Wide Format Scanner System Software

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Installation

This software can be run on the following operating systems:

- Windows XP (Pro), 32-bit
- Windows XP (Pro), 64-bit
- Windows 2003 Server (Standard Edition), 32-bit
- Windows Vista (Business) 32-bit
- Windows Vista (Business) 64-bit
- Windows 7 (Professional) 32-bit
- Windows 7 (Professional) 64-bit
- Windows Server 2008, 64-bit (requires installation of Desktop Experience)
- Windows 8 (Enterprise) 32-bit
- Windows 8 (Enterprise) 64-bit

SCANdump

The SCANdump diagnostic utility is installed together with this software. When running this utility all vital information stored in the scanner's non-volatile memory is saved to a file in your TEMP directory. In case of trouble with your scanner this file can be e-mailed to technical support in order to ease diagnostics of the problem.

Version Changes

Changes in version 4.5.1

26580	New	Support for new Flatbed CCD scanner.
27452	Fix	Incorrect warning shown: “Max scanner connections reached”.
27549	Fix	Scanner calibration timestamp was sometimes truncated.

Changes in version 4.5.0

26959	New	Nextimage version 4 support.
26373	New	The scanner USB driver is no longer using the Windows Image Acquisition (WIA) service.
26849	New	Support for 64-bit version of Windows Server 2008.

Changes in version 4.3.1

26062	New	Support for activating the new cloud scanning solution, PageDrop.

Changes in version 4.3.0

25603 25869	New	Support for 32 and 64-bit versions of Windows 8 (Enterprise).
25834	New	The DNS address can now be configured for Ethernet CIS scanners in the Scanner Setup dialog.
25840	New	SCANdump diagnostic utility is now invoked from system menu.
25990	Fix	Scanner sharing failed on computers with a long DNS name.
25176	Fix	The scanner sharing option is now limited to scanners only having USB connection.
25696	Fix	Some error messages were not translated in scanner calibration option.
25851	Fix	Calibration of an Ethernet connected CIS scanner could fail.
25527	Fix	Corrections to translated Spanish messages.

Changes in version 4.2.0

25443	New	Support for new CIS scanners.
24693	New	The gateway network address can now be configured in the Scanner Setup dialog.
25475	Fix	Some scanner messages in the Status tab could disappear.
25246 25329 24770	Fix	Corrections to translated user interface.
24474	New	The Scanner Installation Wizard now includes guidance and test option for connecting the scanner via network.

Changes in version 4.1.2

25110	New	Support for new CCD scanners.
24746	Fix	Optimized utilization of multi-core processors in scan data processing to improve performance.
25101	Fix	Camera Alignment calibration was available when a scanner was not calibrated. Now only Full Calibration is available.
25044	Fix	Minor adjustments of Russian user interface.
24770	Fix	The Calibration function sometimes displayed not translated messages.

Changes in version 4.1.1

25116, 25197	Fix	CCD-scanners: Image artefact in top of scan when scanning in batch mode.

Changes in version 4.1.0

23545	New	Maximum data transfer rate is now displayed in Info tab for new scanner models
24074	New	When refreshing the scanner list, the previously selected scanner is remembered
23846	Fix	Speed-up of scanner list refresh
23927 23919	Fix	Calibration sometimes crashed or could not be stopped
24158 24159	Fix	Problems in the Scanner Installation Wizard with DNS lookup and manual IP address
23881	Fix	Some scanner models shared on the network could not be calibrated from a remote PC
24735	Fix	Repositioning the paper during scanning on Ethernet connected scanners could time-out
24076	Fix	Improved scanning speed on loaded networks
24162 24827	Fix	Corrections to translated user interface
23885	Fix	During calibration it was not possible to retrieve an IT8 file online
24438	Fix	CCD-scanners: Terminated calibration could leave new scanner models in a state needing service
24676	Fix	CCD-scanners: Calibration failed on new monochrome scanner models
24246	Fix	CCD-scanners: Left/right paper offsets did not work on new scanner models
24607	Fix	CCD-scanners: Camera Alignment calibration more immune to dust

Changes in version 4.0.5

24513	Fix	Support for new hardware revision of 36” CIS scanner
24478	Fix	Difference in light level in 600 and 1200 dpi on 36” CIS scanners

Changes in version 4.0.4

24463	Fix	CIS-Scanners: Color change after calibration of 36” models

24462	Fix	CCD-Scanners: Crash during scanning

Changes in version 4.0.3

24230	Fix	Some valid E-mail addresses were rejected by the scanner activation wizard

Changes in version 4.0.2

24222	New	Localized help in Chinese (Simplified), Dutch, French, German, Italian, Japanese, Korean, Spanish

Changes in version 4.0.1

22988	New	Added ICC profiles for new scanner models
23749	Fix	System tray balloons are only shown when the scanner changes status.
23819	Fix	Calibrate button is only enabled when a scanner is connected

Changes in version 4.0.0

21389	New	Support for new scanner models.
21978	New	Running scanner application prevents the scanner from going to sleep
21816	New	Scanner calibration is integrated
21816	New	Camera alignment calibration can be performed separately
23043	New	The system tray icon has been changed
22929	New	The Scanner Installation Wizard has been combined with other setup activities
	New	'Refresh' button has been added to the scanner list
23429	New	The 'Status' tab is displayed by default when the software is opened
	New	Log information is included in the Info tab
22605	New	The ‘One-Touch’ tab includes icons for the One-Touch button. For scanners with Ethernet, One-Touch control is reserved/released with a button.
23240	New	‘License’ tab is displayed for scanners enabled by License Activation
	New	'Setup' button is available for scanners with Ethernet on the ‘Network’ tab
	New	The software enters a ‘suspended’ state during scanner installation and calibration

23043	New	Balloon messages are displayed from the system tray icon when the scanner state changes
23294	Fix	Unsupported scanners will not be recognized by the software

Changes in version 3.9.1

ID	Note	
22464	Fix	CIS-Scanners: Colors change after the first scan.
22514	Change	Suppression of unnecessary “SD scanner error” message box

Changes in version 3.9.0

ID	Note	
21435	New feature	CIS-scanners: Live Image Sensor Matching that provides seamless transitions between cameras.

Changes in version 3.8.5

ID	Note	
21412	Fix	CIS-scanners: Fix for possible crash when scanning

Changes in version 3.8.2

ID	Note	
20399	Fix	CIS-scanners: Calibration data was not always saved correctly during calibration.
18962	Fix	The ScanClient - used to receive scans from another computer - now informs the user when "Folder for scans received" does not exist.
20300	Fix	Some scanner errors were not always displayed in the Status tab.
20195	Fix	CIS-scanners: Possible distortion in the top and bottom of images while scanning in batch mode.
20589	Fix	Scan from a network attached iJET scanner can create image artefacts at the end of the scan

Changes in version 3.8.1

ID	Note	
19948	Fix	CIS-scanners: fix for potential vertical streaking in the scanned images.

20134	Fix	CIS-scanners: The alignment of the ruler guides on the scanner and the scanned data has been improved. Furthermore, the horizontal scanning offset can now be controlled from applications.

Changes in version 3.8.0

ID	Note	
19020	New feature	Support for new CIS scanner models
19295	New feature	Software now support more than one CIS scanner connected to the same PC
18582	New feature	A Scanner Installation Wizard has been added to make installation of scanners more easy
17949	Change	The “Scan to Net” tab has been renamed to “Network” and the contents has been redesigned for easier setup
19036	Fix	CIS scanners does not fail to initialize anymore after running the SCANdump program
19042	Fix	A manually defined ”Scan to Net server” can now be used when receiving scans from another computer
18705	New feature	“Lamp light on” counter can be reset from the log tab for scanners with a fluorescent lamp

Changes in version 3.7.1

ID	Note	
19103	Fix	Run-time error at the end of basic calibration on CIS scanner
19104	Fix	"Scan subsystem failed to initialize" on a shared CIS scanner
19105	Fix	CIS scanner not always detected by the software after PC reboots or scanner has left sleep mode
19107	Fix	Occasional black horizontal bars on images scanned with a CIS scanner
19214	Fix	Scanner application was unable to use CIS scanner after scanner left sleep mode

Changes in version 3.7.0

ID	Note	
18312	New feature	Support for Windows Vista64 and Windows XP64

18740	Fix	"Add" and "Remove" buttons were not enabled on "Scan to Net" tab in Windows Vista
18767	Fix	“Lamp light on” information was not being displayed in “Log” tab for all relevant scanners
18788	Fix	The application crashed when selecting “From a network scanner” on a system using Japanese format

Changes in version 3.6.3

ID	Note	
18774	Fix	The SCANdump program failed to run on a PC on which no previous version had been installed.

Changes in version 3.6.2

ID	Note	
18270	Fix	CIS-scanners: Improved handling of communication (message: Scan subsystem failed to initialize (FW/SW mismatch)).
17877	Fix	CIS-scanners: Further improved x-axis accuracy.
16753	Fix	CIS-scanners: Usage of Microsoft Windows "Scanners and Cameras" properly disabled.

Changes in version 3.6.1

ID	Note	
18202	Fix	CIS-scanners: Fix for gray matching test

Changes in version 3.6.0

ID	Note	
16552	Fix	CIS-scanners: Improved x-axis accuracy.
16756	New feature	CIS-scanners: Checks if host PC supports SSE2 signal processing
17030	Fix	CIS-scanners: Color saturation now supported
17241	Fix	CIS-scanners: Improved continuity in dark areas

Changes in version 3.5.6

ID	Note	

-	New feature	Support for all current scanner models

Changes in version 3.4.12

ID	Note	
16413	New feature	Added Nextimage support
16521	Bugfix	Scan from a network scanner did not always start properly

Changes in version 3.4.11

ID	Note	
16275	Bugfix	Fixed problem related scan one-touch key not acting properly

Changes in version 3.4.10

ID	Note	
15205	Bugfix	Applications may hang up for 20-30 secs on new scanner models due to illegal command being issued
15311	Bugfix	Removed some confusing scanner messages.

Changes in version 3.4.9

ID	Note	
13131	New feature	Support for scanners with larger transfer buffers.

Changes in version 3.4.8

ID	Note	
	New feature	Support for Windows Vista 32bit versions.

Changes in version 3.4.7

ID	Note	
10813	Bugfix	Scanner drivers made more robust towards simultaneous scanner access.
11546	New feature	Support for synchronizing scanner and PC time on some scanner models.

11547	New feature	Added field on Info tab for iJet scanners with storage capability.
11582	Change	Review of messages in status control.
11781	New feature	Support for scanners with Harddisk.
11893	Change	Veryfing that OS is the correct match for the scanner.

Changes in version 3.4.6

ID	Note	
11164	New feature	Added support for new iJET scanners.

Changes in version 3.4.5

ID	Note	
10867	Change	Now using the technically more correct term 'Sleep' instead of the terms 'Standby' and 'Power down'.
11056	Bugfix	Fixed some erroneous string resources
11120	Change	Added support for some newer scanner models
11164	Bugfix	Full support for new iJET scanner models

Changes in version 3.4.4

ID	Note	
419	Bugfix	Scan to PDF did not work with some B/W scanmodes.
428	Bugfix	Scan to Adaptive mode allowed illegal DPI to be used.
9773	Bugfix	Autosize iJet scans failed because of an illigal instruction send to the scanner
10583	Bugfix	Solved problem with RoHS scanner waking up from power down when another scanner is present.

Changes in version 3.4.3

ID	Note	

415	Bugfix	Scan-to-net client saved wrong broadcast portnumber.
417	Bugfix	Now the target folder for scan-to can be changed without reconnecting the scanner.
420	Bugfix	Black/White point not set correctly for some B/W scan modes.
421	Bugfix	Gamma value not set correctly for some scan modes.

Changes in version 3.4.2

ID	Note	
369	Bugfix	Fixed autosize problem on some scanners when connected via USB.
374	Change	Showing the application errorlog when pressing view log on log tab, instead of the scanner error log (scanner error log can be found in the Windows folder).
378	Bugfix	Right click menu and About box now shows correct info for restricted users.
381	Bugfix	Timer setting and auto-standby revised.
383	Bugfix	Scan server was not connecting correctly to clients.
384	Bugfix	List of servers is now updated correctly.
388	Bugfix	Handling restricted user limitations correctly on scan2net tab.
390	Bugfix	Improved Autosize algorithm.
392	Change	Using term Scan to Net instead of Scan2net.
397	Bugfix	Improved error logging.
399	Change	Using term Power Down to comply with Energy Star terminology.
401	Bugfix	A problem sharing some scanner models has been solved.
402	Bugfix	SCANserver did not clean up un-sent files and inactive users.
403	Change	Energy Star compliance assured.

Changes in version 3.4.1

ID	Note	
150	New feature	The scan2net SCANclient listens to more servers simultaneously.

324	Bugfix	Some one-touch application were not displayed under special circumstances.
340	Bugfix	Scan-to functionality used wrong dpi for very high dpi's.
355	New feature	Ok/Cancel/Apply buttons now works consistently on all tabs.
359	Bugfix	Forgot to update the adjustment status field if the scanner were not been adjusted.
370	Bugfix	Wrong color saturation method was used on 24bit scans
371	Bugfix	Some error messages for scanner were not shown corretly for the latest scanner models.
372	New feature	Safer FW download handling to avoid system deadlock caused by Windows device locking mechanism.
373	Bugfix	Minor error in the color balance solved.

Changes in version 3.4

ID	Note	
313	New feature	We now handle PC standby/hibernate situations.
322	Bugfix	Selecting link days on timer tab no longer applies to all scanners connected. Only the selected one.
336	Bugfix	In the scan2net client the user could not delete a password once selected. Only select a new one. No she can select no password by choosing blank.
337	Bugfix	Scan2net had problems if the image file to transfer was empty. Now such jobs are deleted.
350	Bugfix	The powerdown timer is now saved so it can be shown again on restart.
353	New feature	Showing more error diagnostics from new scanner models.
354	Bugfix	Did not show correct version number for some new scanner models.
356	New feature	Installation issue solved.
357	New feature	Installation issue solved.
358	New feature	The subscription the scan-to facility is now properly controlled from the check box on the scan2net tab.

361	Bugfix	Fixed problem on systems with Italian locale, where the controls on the timer tab showed dates and not time of day.
362	Bugfix	Reading the calibration timestamps and validating calibration profiles slightly differently – but more correct.

Changes in version 3.3

ID	Note	
231	Bugfix	Now possible to perform B/W mode preview scan in WIA scan wizard.
280	New feature	Now able to run on systems that have now taskbar running.
282	Bugfix	Added missing error message for when remote scanner is reserved by another user.
284	New feature	You can now install and use remote scanning on networks without DNS running.
289	Bugfix	Sometimes the WIA wizard failed to scan.
290	Bugfix	Sometimes the WIA wizard caused scans to be upside-down in the result, even though the preview was correctly orientated.
292	New feature	Combined firmware numbers in a single control on the Info tab.
293	New feature	Energy Star features implemented. Automatic idle time power down controlled on the Timer tab.
294	New feature	Now show error numbers in the messages window on the Status tab.
295	Bugfix	Status polling for remote scanner now works, even if the remote scanner is in boot mode
299	New feature	Generic scanner ID for more better install process.
301	Bugfix	If a remote scanner was installed and no scanner was connected, then a nagging wait cursor was shown every 10 seconds.
303	New feature	Run on Windows 2003 Server. NOTE however, in Win 2003 Server you must configure the Windows Acquisition Service to start automatically. Default is that it is not started.
304	New feature	Now we can determine much faster if a remote scanner is not connected. The timeout for the connection can be adjusted through the new IP_TIMEOUT_SECS variable in the new [IP] section of the ctx_scan_200.log file

306	New feature	Now possible to select multiple remote scanners for removal.
312	New feature	Now the add scanner dialog automatically closes if the user has successfully installed a scanner manually.

Changes in version 3.2

ID	Note	
228	Bugfix	Fixed driver bug that occationally caused applications to report ‘unknown handle’
232	Bugfix	WIA image acquisition wizard now no longer says B/W scanners can do color scans
248	Bugfix	USB scanners made more robust to certain command sequence errors.
251	Bugfix	Now handles critical situations around scanner reboots (eg. after leaving standby mode) smoothly.
252	Bugfix	Avoiding sending multiple empty files from SCANserver to SCANclient.
256	New feature	Now old scanners can be accessed over an Ethernet (LAN or WAN) throught the Remote Scanning feature.
257	New feature	Configuration of SCANserver and SCANclient, as well as Remote Scanning configuration is gathered in a new Net2Net tab.
258	New feature	You can install and remove ethernet enabled scanner via the ‘selected scanner’ combobox.
260	New feature	New and simplified installation procedure.
262	Bugfix	Fixed driver failure than could make applications crash on Windows Me system.
268	Change	The SCANclient no longer has it own tray icon. Should be configured via. the Scan2Net tab.
272	Change	Now allows 25 scanners installed on one PC.

Changes in version 3.1

ID	Note	
	Change	New layout on the status tab. Replaced error message combo with message window.
231	Bugfix	Preview now possible for B/W mode with WIA wizard on WinXP
240	Bugfix	WS log tab handling older scanner firmware more robust.

243	New feature	Added Support for scanner consumables (GOLF).
249	Bugfix	The driver is made robust, towards scanner reboots when the scanner is use by an application. WinXP and Win Me only.

Changes in version 3.0.2

ID	Note	
209	Change	Better format of time fields on info tab.
218	New feature	If log tab is visible the statistics is updated every 2 seconds.
225	Change	New format of ‘last calibration timestamp’ on the log tab.
226	Bugfix	Roller movement field on the log tab now shown in correct units.
229	New feature	Added support for new scanner models.

Changes in version 3.0.1

ID	Note	
		Multiple languages.
210	Bugfix	Now displays all strings correctly when run by a restricted user

Changes in version 3.0

ID	Note	
	New feature	Introduced the NET Architecture; NET SCANserver and SCANclient
	New feature	Windows Image Acquisition (WIA) support on WinXP and WinME; including the ‘Scanners and Cameras’ scanning wizard
152	New feature	Added online help through right-click menu and the F1 key
144	New feature	Added error log which can be seen from new Log tab
141	New feature	Introduced service ID field on Info tab

126	New feature	Firmware download is added to Right-click menu->Advanced Options->Update Scanner Firmware. This is the recommended way to update Firmware because it prevents potential Windows deadlocks!
121	New feature	Added tab in dialog for preventive maintenance – the Log tab
116	New feature	Now able to control the SCSI adapter settings for optimizing scanner performance under STI/WIA
170	Change	Now allows the scanner to be connected to a scsi adapter with id >8
162	Change	Added short-cut to the readme file (this file) in start menu
	Change	Control panel extensions removed from install. All info is available in dialogs.
193	Bug fix	Tool tip on WinMe, WinNT and Win98 when no scanners is connected is now changed to “No scanners found. Please connect and install a scanner”.
149	Bug fix	Now with automatic support for restricted user under WinXP if SP1 is installed.
143	Bug fix	Scanners with 15 char name length was truncated.

Changes in version 2.1

ID	Note	
	Change	Made one-touch combo's higher, thus leaving room for all apps without scroll.
	Change	Now the one-touch apps are no longer sorted in the combo box because this caused wrong behavior on Win98
	Change	Now check for STI apps every time a one-touch button is pressed.
97	Change	Now it’s possible to configure one-touch settings, even though no scanner is connected
	Bug fix	Frees some unused memory if no scanner is connected. Possible memory leak.
107	Bug fix	Fixed some strings that were 'hardcoded' in the resourcefile
	Bug fix	Fixed some problems with 4G jumping on and off
94	Bug fix	Fixed bug that made app stop reading status for all scanners if a ACS scanner is connected.

Changes in version 2.0

ID	Note	
-	New	This application is REQUIRED to run for the one-touch buttons to function.

	feature	
-	New feature	Easy integrated one-touch button configuration page.
-	New feature	One-touch button functionality now on all OS's and for STI as well as ASPI connectivity
83	New feature	Now pops up if user hits one-touch button and no app is selected.
84	New feature	Added none choice to list of One-touch apps, but kept check-box so that the user can turn off event quickly and without forgetting his settings.
71	New feature	Added serial number on Info tab
75	Change	Moved user settings to HKEY_CURRENT_USER
	Bug fix	Fixed some resource strings
74	Bug fix	Now the page remembers changes if user switches back and forth between tabs after having changed some selections
73	Bug fix	Now reports scanner timer settings correct in standby mode