR) is a request sent to a CA in order to authenticate the credentials contained within the certificate.



Note

We recommend that the Root Certificate from the CA be installed on your computer before creating the CSR.

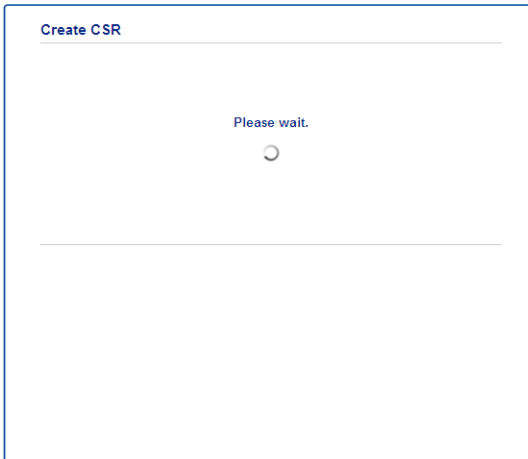
- 1 Click **Create CSR**.
- 2 Enter a **Common Name** and your information, such as **Organization**.
Your company details are required so that a CA can confirm your identity and attest to the outside world.



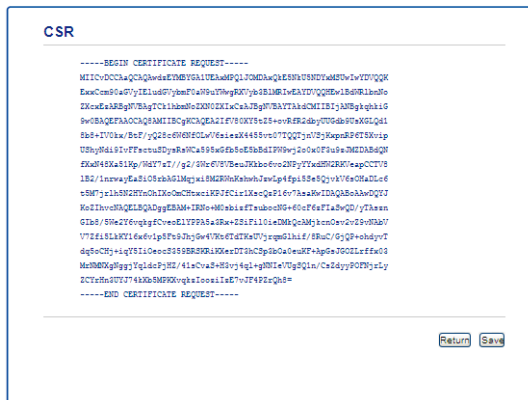
Note

- The length of the **Common Name** can be up to 64 characters. The **Common Name** is required.
- A warning will pop-up if you enter a different name in the URL than the Common Name that was used for the certificate.
- The length of the **Organization**, the **Organization Unit**, the **City/Locality** and the **State/Province** can be up to 64 characters.
- The **Country/Region** should be an ISO 3166 country code composed of two characters.
- If you are configuring X.509v3 certificate extension, choose the **Configure extended partition** check box and then choose **Auto (Register IPv4)** or **Manual**.

- 3 You can choose the **Public Key Algorithm** and **Digest Algorithm** settings from the pull-down list. The default settings are **RSA(2048bit)** for **Public Key Algorithm** and **SHA256** for **Digest Algorithm**.
- 4 Click **Submit**. The following screen will appear.



- 5 After a few moments, you will be presented with the certificate, which can be saved into a small file or copied and pasted directly into an online CSR form offered by a Certificate Authority. Click **Save** to save the CSR file to your computer.



 **Note**

Follow your CA policy regarding the method to send a CSR to your CA.

- 6 The CSR is created. For instructions on how to install the certificate to your machine, go to *How to install the certificate to your machine* >> page 21.

How to install the certificate to your machine

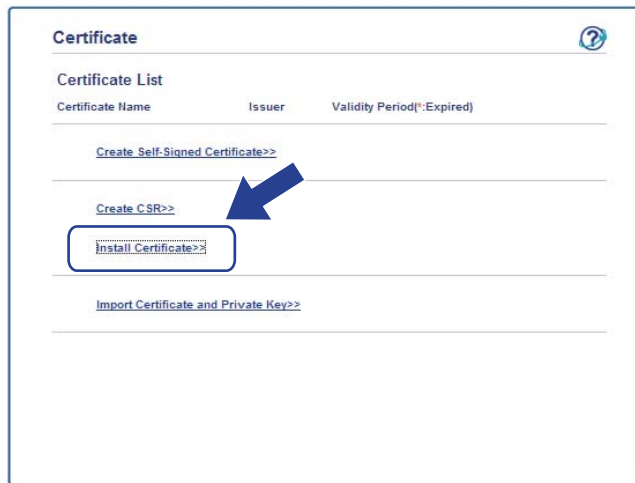
When you receive the certificate from a CA, follow the steps below to install it into the print server.



Note

Only a certificate issued with this machine's CSR can be installed. When you want to create another CSR, make sure that the certificate is installed before creating another CSR. Create another CSR after installing the certificate to the machine. Otherwise the CSR you have made before installing will be invalid.

- 1 Click **Install Certificate** on the **Certificate** page.



- 2 Specify the file of the certificate that has been issued by a CA, and then click **Submit**.
- 3 Now the certificate has been created successfully and saved in your machine memory successfully.

Import and export the certificate and private key

You can store the certificate and private key on the machine and manage them by importing and exporting.

How to import the self-signed certificate, the certificate issued by a CA, and the private key

- 1 Click **Import Certificate and Private Key** on the **Certificate** page.
- 2 Specify the file that you want to import.
- 3 Enter the password if the file is encrypted, and then click **Submit**.
- 4 Now the certificate and private key are imported to your machine successfully.

How to export the self-signed certificate, the certificate issued by a CA, and the private key

- 1 Click **Export** shown with **Certificate List** on the **Certificate** page.
- 2 Enter a password if you want to encrypt the file.



Note

If a blank password is used, the output is not encrypted.

- 3 Enter the password again for confirmation, and then click **Submit**.
- 4 Specify the location where you want to save the file.
- 5 Now the certificate and private key are exported to your computer.

Import and export a CA certificate

You can store a CA certificate on the machine by importing and exporting.

How to import a CA certificate

- 1 Click **CA Certificate** on the **Security** page.
- 2 Click **Import CA Certificate** and choose the certificate. Click **Submit**.

How to export a CA certificate

- 1 Click **CA Certificate** on the **Security** page.
- 2 Choose the certificate you want to export and click **Export**. Click **Submit**.
- 3 Click **Save** to choose the destination folder.
- 4 Choose the destination you want to save the exported certificate and then save the certificate.

Overview

This chapter explains how to resolve typical network problems you may encounter when using the Brother machine. If, after reading this chapter, you are unable to resolve your problem, please visit the Brother Solutions Center at: (<http://solutions.brother.com/>).

Please go to the Brother Solutions Center at (<http://solutions.brother.com/>) and click Manuals on your model page to download the other manuals.

Identifying your problem

Make sure that the following items are configured before reading this chapter.

First check the following:
The power cord is connected correctly and the Brother machine is turned on.
All protective packaging has been removed from the machine.
The toner cartridges and drum unit are installed correctly.
The front and back covers are fully closed.
Paper is inserted correctly in the paper tray.

Go to the page for your solution from the lists below

- Error messages when using the Scan to Network feature

See *Error messages when you use the Scan to Network feature* >> page 25

Error messages when you use the Scan to Network feature

Error Message	Cause	Action
Server Time out	Wrong Host Address	<ul style="list-style-type: none"> ■ If you have used your CIFS server's IP address as the Host Address, confirm the IP address. ■ If you have specified the DNS style as the Host Address, confirm the Host Address. For your DNS style address, contact your network administrator. ■ If you have used your computer name as the Host Address, confirm the computer name. For the WINS server settings, contact your network administrator.
Authenticate Err Sending Error	Wrong username	<ul style="list-style-type: none"> ■ Confirm your username for the CIFS server. For configuring your username, see <i>Configuring the Scan to Network Default Settings</i> >> page 4. ■ If the username is part of the domain, make sure you have input the domain name included to the username. For example: <ul style="list-style-type: none"> • user@domain • domain\user
	Wrong password	Confirm your password for the CIFS server. For configuring your password, see <i>Configuring the Scan to Network Default Settings</i> >> page 4.
Authenticate Err Wrong Date&Time	Your machine's date and time settings are not correct.	Make sure the date and time, and the time zone settings are set correctly using the machine's control panel so the machine matches the time being used by the server providing the authentication.

Network terms and PDF file format

Network terms

■ CIFS

The Common Internet File System is the standard way that computer users share files and printers in Windows®.

■ SNTP

The Simple Network Time Protocol is used to synchronize computer clocks on a TCP/IP network. You can configure the SNTP settings using Web Based Management (web browser).

■ Kerberos

Kerberos is an authentication protocol which allows devices or individuals to securely prove their identity to network servers using a single sign-on.

■ NTLMv2

NTLMv2 is the authentication method used by Windows to log into servers.

PDF file format

■ PDF/A

PDF/A is a PDF file format intended for long-term archiving. This format contains all the necessary information for reproducing the document after long-term storage.

■ Secure PDF

Secure PDF is a PDF file format that has been password-protected.

■ Signed PDF

Signed PDF is a PDF file format that helps prevent data tampering and the impersonation of an author by including a digital certificate within the document.

If you choose Signed PDF, you must install and then configure a certificate to your machine using Web Based Management.