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Importing with "Scan" from a ScanSnap scanner imports one multipage document as multiple documents

Customer Service - 2018-12-17 - Scanners

When I press "Scan," why does Paperless import multipage scans from my ScanSnap Scanner as individual documents?

Issue

Typically the Scan and Scan Multi import multipage scans to Paperless as follows:

- **Scan:** imports multipage scans as a **collated (combined)** library item. All pages scanned are imported as one library item.
- **Scan Multi:** imports multipage scans as **individual** library items. All pages scanned are imported as separate library items.

For a more-comprehensive list of the results Scan and Scan Multi produce in Paperless, see [this knowledge base article](#).

Occasionally, though, multipage scans imported with the Scan command might import as individual library items. Although this may be unexpected, the solution may simply be a setting in ScanSnap Manager or Home.

Solution

A common reason for this is that a setting in ScanSnap Manager (which normally controls how multipage scans are imported to Paperless) has changed:

Options in the PDF File format option dialog in ScanSnap Manager/Home preferences (pictured above) control how PDF files resulting from scan jobs are imported to your Mac (and to Paperless). Here is how they work:

- The option **Multipage PDF (whole batch in one PDF)** will cause PDFs to be imported to Paperless as collated (combined) library items. This is the default setting for Scan to Paperless.
- The option **Generate one PDF file per [X] page(s)** will cause pages from a

multipage scan to be imported as **one PDF for every group of pages entered for [X]**. If 5 is entered for X, for example, and a scan of ten pages was processed with a ScanSnap scanner, two documents (or library items) would be imported (each containing five pages) to Paperless.

These settings control how documents are imported to Paperless when the **Scan** command is used.

Steps to Troubleshoot

Use the steps below to determine whether this setting is related to settings in the **PDF file format option** dialog:

1. Launch ScanSnap Manager/Home.
2. Show preferences for the profile you are currently using to import to Paperless (by default, this is the **Scan to Paperless** profile).
3. Navigate to the **File Option** tab.
4. Under the File Option tab, select **Option...** This should raise a new dialog.
5. In the Dialog that appears, check the setting currently selected. Ensure it is set to **Multipage PDF (whole batch in one PDF)**.
6. If you have made changes to this dialog, click **OK** and (in the main ScanSnap Manager options window, click **Apply**.

The next time you import a multipage library item to Paperless from your ScanSnap scanner with Scan, the document should be imported as a collated (combined) PDF.

Related Content

- [What are the differences between Scan and Scan Multi in Paperless 2 or 3?](#)