

# Troubleshooting guide for scanning problems:

1. Determine if customer has their own FTP folder set up on the OCR Computers. If they do not, it may indicate they have not yet logged in yet. Confirm that the district's FTP Login/Password is correct. This information should NEVER be e-mailed. Ask customer to call the help desk and receive this information over the phone.
  - [See the initial setup document for more information](#)
2. Confirm user is able to connect to our servers by doing the following:
  - a. Open a browser on a computer connected to the same network as the scanning device.
  - b. Type `ftp://scan-[STATE].edoctrina.org` where [STATE] is the two letter abbreviation of the state (NY, OH, PA, etc.) of the school district into your web browser.
  - c. User should receive popup for entering username and password. If popup does not show, double-check the URL typed in. Note some browsers may not support this feature (Safari for example) so if it does not work try another browser.
  - d. If multiple tries do not result in a popup for username and password, this indicates that the district firewall settings are preventing communication. The district must contact their network support team to allow communication to and from the IP address listed above.
  - e. If popup opens, enter username and password. If the username and password succeed, the network firewall settings are correct for allowing communication to the eDoctrina servers.
  - f. If the login fails, then try again. If this still does not work, it shows that the firewall is open for outgoing data but not open for incoming data from the IP address listed above. The district must contact their network support team to allow communication to and from the IP address listed above.
3. Check if Web Filter (Barracuda, Lightspeed, etc.) may be blocking access. This typically happens when a new copier is being set up to send answer sheets.
4. Ask customer if their copier is set to Active or Passive FTP mode. Passive FTP is required for connecting to the customer's scanning folder.
5. Check if the protocol and port numbers the district is using are supported. We support:
  - FTP (TCP port 21, plaintext protocol, no encryption)
  - FTPS (explicit type, TCP port 21 + TLS encryption)
  - SFTP (file transfer over SSH protocol, TCP port 22, encrypted)
6. If everything above is correct, then problems are with the copier sending information to eDoctrina servers. Have the copier settings checked to confirm the correct username and password, correct file type of TIFF, and if a "Date and Time" setting exists for filenames this

should be enabled. Other settings should be:

- a. Black and white (Not grey-scale or color)
- b. 400 DPI preferred / 300 DPI minimum
- c. High quality.
- d. Text mode (Not photo mode)
- e. Maximum sharpness.
- f. Background Suppression is on if available