

DC Tips

... for the user

DC00CC0121
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Local Scanner Support in CentreWare 5.2 PaperPort 6.5

Overview

PaperPort refers to version 6.5 LE and 6.5 Deluxe. PaperPort version 6.5 LE and PaperPort Deluxe that is included with the CentreWare 5.2 software does not contain support for either Visioneer local scanners or TWAIN compliant scanners. This may be perceived as a software error. Removing support was a business decision. This document describes the reasons for removing the local and TWAIN scanner support and provides alternate methods to establish support where available.

Visioneer Scanner Support

Version 6.5 of PaperPort shipped with CentreWare 5.2 does not offer the option to install or reinstall local Visioneer scanners.

If a Visioneer scanner is installed (with a prior version of PaperPort) and PaperPort version 6.5 (available in CentreWare 5.2) is installed, this upgrades PaperPort to 6.5 and access is lost for the local Visioneer scanner.

The Visioneer scanners have been separated from the ScanSoft Textbridge and PaperPort products. Since Visioneer scanners employ proprietary drivers, ScanSoft is not supporting these scanners in the new releases for PaperPort.

There is no method to re-establish support for your local Visioneer scanner unless you downgrade PaperPort to the version previously used (which is not compatible with CentreWare 5.2). The PaperPort install wizard prompts you to uninstall the previous version of PaperPort before installing the desired version.

TWAIN Scanner Support

Support for local TWAIN-compliant scanners is not available in Version 6.5 of PaperPort shipped with CentreWare 5.2. If there is another application that installed TWAIN support, TWAIN support will be available in Visioneer. The retail version of PaperPort does support local TWAIN-compliant scanners.

Enabling support of TWAIN-compliant scanners fails if you do not have write access to the Windows directory. This creates a problem in an enterprise environment where workstations are maintained by an independent systems group. For this reason, TWAIN support was removed in the CentreWare 5.2 version of PaperPort. The TWAIN data source manager, which supplies support for TWAIN-compliant scanners, is not installed. This has no impact on systems on which other TWAIN-compliant applications were previously installed.

This Document
pertains to these
Xerox products:

X	DC 332/340 ST
X	DC 240/255/265 ST/LP
X	DC 220/230 ST/LP
	DCCS 50

Note: This installation creates a user-specified directory with TWAIN files for developers. You can delete this directory and content without disrupting the installation of TWAIN support.

The TWAIN system components must be installed for systems which require support for TWAIN-compliant scanners. To install the TWAIN system components, **it is necessary to do one of the following procedures** from the list below. As previously mentioned, write access to the Windows directory is required:

- Install any retail version of PaperPort. Xerox does not provide support for this **Note**: This installation creates a user-specified directory with TWAIN files for developers. You can delete this directory and content without disrupting the installation of TWAIN support. version.
- Install any other TWAIN compliant imaging application (such as Adobe PhotoShop, Kai's PowerGoo, etc.).
- Install the TWAIN components via download from the TWAIN website as follows:
 1. Point the browser to <http://www.TWAIN.org>
 2. Select [**Downloads**].
 3. Select [**Download the Toolkit**] to download the self-extracting executable, TWAINkit.exe.

TWAIN Initialization

The TWAIN initialization issue described below might be mistaken for the issues above. The TWAIN initialization issue applies only to PaperPort Deluxe version 4.0. This issue is listed only for reference. This version of PaperPort is not included with any CentreWare versions. Find the problem description and resolution at the ScanSoft website <http://www.scansoft.com>. Use the following links:

1. From the Product Support drop-down box, select [**Support**].
2. Select [**PaperPort**].
3. Select [**I am having a problem scanning**].
4. Select [**Scan icon does not appear on the PaperPort Desktop toolbar**].

The following description displays TIB 727pa:

Problem: The scan icon does not appear on the PaperPort Desktop toolbar.

Cause: The TWAIN data source may not be installed. (The message should read "The TWAIN data source manager may not be initialized".)

Solution: To resolve this problem, do the following:

1. Select [**Start: Find: Files or Folders**].
2. Search on INITWAIN.EXE on the drive where PaperPort is installed.
3. Find and select the file
4. Double-click on the file. A message occurs saying that PaperPort has been reinitialized for TWAIN access. Select <**OK**>.
5. Restart the computer. The scan icon now appears on the PaperPort Desktop toolbar.

Additional Information

The Xerox Digital Solutions & Support Centre welcomes feedback on all DC Tips documentation - send feedback via e-mail to: USA.DSSC.Doc.Feedback@mc.usa.xerox.com.

Other DC Tips are available at the following URL: <http://www.xerox.com/DocumentCentreFamily/Tips>.

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