

Can't scan to PC (folder)

1. Access the Command Center by entering the IP address of the Kyocera Device into the address bar of a web browser.
2. Go to the Address Book then Machine Address Book.
3. Click on the name of the Contact whom is having problems scanning.
4. Verify the login password. If the Log in name is Scanner the password will be either scanner or Sc@nn3r.

Login User Name :

Login Password :

If it is not scanner then the user will need to reenter their Login Password for the PC named in the Host name box.

Note: Kyocera adds extra dots in the Login Password box to help secure the password.

Below is an example for the Server name, path to the folder and the login for the PC where the folder resides.

SMB :

Host Name :

Port Number :

Path :

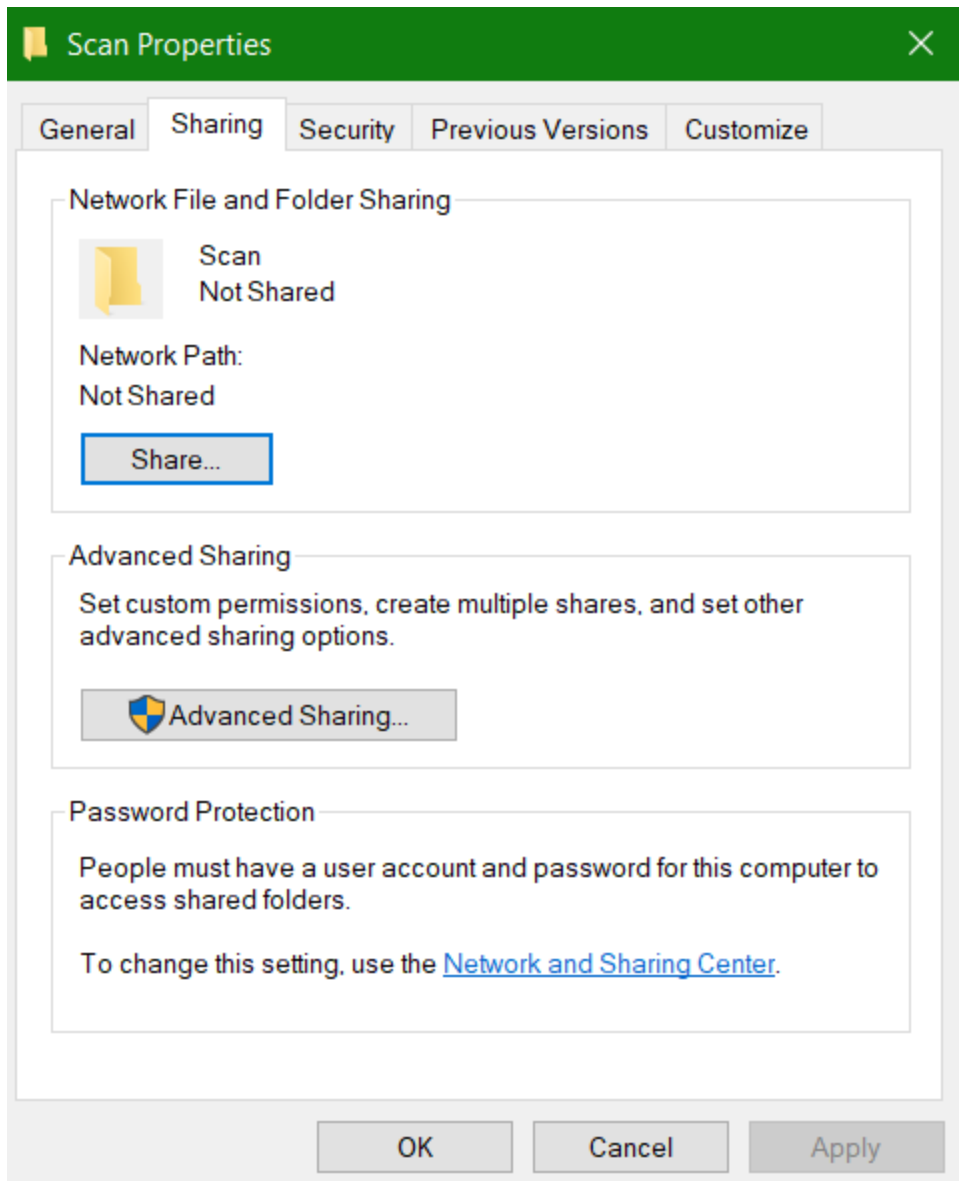
Login User Name :

Login Password :

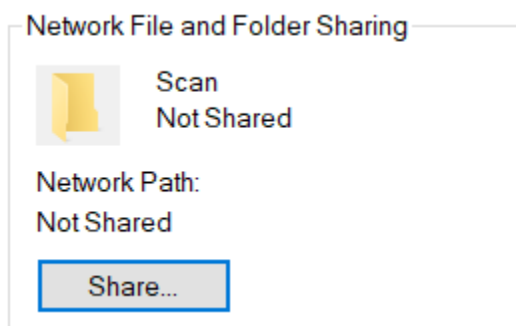
Test the scanning to this Contact. If it still fails, check the folder that the scans are going to. In the above picture it is Customer_Folders

Open the windows explorer or use the built in search and enter the name of the folder.

Once you find the folder right click and go to Properties then go to the Sharing tab.



Click on Share.



Enter the user Everyone and make sure it is set to Read/Write. Click Share then Done.

Choose people to share with

Type a name and then click Add, or click the arrow to find someone.

<input type="text"/>	▼	Add
Name	Permission Level	
Everyone	Read/Write ▼	
Ken	Owner	

On the same tab Click Advanced Sharing button.

Advanced Sharing

Set custom permissions, create multiple shares, and set other advanced sharing options.

Advanced Sharing...

Check the Box to Share this folder and then click on Permissions.

Share this folder

Settings

Share name:

Limit the number of simultaneous users to:

Comments:

With Everyone highlighted make sure the Full Control box is checked under Allow and click OK twice.

Share Permissions

Group or user names:

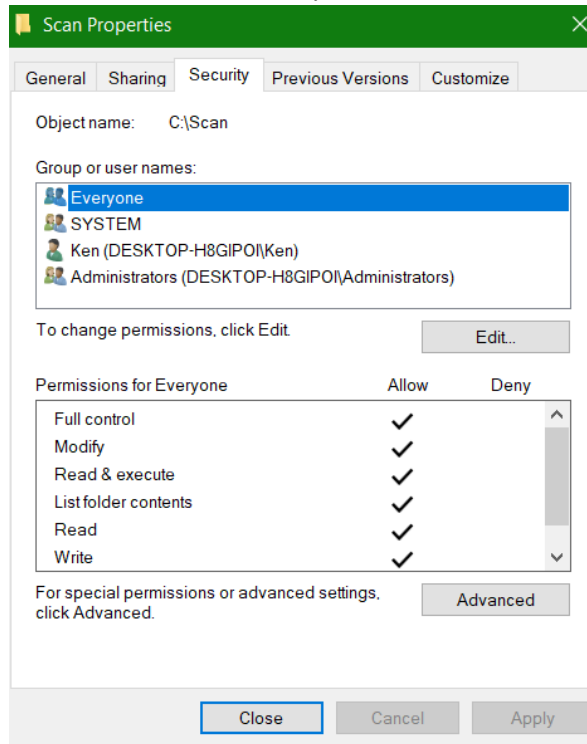
- Everyone
- Administrators (DESKTOP-H8GIP01\Administrators)

Add... Remove

Permissions for Everyone	Allow	Deny
Full Control	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Change	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Read	<input checked="" type="checkbox"/>	<input type="checkbox"/>

OK Cancel Apply

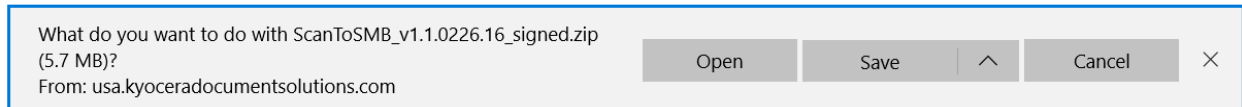
Go to the Security Tab and make sure the user Everyone is allowed Full Control then click Apply then



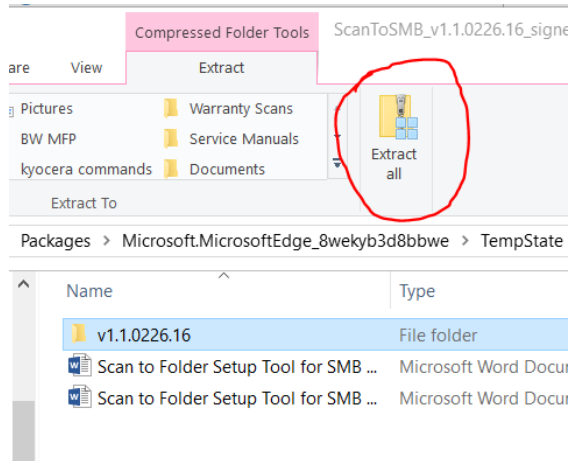
click on close

Test the scan from the device again.

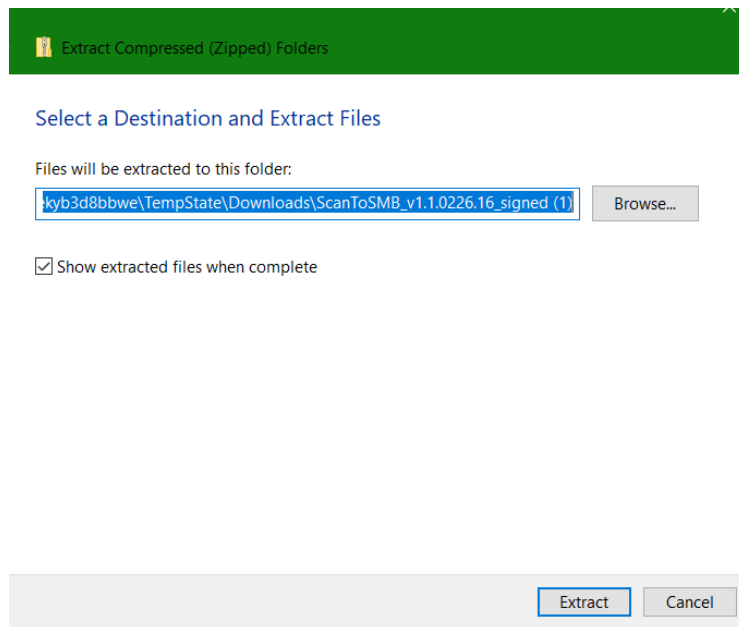
There is a new Utility from Kyocera that can help with setting up the scanning to folder. Here is a link to the [scan to folder set up tool](#). Click open to install and run it or save it.



Highlight the folder and click on Extract all.



Click on Extract.

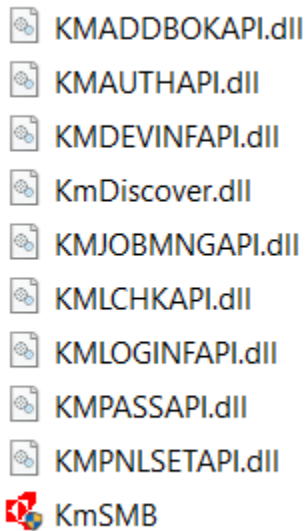


Open the folder.

Name	Date modified	Type	Size
v1.1.0226.16	1/25/2019 11:35 A...	File folder	
Scan to Folder Setup Tool for SMB - Rea...	1/25/2019 11:35 A...	Microsoft Word D...	45 KB
Scan to Folder Setup Tool for SMB - Rea...	1/25/2019 11:35 A...	Microsoft Word D...	48 KB

Double click on KmSMB and click Yes.

Name



Select Run instead of install.

Follow the instructions from the tool. There are also 2 read me files that may help.

Also, make sure the network you are connected to is either set to Home or Private. This can be found in Network and Internet settings.

Status

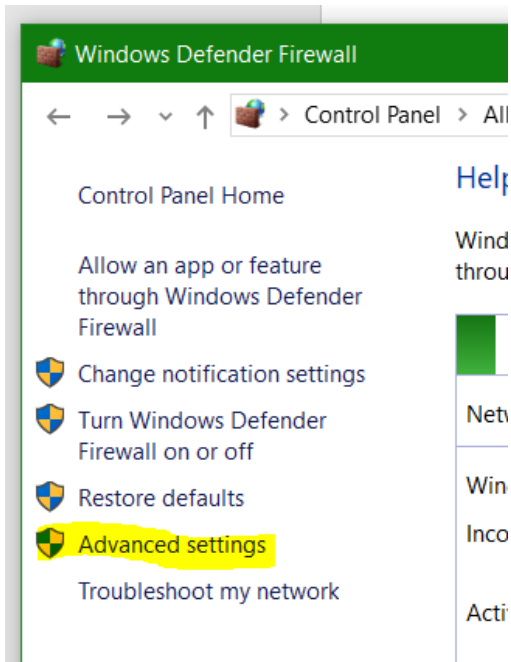
Network status



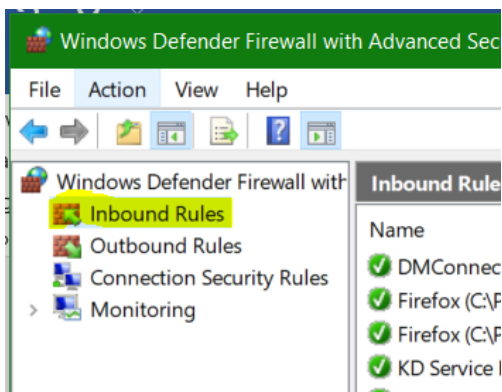
One more thing to check in Windows 10 if you are still unable to scan to folder.

1. You may have to add a rule to the Windows Firewall if the scanning still fails. Access the Windows Firewall through the Control Panel.

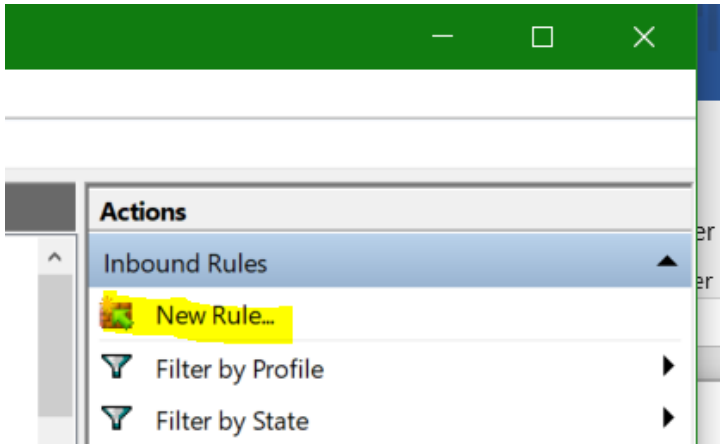
Click on Advanced Settings.



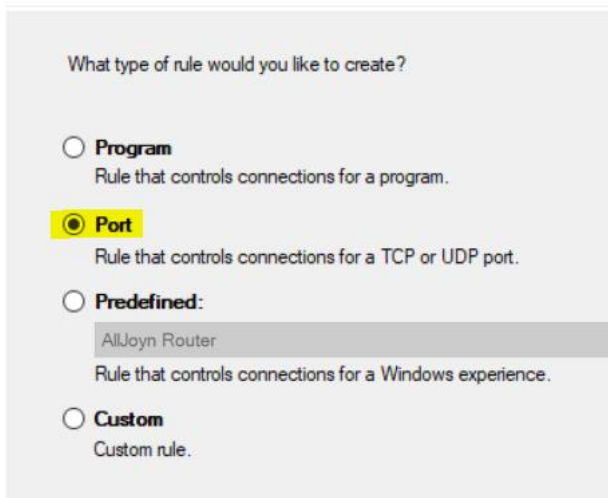
Click on Inbound Rules.



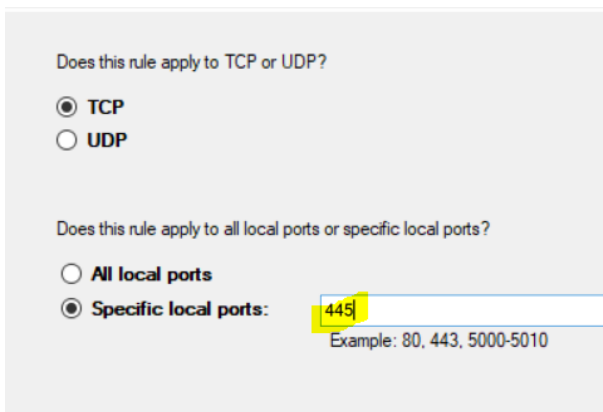
Click on New Rule.



Select Port. Then click on Next.



Enter Port # 445 and click Next.



Make sure Allow the connection is selected and click Next.

What action should be taken when a connection matches the specified rule?

Allow the connection
This includes connections that are protected with IPsec as well as connections that are not protected.

Allow the connection if it is secure
This includes only connections that have been authenticated by IPsec. Connections that are not authenticated will be secured using the settings in IPsec properties and rules in the Rule node.

Block the connection

Make sure the correct type of network is selected. Note: if this PC is a laptop and sometimes connected to a Public network, unselect Public Network and click Next.

When does this rule apply?

Domain
Applies when a computer is connected to its corporate domain.

Private
Applies when a computer is connected to a private network location, such as a home or work place.

Public
Applies when a computer is connected to a public network location.

Name the rule and add a description if you want. And click finish.

Name:

Description (optional):

Test the scan to folder from the Kyocera MFP.

If for some reason the scan to folder still does not work, there are two more options for scanning. Scan to Email or the Kyocera Print Center App available from the Microsoft App Store. It is free and secure.