DC Tips

... for the user

Configuration Problems with a Document Centre Using CentreWare Scan Services in Windows XP

Purpose

This document describes potential problems encountered during testing of CentreWare Scan Services 5.3 and 5.4 (earlier versions may also experience these problems) when using Windows XP. The document also describes a solution and a workaround that eliminates the problems.

Problems

These problems may occur during the Document Centre configuration if you use CentreWare Scan Services or earlier and a Windows XP client:

- Click "Add Network Scanner" to search for a Document Centre on your network. You may find the "Devices Found" list contains duplicate entries for a single Document Centre.

- A new device installation may overwrite another device's settings when you use a hostname to reference a device instead of an IP address. An error message appears that indicates the device is already configured for network scanning. The installation then continues, overwriting the settings of an existing device.

Solution

CentreWare 5.4 supports Windows XP. Xerox recommends you upgrade to XP Service Pack 1 to correct the problems.

This document applies to these Xerox products:

	DC 555/545/535 ST
x	DC 490/480/470/460 ST
x	DC 440/432/425/420 ST
x	DC 340/332 ST
x	DC 265/255/240 ST/LP
x	DC 230/220 ST/LP
	DCCS 50

⚠️ **CAUTION:** Make sure to back up your registry before you edit it. Make sure you understand how to restore the backup if a problem occurs. For more information, review the help topic "Restoring the Registry," in Regedit.exe or the help topic "Restoring a Registry Key," in Regedt32.exe.

> Using Registry Editor incorrectly can cause serious problems that may require you to reinstall your operating system. Xerox cannot guarantee that problems resulting from the incorrect use of Registry Editor can be resolved. Use Registry Editor at your own risk. For information about how to edit the registry, view the help topic "Changing Keys and Values" in Registry Editor (Regedit.exe), or the help topics "Add and Delete Information in the Registry" and "Edit Registry Data" in Regedt32.exe.

Your registry might be populated with incorrect information if you ran CentreWare prior to upgrading the XP service pack. To clean up the registry:

1. Make a backup copy of the registry; See Registry Editor Help Topic "Backing Up Data, Registry Data."

2. Select **Start > Run** to launch the registry editor that comes with XP, and type in "Regedit."

3. Expand the Current User key (HKEY_CURRENT_USER).

4. Scroll down to Software\Xerox\CentreWare and delete the following three keys:

   • HKEY_CURRENT_USER\Software\Xerox\CentreWare\CDK\scanning\CachedNetwork

   • HKEY_CURRENT_USER\Software\Xerox\CentreWare\CDK\client\CachedNetwork

   • HKEY_CURRENT_USER\Software\Xerox\CentreWare\NetworkScanning\Scanners

   These three keys are repopulated the next time you run CentreWare.

   Note: The availability of the keys depends on the CentreWare solftware applications you have installed. For example, if scanning is installed without DAW/DDW (Device Admin Wizard/Device Discovery Wizard), the client key does not exist.

5. Exit out of the registry editor.

Additional Information

Xerox's Document Centre Technical Support Operations 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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