Wide Format Scanner System Software

Contents

Version Changes
Service Tool
Supported Operating Systems
Supported Scanners

Version Changes

Changes in version 5.7.1

WS124	Fix	Error when changing the scanner detection port.

Changes in version 5.7.0

WS66	New	Support for new CIS scanner – see Supported Scanners.
WS100	Fix	Better clean-up after WIDEsystem uninstall.
WS97	Fix	Improved ICC profiles for the HD Ultra X scanner.
WS101	Fix	Manual Scanner Activation guide is updated.

Changes in version 5.5.8

WS87	New	Rainforest365 support is withdrawn from WIDEsystem.
WS86	Fix	Improve color calibration when using Batch 170707 calibration sheets.

Changes in version 5.5.7

WS68	New	Support for Energy Star 3.0 compliance scanners.
WS63	Fix	Improve HD Ultra X calibration.

Changes in version 5.5.6

WS57	Fix	Problem with banding (CIS to CIS colour difference) fixed for IQ FLEX.

Changes in version 5.5.5

WS53 WS54	New	Improved colour accuracy on HD Ultra X scanners.
WS49	Fix	HD Ultra X scanners sometimes fell asleep immediately after connecting USB cable

Changes in version 5.5.4

WS33	New	Additional WIDEsystem application files are now digital signed to be accepted by antivirus tools.
WS34	Fix	Scan on IQ FLEX with only one light source started too early.

Changes in version 5.5.3

WS19	New	ICC profiles for the HD Ultra X scanner have been added.
WS7	New	WIDEsystem Calibration or Activation is launched when clicking on the Windows notification.
WS18	Fix	Incorrect top offset after full calibration of an HD iFlex scanner.
WS26	Fix	Improved HD Ultra camera alignment.

Changes in version 5.5.2

36174	Fix	WIDEsystem sometimes reported incorrect scanner mode for HD Ultra X.
36140	Fix	Timer settings for HD Ultra X were sometimes incorrect.
36163	Fix	Calibration of SD One MF scanners failed with error 100-1007.

36210	Fix	Online retrieval of IT8 files sometimes failed.
36169	Fix	The scanner software updater displayed an incorrect software status.
WS13 WS16	Fix	Improved calibration assistance messages added for HD Ultra scanners.

Changes in version 5.5.1

705	Fix	Minor HD Ultra X scanner fixes.

Changes in version 5.5.0

34756	New	Support for new 60” CCD scanner – see Supported Scanners.
35811	Fix	WIDEsystem dialogs adjusted to 4K displays.
35974	Fix	WIDEsystem notifications no longer ends up in Windows Action Center.
35877	Fix	Problem with a Windows 7 security message during installation is solved.
35384	Fix	Scanner calibration failed when Turkish language was selected.

Changes in version 5.4.2

35729	Fix	WIDEsystem application files are now digital signed to be accepted by antivirus tools.

Changes in version 5.4.1

35067	Fix	WIDEsystem calibration sometimes ended with error 100-1010.
35093	New	Support control of light source on the IQ FLEX scanner.

Changes in version 5.4.0

33322	New	Support for new flatbed CIS scanner – see Supported Scanners.
33942	Fix	X-scaling on the IQ Quattro scanner was incorrect.
34131	Fix	Control of scan speed failed on the IQ Quattro scanner.
33334	Fix	WIDEsystem icon in the system tray could not to launch Nextimage.

Changes in version 5.3.4

33687	New	Support for new CIS scanner – see Supported Scanners.

Changes in version 5.3.3

33573	New	Changed support for CIS scanner – see Supported Scanners.
30238	New	Registration of application in Windows Firewall during installation.
33378	Fix	HD iFLEX scanner failed to calibrate using the USB connection.
33333	Fix	The ‘Launch Nextimage’ item in the WIDEsystem popup menu did not always work.
32280	Fix	System tray icon and scanner messages were not always updated when scanner was disconnected.

Changes in version 5.3.2

33251	New	PageDrop is superseded by rainforest365.
33049	New	Translation added for Turkish.
33225	New	Installation requires End User registration/validation.
32915	Fix	End user information is no longer required after scanner activation.

Changes in version 5.3.1

32998	Fix	Error 57-12 during launch of WIDEsystem.
32982	Fix	The Help in WIDEsystem did not work.
32982	Fix	Release Note link in Info tab failed.
32915	Fix	Exit not enabled when WIDEsystem was in system tray.

33038	New	Corrections to translated user interface.

Changes in version 5.3.0

32246	New	Support for 64 bit scan applications.
32326	New	Faster initial scanner connect for all applications.
32468	Fix	Optional Raw (16/48 bit) Tiff files were not cropped correctly.
32483	Fix	Scanner messages in the WIDEsystem Status tab were not always updated instantaneously.
32258	Fix	WIDEsystem sometimes displayed the message ‘Encountered an improper argument’ during start up.

Changes in version 5.2.0

29210	New	Service Support for new CIS scanners.

Changes in version 5.1.4

32110	New	Support for various scanners – see Supported Scanners.
32064	Fix	Calibration of HD Ultra scanners sometime failed with Error 55-305

Changes in version 5.1.3

31743	New	Support for new CIS scanners.
31822	Fix	WIDEsystem sometimes terminated when user clicked on Close button.
31559	Fix	Missing scan lines in full-size scans on a HD iFLEX scanner (requires latest firmware).

Changes in version 5.1.2

30389	Fix	CIS-scanners: Fixed size scans were offset from center on some scanner models.
31033	Fix	CIS-scanners: After a calibration camera images could be misaligned on some 24” scanners.

Changes in version 5.1.1

28745	New	Display option for release notes has been added to the system menu (clicking on the upper-left icon).
30031	Fix	Installation of the scanner USB driver (in the Add Scanner Wizard on Windows 8) could fail.
30116	Fix	Installation did not always ask for admin rights even though they are required.

Changes in version 5.1.0

29065	New	Support for new CIS scanners.
29584	New	New entry in the scanner dropdown list to add a scanner to the list. This has the same functionality as the Add-button in the Network tab.
29766	Fix	CIS-scanners: Scan lines were sometimes missing in the top of a scan.
29784	Fix	In some situations missing scan lines at both ends of scan.

Changes in version 5.0.1

29608	Fix	CIS-scanners: Scan could fail on new PCs because of missing components.

Changes in version 5.0

29450	New	Improved software performance.
29182	New	CIS-scanners: Correction of camera alignment variations during scanning on IQ-series
29428	Fix	CCD-scanners: Calibration failed on 600 dpi models.
29447	Fix	CIS-scanners: Fixed size color scans did not include all lines at the end of the scan.
29033	Fix	The contents of the first lines in the first scan could be incorrect on some CIS-scanners leading

		to wrong auto width.
29372 29364	Fix	Calibration could fail on flatbed CCD scanners.

Changes in version 4.9

28672	New	Current CIS-Scanners: Correction of camera alignment variations during scanning.
28826	New	Start Menu shortcuts to Readme and Uninstall removed for better Windows 8 compatibility.

Changes in version 4.7.1

28492	Fix	The scanner list was not always updated properly when a scanner was disconnected.
28485	Fix	Some old CIS scanners failed to calibrate with software version 4.7.0.
28444	Fix	The scanner list could sometimes be blocked by a USB connected third party scanner.

Changes in version 4.7

25813	New	“Plug and play” support for certain Ethernet scanners connected directly to the PC, without having to add the scanner manually in the Network tab.
28243	Fix	Support for faster Batch scanning in Nextimage on CIS scanner.
28330	Fix	Calibration sometimes failed with Ethernet scanners connected directly to the PC.

Changes in version 4.6.1

27866	New	Support for new CIS scanners.

Changes in version 4.6

27933	Fix	One Touch buttons did not work when Nextimage was in Full Screen mode.
27583 27515	Fix	Calibration never started or was hanging in some rare cases.
27542	Fix	License tab was wrongly displayed for some older CCD scanners.
27735	Fix	The old "Send/Receive Scans" functionality has been discontinued.

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

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

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

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

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

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

Service Tool

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.

Supported Operating Systems

- Windows 8.1 (Enterprise) 32-bit
- Windows 8.1 (Enterprise) 64-bit
- Windows 10 (Enterprise) 32-bit
- Windows 10 (Enterprise) 64-bit
- Windows Server 2019 Standard

Supported Scanners

- IQ 2420
- IQ 2490
- IQ 4420
- IQ 4450
- IQ 4490
- CG710
- CG810
- IQ Quattro 2420
- IQ Quattro 2450

- IQ Quattro 2490u
- IQ Quattro 2490
- IQ Quattro 3620
- IQ Quattro 3650
- IQ Quattro 3690u
- IQ Quattro 3690
- IQ Quattro 4420
- IQ Quattro 4450
- IQ Quattro 4490u
- IQ Quattro 4490
- IQ Quattro X 4420
- IQ Quattro X 4450
- IQ Quattro X 4490
- SD One 24
- SD One 24+
- SD One 36
- SD One 36+
- SD One MF 24
- SD One MF 36
- SD One MF 44
- IQ FLEX
- SD3610
- SD3610+
- SD3615 MFP
- SD3619
- SD3620
- SD3650+
- SD3690+
- HD Ultra 3610
- HD Ultra 3610+
- HD Ultra 3610i
- HD Ultra 3610i+
- HD Ultra 3630
- HD Ultra 3630+
- HD Ultra 3630i
- HD Ultra 3630i+
- HD Ultra 4210
- HD Ultra 4210+
- HD Ultra 4210i
- HD Ultra 4210i+
- HD Ultra 4230
- HD Ultra 4230+
- HD Ultra 4230i
- HD Ultra 4230i+
- HD Ultra 3650+
- HD Ultra 3650i+
- HD Ultra 3690i+
- HD Ultra 4250+
- HD Ultra 4250i+
- HD Ultra 4290i+
- HD Ultra i3610s
- HD Ultra i3620s
- HD Ultra i3650s
- HD Ultra i3690s
- HD Ultra i4210s
- HD Ultra i4220s
- HD Ultra i4250s
- HD Ultra i4290s
- HD iFLEX
- HD iFLEXu
- HD Ultra X 3610
- HD Ultra X 3620
- HD Ultra X 3650
- HD Ultra X 3690
- HD Ultra X 4210

- HD Ultra X 4220
- HD Ultra X 4250
- HD Ultra X 4290
- HD Ultra X 6010
- HD Ultra X 6020
- HD Ultra X 6050
- HD Ultra X 6090
- HD5450
- HD5450+