# Network Scanning Issues and Fixes

The most common Sharp Network Scanning error is: CE-02

This is the result of the SHARP copier not being able to send the scan job to the selected desktop or email destination.

The #1 cause if this is your PC's IP address (or email server address – CE-02 and CE-03) might have been changed. Most routers hold IP addresses for a few days. To resolve this, contact your IT person and suggest that he extends the lease time on the router to the max, or make your workstations static. Another advanced option is to lock the IP address to a MAC address if the router permits that. The best option is to use hostname instead of IP address if you have a DNS server.

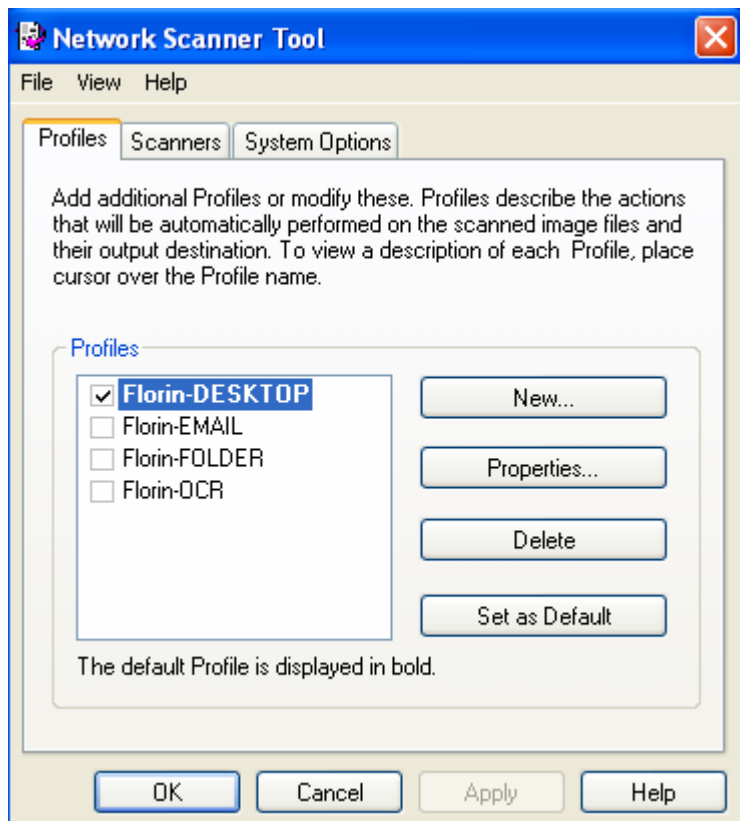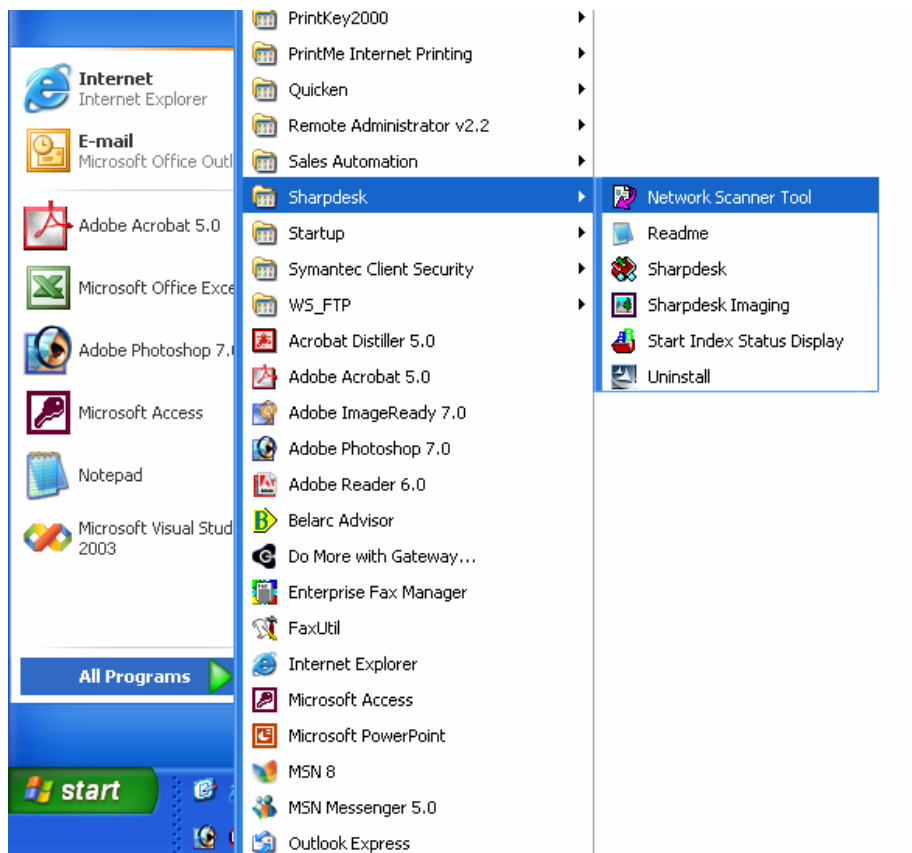Ok, so let's skip all this fancy talk and get the scanner working!

Go to your START button and select RUN. Type CMD or COMMAND and press ENTER
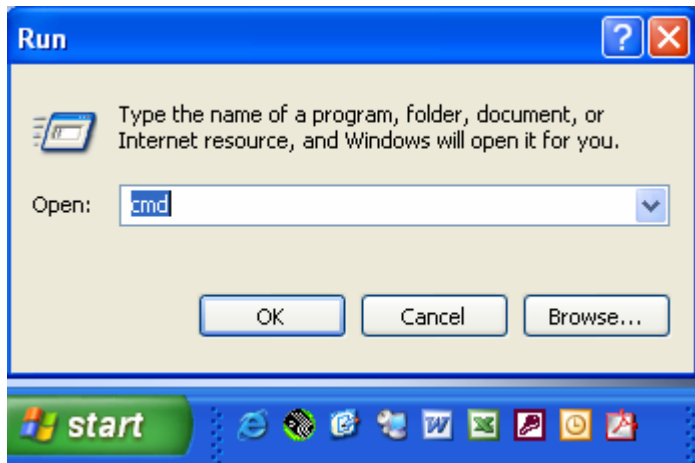
You will get the black DOS screen. Type IPCONFIG and it will display your IP address.
Write it down, in this case: 192.168.100.125
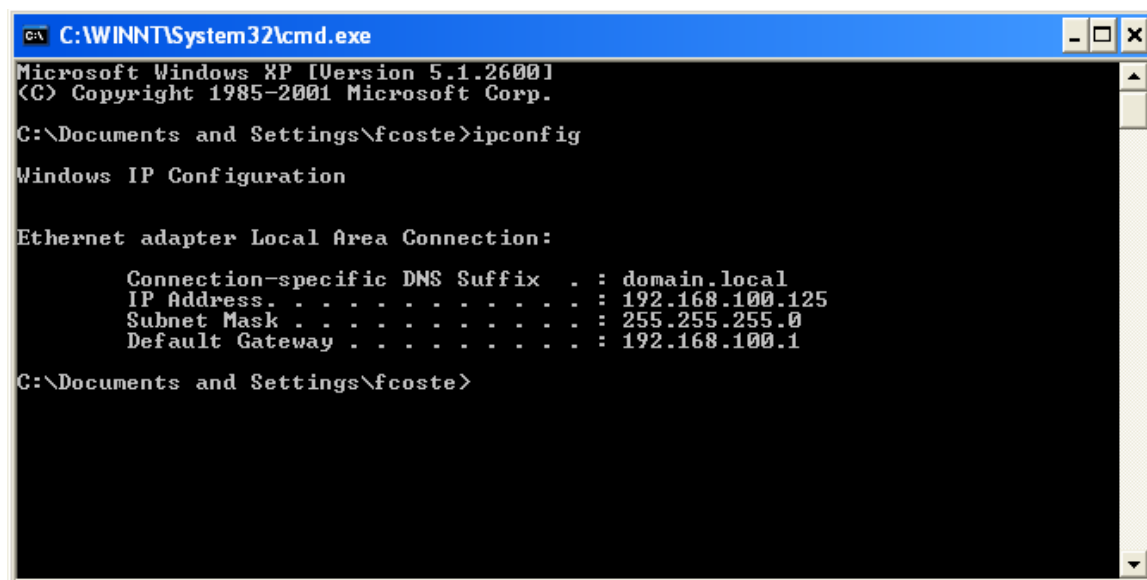
Go to the scanner tool on your taskbar or go to Start-All Programs-Sharpdesk-Network Scanner Tool.
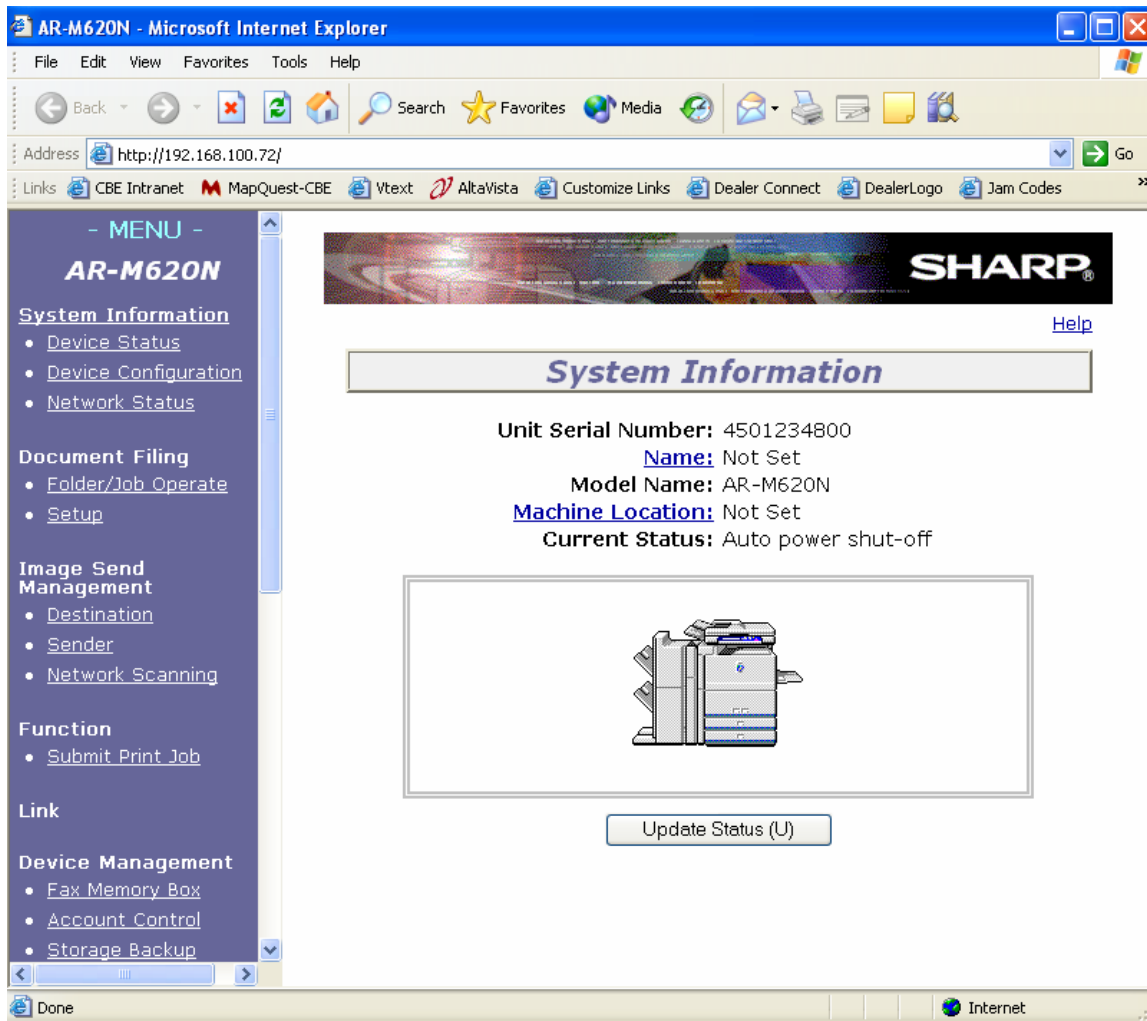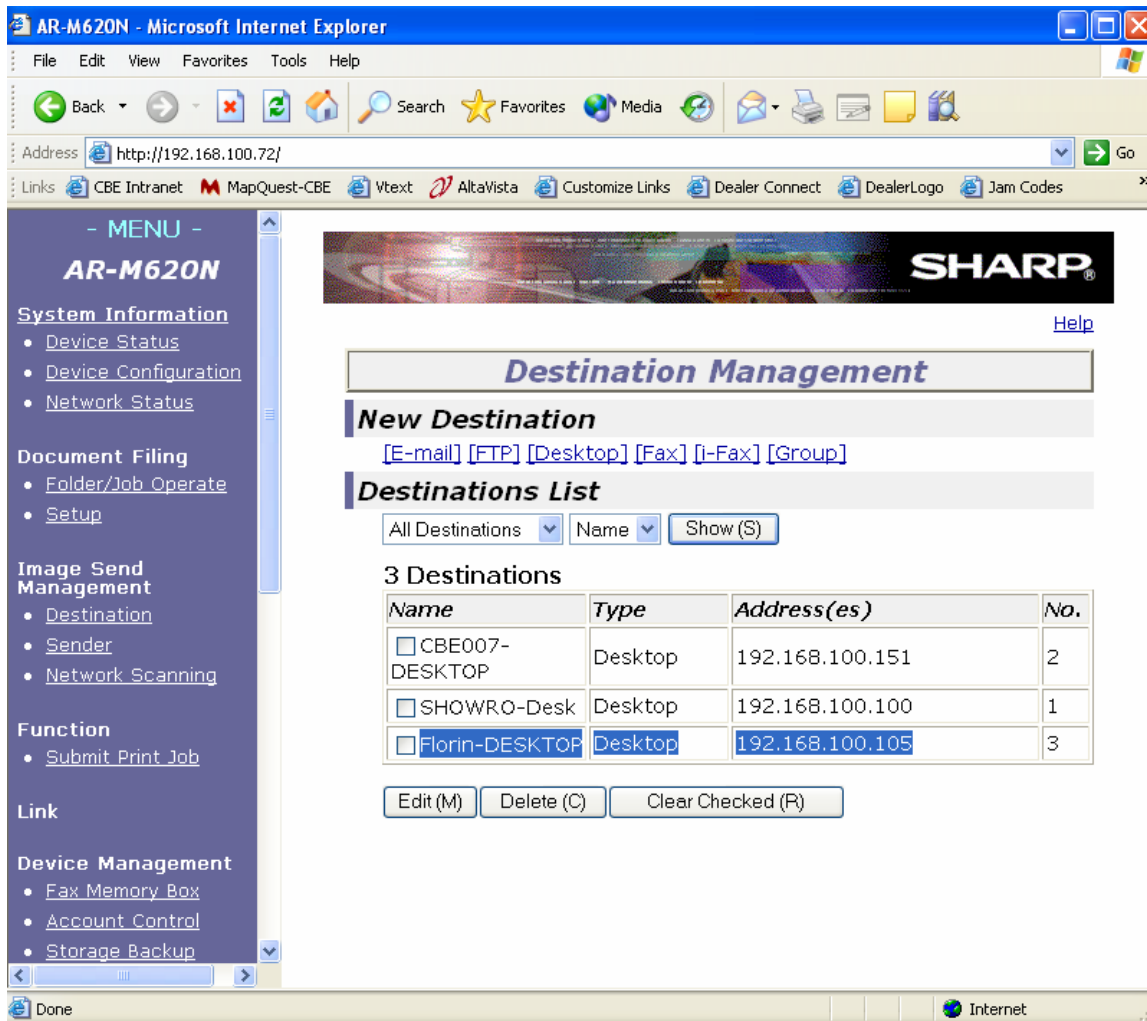
Go to the Scanners Tab (Copiers Tab on some models) and press WEB SETUP.This will take you to the copier website.
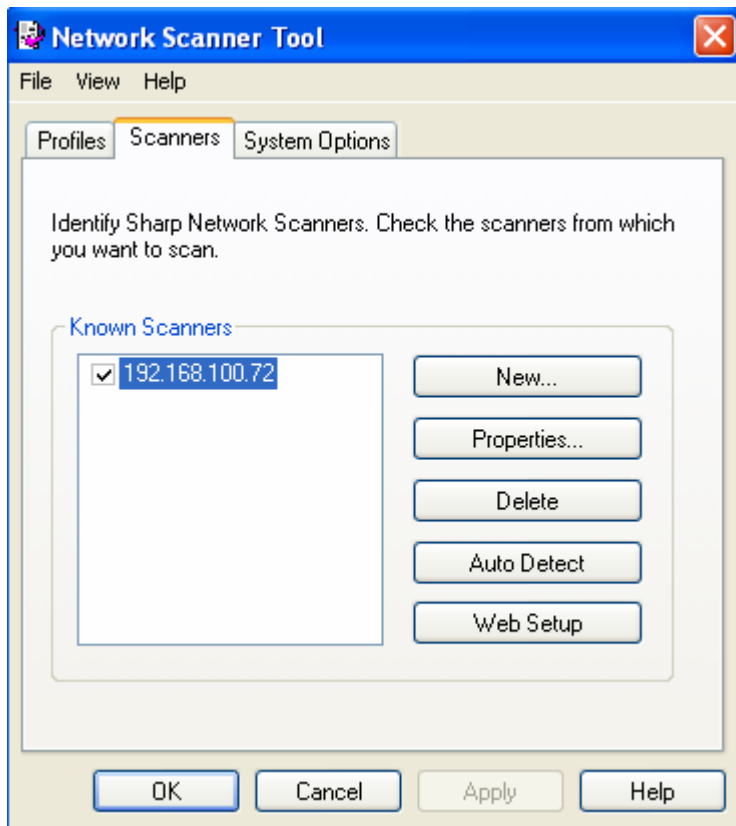
Once you get to the site, press Destination Management, or Image Send Management on some models and it will display a list of all the users setup on the copier.

If asked for a username or password, use **admin** and **Sharp**

File   Edit   View   Favorites   Tools   Help

Back | Search   Favorites   Media | Links   CBE Intranet   MapQuest-CBE   Vtext   AltaVista   Customize Links   Dealer Connect   DealerLogo   Jam Codes

Address http://192.168.100.72/   Go

- MENU -

AR-M620N

System Information
- Device Status
- Device Configuration
- Network Status

Document Filing
- Folder/Job Operate
- Setup

Image Send Management
- Destination
- Sender
- Network Scanning

Function
- Submit Print Job

Link

Device Management
- Fax Memory Box
- Account Control
- Storage Backup

SHARP

Help

System Information

Unit Serial Number: 4501234800
Name: Not Set
Model Name: AR-M620N
Machine Location: Not Set
Current Status: Auto power shut-off

Update Status (U)

Done   Internet

Look for the one you are having trouble with (Florin-Desk in this case) and look to see what IP address it displays. In this case we can see that my IP address changed to 192.168.100.125 (from the DOS screen) and the copier has 192.168.100.105 listed. This is a problem, the copier can not send the job giving you a CE-02 code.

All you have to do is change the address to the new one (from the DOS screen) and Submit. In this case we need to change it to 192.168.100.125

After you get this message, you can close everything and then try to scan again. It should work. If you still have the CE-02 error, you might have a firewall or something similar blocking the scanning software, have your IT person check it out before you give us a call.