TOSHIBA

MAIL FRAGMENTATION BY PAGE SPLIT

e-BRIDGE Next Series III
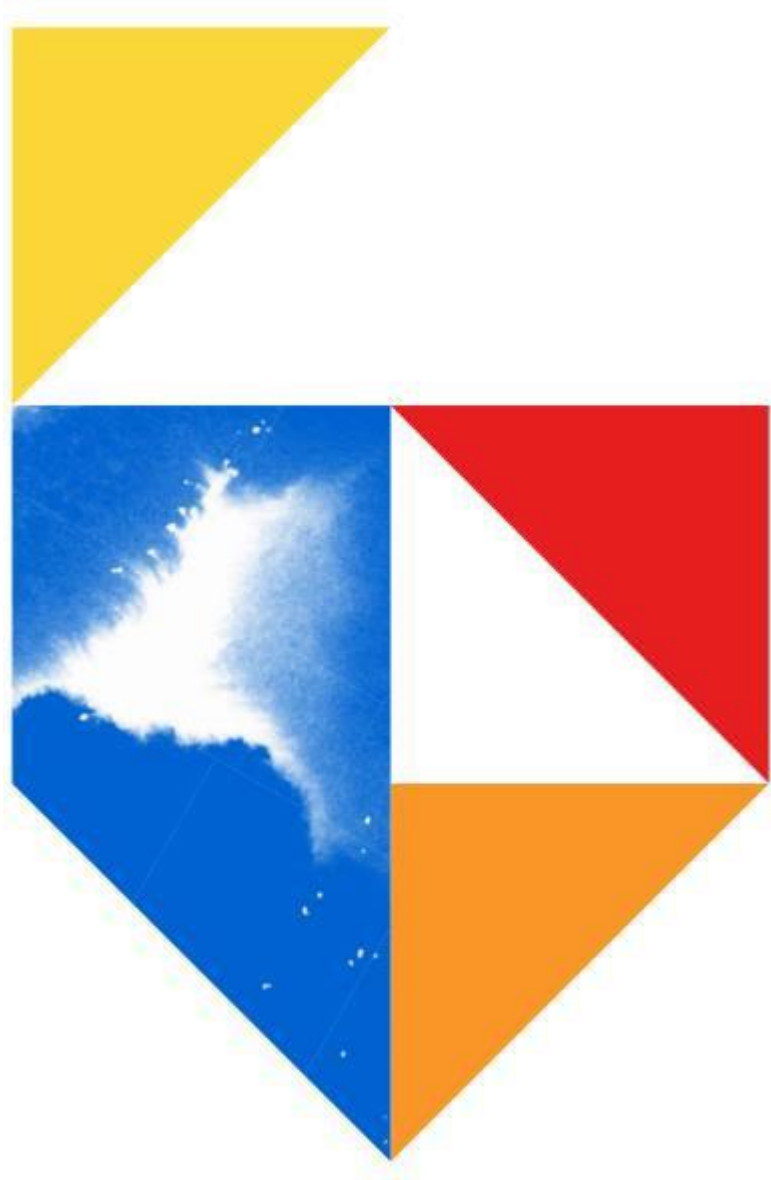
Purpose

The purpose of this guide is to provide an outline of the Mail Fragmentation by Page Split setting and how to configure it in TopAccess.

Device List

This setting is currently only supported on e-BRIDGE Next Series III devices.

e-BRIDGE Next Series III
Colour
- e-STUDIO2020AC - e-STUDIO2525AC / 3025AC / 3525AC / 4525AC / 5025AC / 6525AC - e-STUDIO6526AC / 6527AC / 7527AC
Monochrome
- e-STUDIO2528A / 5528A / 6528A - e-STUDIO6526AC / 6527AC

Overview

The Mail Fragmentation by Page Split setting was introduced in Firmware V1733 for e-BRIDGE Next Series III devices.

Mail Fragmentation by Page Split

When this setting is enabled, attachments to scan to e-Mail jobs will be divided into pages and sent so that it fits within a set threshold value. Depending on the size of the scan job and threshold value set, the e-Mail recipient may then receive multiple e-Mails with the scan job attachment split into pages.
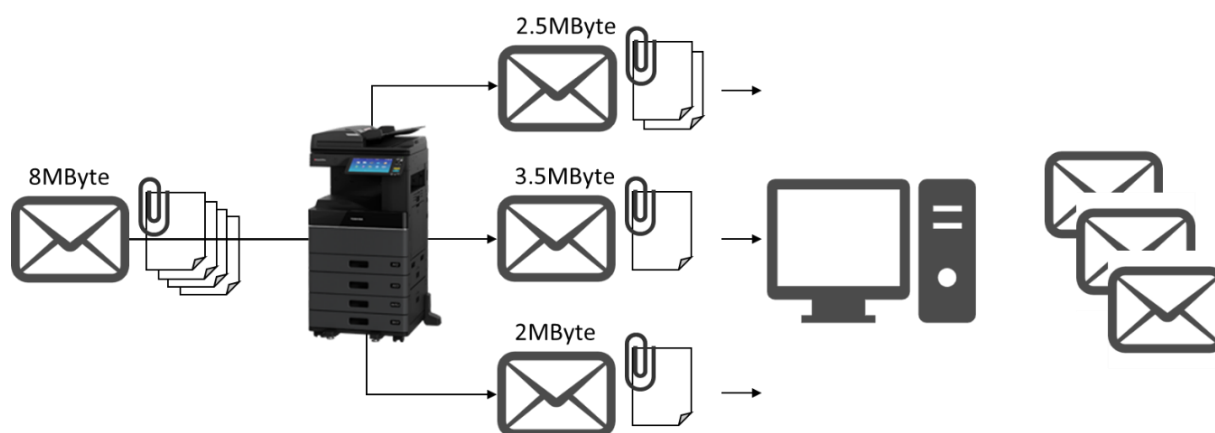
Supported file formats include PDF, TIFF, JPEG, SecurePDF, SlimPDF, PDF/A and Searchable PDF.

Page Split vs. Size Split

There are 2 different options when enabling Mail Fragmentation – Size Split and Page Split.
The table below summarises the key difference between the two options.

| Size Split	Page Split
- Sends an e-Mail by splitting it per KB data unit	- Sends an e-Mail by splitting it into pages of the attached file
- Split Size is limited to "64KB", "128 KB", "256KB", "512KB", "1024KB" and "2048KB"	- Split Size can be set to any value between 2 to 100 MB
- The split e-Mails are combined and just one e-Mail is received	- The split e-Mails are not combined, and multiple e-Mails are received as each fragment of scan job
- The split e-Mails must be combined on the receiver's side otherwise the e-Mail is not received	

Configuration

The Mail Fragmentation by Page Split setting can be enabled and configured from TopAccess.

1. Obtain the MFD's IP address:
    - From the Control Panel, select **User Functions**
    - Enter the Admin password to continue
    - Select **Network**
    - Select **IPV4**
    - Under **IP Address** is the Address you will need to type into your web browser
      The IP address is a set of four numbers separated by a period (.)

      <u>Note</u>: *Please contact your organisation's I.T. Administration Support if the default Admin password has been changed.*

2. Open a Web browser, and type "http://" followed by the MFD's IP address, without any spaces, into the web browser address bar
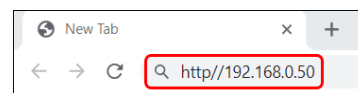
3. Select **Login** in the top right hand corner and enter the username and password for admin account

    <u>Note</u>: *Please contact your organisations I.T. Administration Support if the admin password does not work as it may have been changed*

4. Navigate to **Administration → Setup → Email**
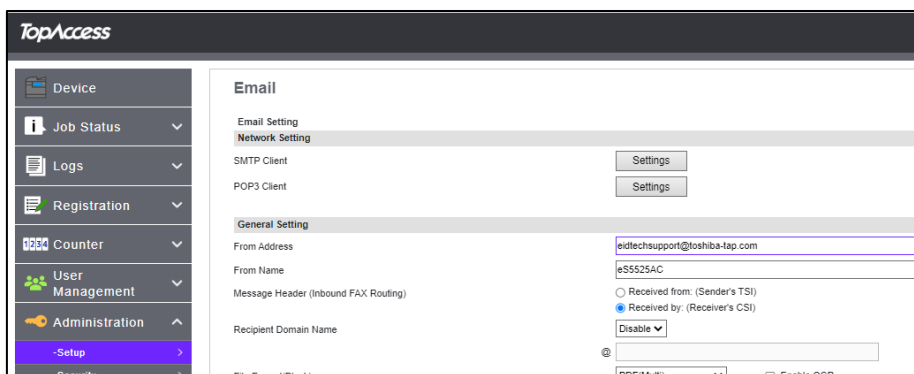
5. Under **Mail Fragmentation** drop-down list, select **Page Split**

6. In **Split Size** setting, set the size threshold that you would like to apply for Scan to e-Mail jobs

    When setting a value for **Split Size**, consider the maximum e-Mail size already set in **SMTP Client** (refer to Error 2C15 - exceeding file capacity for more information)

7. Click the **Save** button

Troubleshooting

Below are some error codes that you may encounter when using the Mail Fragmentation by Page Split feature.

Error 2C15 - exceeding file capacity

A separate setting exists in **SMTP Client** called **Maximum Email / InternetFax Size(2-100)**. It is important to ensure that the value saved for this setting is the same or greater than the value set in "**Email > General Setting > Mail Fragmentation > Split Size**".

If the **Split Size** value exceeds the value set in **Maximum Email / InternetFax Size(2-100)** then the scan to e-Mail job may fail with "2C15 (exceeding file capacity)" error.

Error 2CC0 - Job cancelled

If a scan to e-Mail job is cancelled while processing, it is still possible to receive some e-Mails containing a part of the scan job.

In the example above, although the job was cancelled, the recipient would have still received 3 separate e-Mails with attachments containing parts of the scan.

Error 2CC1 – Power failure

Scan to e-Mail jobs terminated due to power failure will attempt to resume job recovery after the power failure.

In the example above, the logs show the instance when the power failure occurred and the job recovery thereafter, as shown by log records of split e-Mails successfully sent.