

Recommendations for fixing the issue

IF the ACL Administration button is not greyed out, go to that area, click the top "Check All" button, and

The screenshot shows the SHARP ACL Administration web interface. The browser address bar displays '172.20.10.10:50080/Kayleigh/acladmin.php'. The left sidebar contains a menu with 'ACL Administration' highlighted in red. The main content area is titled 'ACL Administration' and includes several sections: 'COMMON' with 'Check All' and 'Uncheck All' buttons; 'Finishing' with a checked 'TRIMMING' option; 'SCAN-TO-EXTERNAL-MEMORY' with 'Check All' and 'Uncheck All' buttons and checked options for 'SCAN-TO-EXTERNAL-MEMORY' and 'SPECIAL-MODES'; and 'Color-mode' with checked options for 'FULL-COLOR' and 'MONOCHROME'. At the bottom, there are buttons for 'Check All', 'Uncheck All', 'Move All', 'Move Selected', 'Delete All', and 'Delete Selected'.

Go to "Departments", click on the relevant department and next to "Printer Options" click "Configure"

The screenshot shows the SHARP 'Modify Department' web interface. The browser address bar displays '172.20.10.10:50080/Kayleigh/dept_modify.php?submit=modify&dept=2&ref=&user=&update='. The left sidebar has 'Departments' highlighted in red. The main content area is titled 'Modify Department' and includes a 'Return to search results' link. A legend indicates that a red asterisk (*) denotes a required field. The form contains the following fields and options: 'Department Name' (text input with value 'ESBC' and a red asterisk), 'Description' (text input), 'Cost Profile' (dropdown menu with 'Default Profile' selected), 'Printer Options' (radio button 'Access to all' with a green checkmark and a 'Configure...' link), 'Printer List' (radio button 'Access to all' with a green checkmark and a 'Configure...' link), 'Unlimited Jobs' (radio buttons 'Yes' and 'No' with 'No' selected), 'Auto Balance Reset (User)' (radio buttons 'On' and 'Off' with 'Off' selected), and 'Account By Department' (radio buttons 'On' and 'Off' with 'Off' selected). An 'Update' button is located at the bottom right of the form.

(In the screenshot above you will notice that there is a green tick next to the configure button)

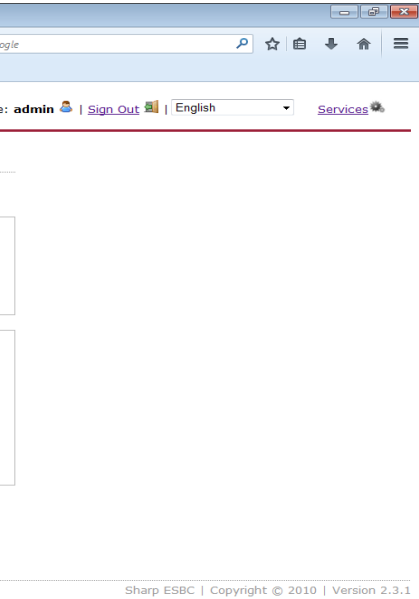
In Printer Options, click the top "Check All" button, then click "Submit".

The screenshot shows a web browser window with the URL `172.20.10.10:50080/Kayleigh/printeroptiontabs.php?update=2&userid=&updateType=&dept=t&name=ESBC&ref=`. The page header includes "Kayleigh | SHARP" and a "Welcome" message. A left sidebar contains a menu with items like Home, Jobs, Stats, Users, Departments (highlighted), Client Billing, Printers, Multi-Vendor Print, Cost Profiles, Balance, Translations, Configuration, License, and ACL Administration. The main content area is titled "Printer Options" and shows "Department Name: ESBC". It features two "Check All" and "Uncheck All" buttons. Below these are tabs for COMMON, COPY, DOC-FILE-PRINT, IMAGE-SEND, PRINT, SCAN-TO-HDD, SECURITY, SETTINGS, and SHARP-OSA. The COMMON tab is active, showing a "Check All" and "Uncheck All" button, and a list of checked options: COMMON, Billing-code-change, Duplex-mode (Duplex and Simplex), and Finishing (Fold, Gbc-punch, Punch, Saddle-stitch, and Staple). A "Submit" button is at the bottom.

If you go back to the previous screen you should now see the green tick next to "Printer Options", meaning

Finally, you just need to make that the user who is logging into the MFP to test the "Scan to Network Fc

I then click the "Move All" button, (the ACL Administration button will now "grey out")



on, this is what we're aiming for)



ring that everything is allowed for that department

older" is in the correct department.